

Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints

Levy income

(Source: TIC)

-	May 2011 / May 2010	HK\$1,697,000 / 1,621,000	+4.7%
-	Jan - May 2011 / Jan - May 2010	HK\$7,551,484 / 7,381,000	+2.3%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in April 2011 / April 2010	3,357,960 / 2,796,311	
	Difference:	+20.1%	
-	Total arrivals in Jan - Apr 2011 / Jan - Apr 2010	13,065,931 / 11,420,999	
	Difference:	+14.4%	

- Arrivals from individual markets in April 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	2,136,896	+28.7%	63.6%
Taiwan	197,775	+10.3%	5.9%
Japan	85,056	-10.9%	2.5%
USA	107,845	+2.6%	3.2%

- Arrivals from individual markets in Jan - Apr 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	8,657,350	+20.1%	66.3%
Taiwan	705,179	-1.5%	5.4%
Japan	411,963	-4.1%	3.2%
USA	387,218	+4.6%	3.0%

Mainland inbound tour group registration

(Source: TIC)

-	May 2011 / May 2010	9,169 / 6,500	+41.1%
-	Jan - May 2011 / Jan - May 2010	37,878 / 33,757	+12.2%

Air ticket sales

(Source: IATA)

Total billing:

-	May 2011	HK\$ 2,251 million
-	May 2010	HK\$ 1,816 million
	Difference:	+24%
-	Jan - May 2011	HK\$ 9,116 million
-	Jan - May 2010	HK\$ 7,949 million
	Difference:	+14.7%

No. of transactions:

-	May 2011	540,585
-	May 2010	513,759
	Difference:	+5.2%
-	Jan - May 2011	2,452,561
-	Jan - May 2010	2,324,515
	Difference:	+5.5%

Complaints

(Source: TIC)

Outbound travellers:

-	May 2011 / May 2010	116 / 81	+43.2%
		(10 referred by Consumer Council)	
-	Jan - May 2011 / Jan - May 2010	468 / 451	+3.8%
		(77 referred by Consumer Council)	

Inbound travellers:

-	May 2011 / May 2010	19 / 33	-42.4%
		(ALL CHN / 32 CHN 1 SEA)	
		(9 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board)	
-	Jan - May 2011 / Jan - May 2010	128 / 190	-32.6%
		(123 CHN 2 SEA 1 UK 2 OTH / 185 CHN 3 SEA 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

-	May 2011 / May 2010	337 / 552	-38.9%
-	Jan - May 2011 / Jan - May 2010	2,605 / 3,754	-30.6%

Inbound travellers:

-	May 2011 / May 2010	62 / 38	+63.2%
		(60 CHN 2 OTH / 36 CHN 1 AUS 1 OTH)	
		(16 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)	
-	Jan - May 2011 / Jan - May 2010	254 / 189	+34.4%
		(244 CHN 2 SEA 8 OTH / 184 CHN 2 SEA 1 AUS 2 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	May 2011 / May 2010	127 / 151	-15.9%
-	Apr - May 2011 / Apr - May 2010	311 / 356	-12.6%

Inbound travellers:

-	May 2011 / May 2010	15 / 15	0.0%
		(ALL CHN / ALL CHN)	
		(2 referred by Consumer Council, 1 referred by Tourism Commission)	
-	Jan - May 2011 / Jan - May 2010	105 / 68	+54.4%
		(102 CHN 3 SEA / 67 CHN 1 SEA)	