

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

Levy income

(Source: TIC)

-	July 2011 / July 2010	HK\$1,901,000 / 2,114,000	-10.1%
-	Jan - Jul 2011 / Jan - Jul 2010	HK\$11,239,848 / 11,303,000	-0.6%
-	August 2011 / August 2010	HK\$1,823,000 / 1,949,000	-6.5%
-	Jan - Aug 2011 / Jan - Aug 2010	HK\$13,062,484 / 13,252,000	-1.4%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in June 2011 / June 2010	3,035,222 / 2,619,722	
	Difference:	+15.9%	
-	Total arrivals in Jan - Jun 2011 / Jan - Jun 2010	19,331,181 / 16,856,016	
	Difference:	+14.7%	
-	Arrivals from individual markets in June 2011:		
		<u>No. of visitors</u>	<u>Compared with</u>
			<u>2010</u>
			<u>Market</u>
			<u>share</u>
	Mainland China	1,924,603	+23.1%
	Taiwan	184,330	+7.7%
	Japan	92,834	-11.2%
	USA	103,977	+3.8%
-	Arrivals from individual markets in Jan - Jun 2011:		
		<u>No. of visitors</u>	<u>Compared with</u>
			<u>2010</u>
			<u>Market</u>
			<u>share</u>
	Mainland China	12,697,366	+21.1%
	Taiwan	1,053,701	-0.2%
	Japan	598,948	-6.9%
	USA	590,833	+4.5%
-	Total arrivals in July 2011 / July 2010	3,839,388 / 3,136,794	
	Difference:	+22.4%	
-	Total arrivals in Jan - Jul 2011 / Jan - Jul 2010	23,170,569 / 19,992,810	
	Difference:	+15.9%	

-	Arrivals from individual markets in July 2011:		
	<u>No. of visitors</u>	<u>Compared with</u>	<u>Market</u>
		<u>2010</u>	<u>share</u>
	Mainland China	2,677,326	+33.1%
	Taiwan	216,518	+3.1%
	Japan	99,405	-3.4%
	USA	151,001	+0.5%
			69.7%
			5.6%
			2.6%
			3.9%

-	Arrivals from individual markets in Jan - Jul 2011:		
	<u>No. of visitors</u>	<u>Compared with</u>	<u>Market</u>
		<u>2010</u>	<u>share</u>
	Mainland China	15,374,692	+23.0%
	Taiwan	1,270,219	+0.3%
	Japan	698,353	-6.4%
	USA	1,037,384	+5.2%
			66.4%
			5.5%
			3.0%
			4.5%

Mainland inbound tour group registration

(Source: TIC)

-	July 2011 / July 2010	10,962 / 6,950	+57.7%
-	Jan - Jul 2011 / Jan - Jul 2010	56,550 / 46,656	+21.2%
-	August 2011 / August 2010	11,416 / 7,874	+45.0%
-	Jan - Aug 2011 / Jan - Aug 2010	67,966 / 54,530	+24.6%

Air ticket sales

(Source: IATA)

Total billing:

-	July 2011	HK\$ 2,003 million
-	July 2010	HK\$ 1,892 million
	Difference:	+5.9%
-	Jan - Jul 2011	HK\$ 13,237 million
-	Jan - Jul 2010	HK\$ 11,777 million
	Difference:	+12.4%

- August 2011	HK\$ 1,852 million
- August 2010	HK\$ 1,720 million
Difference:	+7.7%
- Jan - Aug 2011	HK\$ 15,089 million
- Jan - Aug 2010	HK\$ 13,498 million
Difference:	+11.8%

No. of transactions:

- July 2011	520,179
- July 2010	526,400
Difference:	-1.2%
- Jan - Jul 2011	3,511,897
- Jan - Jul 2010	3,381,949
Difference:	+3.8%
- August 2011	499,894
- August 2010	484,814
Difference:	+3.1%
- Jan - Aug 2011	4,011,791
- Jan - Aug 2010	3,866,763
Difference:	+3.8%

Complaints

(Source: TIC)

Outbound travellers:

- July 2011 / July 2010	99 / 102	-2.9%
	(16 referred by Consumer Council)	
- Jan - Jul 2011 / Jan - Jul 2010	661 / 649	+1.8%
	(110 referred by Consumer Council)	
- August 2011 / August 2010	124 / 101	+22.8%
	(21 referred by Consumer Council)	
- Jan - Aug 2011 / Jan - Aug 2010	785 / 750	+4.7%
	(131 referred by Consumer Council)	

Inbound travellers:

-	July 2011 / July 2010	14 / 32	-56.3%
		(ALL CHN / ALL CHN)	
		(4 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)	
-	Jan - Jul 2011 / Jan - Jul 2010	167 / 258	-35.3%
		(162 CHN 2 SEA 1 UK 2 OTH / 250 CHN 4 SEA 4 OTH)	
-	August 2011 / August 2010	28 / 34	-17.6%
		(ALL CHN / 33 CHN 1 SEA)	
		(8 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)	
-	Jan - Aug 2011 / Jan - Aug 2010	195 / 292	-33.2%
		(190 CHN 2 SEA 1 UK 2 OTH / 283 CHN 6 SEA 3 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

-	July 2011 / July 2010	379 / 491	-22.8%
-	Jan - Jul 2011 / Jan - Jul 2010	3,394 / 4,818	-29.6%
-	August 2011 / August 2010	638 / 899	-29.0%
-	Jan - Aug 2011 / Jan - Aug 2010	4,032 / 5,717	-29.5%

Inbound travellers:

-	July 2011 / July 2010	87 / 50	+74.0%
		(86 CHN 1 OTH / 44 CHN 2 SEA 4 OTH)	
		(10 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry)	
-	Jan - Jul 2011 / Jan - Jul 2010	392 / 279	+40.5%
		(380 CHN 2 SEA 1 AUS 9 OTH / 265 CHN 4 SEA 1 AUS 9 OTH)	
-	August 2011 / August 2010	84 / 45	+86.7%
		(81 CHN 3 SEA / 42 CHN 1 AUS 1 SEA 1 UK)	
		(26 referred by Consumer Council, 10 referred by Hong Kong Tourism Board)	
-	Jan - Aug 2011 / Jan - Aug 2010	476 / 324	+46.9%
		(461 CHN 5 SEA 1 AUS 9 OTH / 307 CHN 5 SEA 2 AUS 1 UK 9 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	July 2011 / July 2010	123 / 159	-22.6%
-	Apr - Jul 2011 / Apr - Jul 2010	561 / 694	-19.2%
-	August 2011 / August 2010	173 / 235	-26.4%
-	Apr - Aug 2011 / Apr - Aug 2010	734 / 929	-21.0%

Inbound travellers:

-	July 2011 / July 2010	10 / 8	+25.0%
		(ALL CHN / ALL CHN)	
		(3 referred by Consumer Council)	
-	Jan - Jul 2011 / Jan - Jul 2010	125 / 87	+43.7%
		(122 CHN 3 SEA / 85 CHN 2 SEA)	
-	August 2011 / August 2010	5 / 5	0%
		(ALL CHN / ALL CHN)	
		(1 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
-	Jan - Aug 2011 / Jan - Aug 2010	130 / 92	+41.3%
		(126 CHN 4 SEA / 90 CHN 2 SEA)	