

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

Levy income

(Source: TIC)

-	September 2011 / September 2010	HK\$1,460,000 / 1,222,000	+19.5%
-	Jan - Sept 2011 / Jan - Sept 2010	HK\$14,522,484 / 14,474,000	+0.3%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in August 2011 / August 2010	4,065,761 / 3,455,033	
	Difference:	+17.7%	
-	Total arrivals in Jan - Aug 2011 / Jan - Aug 2010	27,236,330 / 23,447,843	
	Difference:	+16.2%	

- Arrivals from individual markets in August 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	2,914,914	+23.0%	71.7%
Taiwan	195,320	-3.7%	4.8%
Japan	118,521	+1.6%	2.9%
USA	86,422	+2.3%	2.1%

- Arrivals from individual markets in Jan - Aug 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	18,289,606	+23.0%	67.2%
Taiwan	1,465,539	-0.2%	5.4%
Japan	816,874	-5.3%	3.0%
USA	779,860	+3.6%	2.9%

Mainland inbound tour group registration

(Source: TIC)

-	September 2011 / September 2010	8,496 / 4,186	+103.0%
-	Jan - Sept 2011 / Jan - Sept 2010	76,462 / 58,716	+30.2%

## Air ticket sales

(Source: IATA)

### Total billing:

-	September 2011	HK\$ 1,941 million
-	September 2010	HK\$ 1,824 million
	Difference:	+6.4%
-	Jan - Sept 2011	HK\$ 17,031 million
-	Jan - Sept 2010	HK\$ 15,322 million
	Difference:	+11.2%

### No. of transactions:

-	September 2011	498,152
-	September 2010	487,027
	Difference:	+2.3%
-	Jan - Sept 2011	4,509,943
-	Jan - Sept 2010	4,353,790
	Difference:	+3.6%

## Complaints

(Source: TIC)

### Outbound travellers:

-	September 2011 / September 2010	97 / 65	+49.2%
		(18 referred by Consumer Council)	
-	Jan - Sept 2011 / Jan - Sept 2010	882 / 815	+8.2%
		(149 referred by Consumer Council)	

### Inbound travellers:

-	September 2011 / September 2010	15 / 24	-37.5%
		(ALL CHN / ALL CHN)	
		(1 referred by Consumer Council, 4 referred by Hong Kong Tourism Board)	
-	Jan - Sept 2011 / Jan - Sept 2010	210 / 316	-33.5%
		(205 CHN 2 SEA 1 UK 2 OTH / 307 CHN 6 SEA 3 OTH)	

## Enquiries

(Source: TIC)

### Outbound travellers:

- September 2011 / September 2010                      350 / 420                      -16.7%
- Jan - Sept 2011 / Jan - Sept 2010                      4,382 / 6,137                      -28.6%

### Inbound travellers:

- September 2011 / September 2010                      58 / 24                      +141.7%  
(54 CHN 1 AUS 1 SEA 2 OTH / ALL CHN)  
(9 referred by Consumer Council, 7 referred by Hong Kong Tourism Board)
- Jan - Sept 2011 / Jan - Sept 2010                      534 / 348                      +53.4%  
(515 CHN 6 SEA 2 AUS 11 OTH / 331 CHN 5 SEA 2 AUS 1 UK 9 OTH)

## Requests for assistance

(Source: TIC)

### Outbound travellers:

- September 2011 / September 2010                      95 / 124                      -23.4%
- Apr - Sept 2011 / Apr - Sept 2010                      829 / 1,053                      -21.3%

### Inbound travellers:

- September 2011 / September 2010                      8 / 5                      +60%  
(ALL CHN / ALL CHN)  
(3 referred by Consumer Council, 4 referred by Hong Kong Tourism Board)
- Jan - Sept 2011 / Jan - Sept 2010                      138 / 97                      +42.3%  
(134 CHN 4 SEA / 95 CHN 2 SEA)