

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

Levy income

(Source: TIC)

-	October 2011 / October 2010	HK\$1,347,000 / 1,322,000	+1.9%
-	Jan - Oct 2011 / Jan - Oct 2010	HK\$15,869,484 / 15,796,000	+0.5%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in September 2011 / September 2010	3,187,091 / 2,728,107	
	Difference:	+16.8%	
-	Total arrivals in Jan - Sept 2011 / Jan - Sept 2010	30,423,421 / 26,175,950	
	Difference:	+16.2%	

- Arrivals from individual markets in September 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	2,094,360	+28.8%	65.7%
Taiwan	174,058	+2.4%	5.5%
Japan	113,229	-5.6%	3.6%
USA	90,723	-2.5%	2.8%

- Arrivals from individual markets in Jan - Sept 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	20,383,966	+23.6%	67.0%
Taiwan	1,639,597	0%	5.4%
Japan	930,103	-5.4%	3.1%
USA	870,583	+2.9%	2.9%

Mainland inbound tour group registration

(Source: TIC)

-	October 2011 / October 2010	9,181 / 5,056	+81.6%
-	Jan - Oct 2011 / Jan - Oct 2010	85,601 / 63,772	+34.2%

### Air ticket sales

(Source: IATA)

#### Total billing:

-	October 2011	HK\$ 1,716 million
-	October 2010	HK\$ 1,603 million
	Difference:	+7.0%
-	Jan - Oct 2011	HK\$ 18,748 million
-	Jan - Oct 2010	HK\$ 16,926 million
	Difference:	+10.8%

#### No. of transactions:

-	October 2011	495,072
-	October 2010	476,237
	Difference:	+4.0%
-	Jan - Oct 2011	5,005,015
-	Jan - Oct 2010	4,830,027
	Difference:	+3.6%

### Complaints

(Source: TIC)

#### Outbound travellers:

-	October 2011 / October 2010	80 / 86	-7.0%
		(14 referred by Consumer Council)	
-	Jan - Oct 2011 / Jan - Oct 2010	962 / 901	+6.8%
		(163 referred by Consumer Council)	

#### Inbound travellers:

-	October 2011 / October 2010	21 / 18	+16.7%
		(ALL CHN / 16 CHN 1 SEA 1 USA)	
		(5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
-	Jan - Oct 2011 / Jan - Oct 2010	231 / 334	-30.8%
		(226 CHN 2 SEA 1 UK 2 OTH / 323 CHN 7 SEA 1 USA 3 OTH)	

## Enquiries

(Source: TIC)

### Outbound travellers:

- October 2011 / October 2010 876 / 348 +151.7%
- Jan - Oct 2011 / Jan - Oct 2010 5,258 / 6,485 -18.9%

### Inbound travellers:

- October 2011 / October 2010 73 / 26 +180.8%  
(72 CHN 1 OTH / 24 CHN 1 AUS 1 SEA)  
(9 referred by Consumer Council, 2 referred by Hong Kong Tourism Board,  
1 referred by Hong Kong Police, 1 referred by media)
- Jan - Oct 2011 / Jan - Oct 2010 607 / 374 +62.3%  
(587 CHN 6 SEA 2 AUS 12 OTH / 355 CHN 6 SEA 3 AUS 1 UK 9 OTH)

## Requests for assistance

(Source: TIC)

### Outbound travellers:

- October 2011 / October 2010 194 / 114 +70.2%
- Apr - Oct 2011 / Apr - Oct 2010 1,023 / 1,167 -12.3%

### Inbound travellers:

- October 2011 / October 2010 10 / 5 +100%  
(9 CHN 1 SEA / ALL CHN)  
(3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)
- Jan - Oct 2011 / Jan - Oct 2010 148 / 102 +45.1%  
(143 CHN 5 SEA / 100 CHN 2 SEA)