

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

**Levy income**

(Source: TIC)

-	November 2011 / November 2010	HK\$1,573,000 / 1,674,000	-6.0%
-	Jan - Nov 2011 / Jan - Nov 2010	HK\$17,442,484 / 17,470,000	-0.2%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in October 2011 / October 2010	3,794,076 / 3,258,537
	Difference:	+16.4%
-	Total arrivals in Jan - Oct 2011 / Jan - Oct 2010	34,217,497 / 29,434,487
	Difference:	+16.2%

- Arrivals from individual markets in October 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	2,542,465	+24.9%	67.0%
Taiwan	180,869	+2.2%	4.8%
Japan	104,495	+4.6%	2.8%
USA	12,379	-1.3%	3.2%

- Arrivals from individual markets in Jan - Oct 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	22,926,431	+23.7%	67.0%
Taiwan	1,820,466	+0.3%	5.3%
Japan	1,034,598	-4.4%	3.0%
USA	990,962	+2.4%	2.9%

## **Mainland inbound tour group registration**

*(Source: TIC)*

-	November 2011 / November 2010	12,333 / 6,531	+88.8%
-	Jan - Nov 2011 / Jan - Nov 2010	97,976 / 70,303	+39.4%

## **Air ticket sales**

*(Source: IATA)*

Total billing:

-	November 2011	HK\$ 1,973 million
-	November 2010	HK\$ 1,893 million
	Difference:	+4.2%
-	Jan - Nov 2011	HK\$ 20,721 million
-	Jan - Nov 2010	HK\$ 18,819 million
	Difference:	+10.1%

No. of transactions:

-	November 2011	531,401
-	November 2010	522,324
	Difference:	+1.7%
-	Jan - Nov 2011	5,536,416
-	Jan - Nov 2010	5,352,351
	Difference:	+3.4%

## **Complaints**

*(Source: TIC)*

Outbound travellers:

-	November 2011 / November 2010	83 / 77	+7.8%
		(16 referred by Consumer Council)	
-	Jan - Nov 2011 / Jan - Nov 2010	1,045 / 978	+6.9%
		(179 referred by Consumer Council)	

