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

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

- Arrivals from individual markets in October 2011:

<u>N</u>	lo. of visitors	Compared with	<u>Market</u>
		<u>2010</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</u>	o. of visitors	Compared with	<u>Market</u>
		<u>2010</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)	

Inbound travellers:

- November 2011 / November 2010 21 / 22 -4.5%

(ALL CHN / 19 CHN 2 SEA 1 UK) (8 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)

- Jan - Nov 2011 / Jan - Nov 2010 252 / 356 -29.2% (247 CHN 2 SEA 1 UK 2 OTH / 342 CHN 9 SEA 1 UK 1 USA 30TH)

Enquiries

(Source: TIC)

Outbound travellers:

- November 2011 / November 2010 569 / 367 +55.0%

- Jan - Nov 2011 / Jan - Nov 2010 5,827 / 6,852 -15.0%

Inbound travellers:

- November 2011 / November 2010 66 / 44 +50.0%

(64 CHN 1 SEA 1 USA / ALL CHN)

(10 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)

- Jan - Nov 2011 / Jan - Nov 2010 673 / 418 +61.0% (651 CHN 7 SEA 2 AUS 1 USA 12 OTH / 399 CHN 6 SEA 3 AUS 1 UK 9 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- November 2011 / November 2010 141 / 101 +39.6%

- Apr - Nov 2011 / Apr - Nov 2010 1,164 / 1,268 - 8.2%

Inbound travellers:

November 2011 / November 2010 26 / 14 +85.7% (25 CHN 1 OTH / ALL CHN)

(4 referred by Consumer Council)

- Jan - Nov 2011 / Jan - Nov 2010 174 / 116 +50.0% (168 CHN 5 SEA 1 OTH / 114 CHN 2 SEA)