

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

Levy income

(Source: TIC)

- January 2012 / January 2011 HK\$1,518,719 / 1,912,000 -20.6%

Inbound arrivals

(Source: HKTB)

- Total arrivals in December 2011 / December 2010 4,151,080 / 3,543,454
Difference: +17.1%
- Total arrivals in Jan - Dec 2011 / Jan - Dec 2010 41,921,310 / 36,030,331
Difference: +16.4%

- Arrivals from individual markets in December 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	2,829,759	+24.4%	68.2%
Taiwan	172,384	-8.9%	4.2%
Japan	129,406	+7.1%	3.1%
USA	103,305	+10.7%	2.5%

- Arrivals from individual markets in Jan - Dec 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	28,100,129	+23.9%	67.0%
Taiwan	2,148,733	-0.7%	5.1%
Japan	1,283,687	-2.5%	3.1%
USA	1,212,336	+3.5%	2.9%

Mainland inbound tour group registration

(Source: TIC)

- January 2012 / January 2011 8,557 / 6,229 +37.4%

Air ticket sales

(Source: IATA)

Total billing:

- January 2012 HK\$ 1,402 million
- January 2011 HK\$ 1,781 million
Difference: -21.3%

No. of transactions:

- January 2012 371,943
- January 2011 478,642
Difference: -22.3%

Complaints

(Source: TIC)

Outbound travellers:

- January 2012 / January 2011 59 / 63 -6.3%
(5 referred by Consumer Council)

Inbound travellers:

- January 2012 / January 2011 19 / 15 +26.7%
(ALL CHN / 14 CHN 1 UK)
(4 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)

Enquiries

(Source: TIC)

Outbound travellers:

- January 2012 / January 2011 376 / 493 -23.7%

Inbound travellers:

- January 2012 / January 2011 72 / 35 +105.7%
(66 CHN 1 SEA 1 USA 4 OTH / 33 CHN 2 OTH)
(7 referred by Consumer Council, 5 referred by Hong Kong Tourism Board,
1 referred by Tourism Commission)

Requests for assistance

(Source: TIC)

Outbound travellers:

- January 2012 / January 2011 90 / 146 -38.4%

Inbound travellers:

- January 2012 / January 2011 23 / 13 +76.9%
(ALL CHN / 11 CHN 2 SEA)
(2 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)