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

Levy income

(Source: TIC)

-	April 2012 / April 2011	HK\$1,251,097 / 1,673,000	-25.2%
_	Jan - Apr 2012 / Jan - Apr 2011	HK\$5,768,849 / 5,854,484	-1.5%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in March 2012 / March 2011 Difference:	3,709,484 / 3,186,871 +16.4%
-	Total arrivals in Jan - Mar 2012 / Jan - Mar 2011 Difference:	11,222,728 / 9,707,971 +15.6%

- Arrivals from individual markets in March 2012:

<u>N</u>	o. of visitors	Compared with	<u>Market</u>
		<u>2011</u>	<u>share</u>
Mainland China	2,497,061	+24.3%	67.3%
Taiwan	154,942	-2.5%	4.2%
Japan	127,937	+12.1%	3.4%
USA	111,444	-1.8%	3.0%

- Arrivals from individual markets in Jan - Mar 2012:

<u>N</u>	o. of visitors	Compared with	<u>Market</u>
		<u>2011</u>	share
Mainland China	7,895,453	+21.1%	70.4%
Taiwan	495,707	-2.3%	4.4%
Japan	344,136	+5.3%	3.1%
USA	284,21	+1.7%	2.5%
	2		

Mainland inbound tour group registration

(Source: TIC)

- April 2012 / April 2011 11,318 / 8,315 +36.1% - Jan - Apr 2012 / Jan - Apr 2011 41,113/ 28,709 +43.2%

Air ticket sales

(Source: IATA)

Total billing:

April 2012 HK\$ 1,708 million
 April 2011 HK\$ 1,750 million
 Difference: -2.4%

Jan - Apr 2012 HK\$ 7,186 million
 Jan - Apr 2011 HK\$ 6,865 million
 Difference: +4.7%

No. of transactions:

- April 2012 462,764 - April 2011 475,537 Difference: -2.7%

- Jan - Apr 2012 1,956,653 - Jan - Apr 2011 1,911,976 Difference: +2.3%

Complaints

(Source: TIC)

Outbound travellers:

- April 2012 / April 2011 78 / 91 -14.3% (9 referred by Consumer Council)
- Jan - Apr 2012 / Jan - Apr 2011 274 / 352 -22.2% (42 referred by Consumer Council)

Inbound travellers:

- April 2012 / April 2011

19 / 16 +18.8%

 $(ALL\,CHN\,/\,14\,CHN\,2\,OTH)$ (1 referred by Consumer Council, 5 referred by Hong Kong Tourism Board)

- Jan - Apr 2012 / Jan - Apr 2011

63 / 109

-42.2%

(61 CHN 2 OTH / 104 CHN 2 SEA 1 UK 2 OTH)

Enquiries

(Source: TIC)

Outbound travellers:

- April 2012 / April 2011

298 / 338

-11.8%

- Jan - Apr 2012 / Jan - Apr 2011

1,415 / 2,268

-37.6%

Inbound travellers:

- April 2012 / April 2011

52 / 44

+18.2%

(49 CHN 3 OTH / 41 CHN 1 SEA 2 OTH) (11 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)

Jan - Apr 2012 / Jan - Apr 2011

145 / 192

-24.5%

(135 CHN 2 SEA 1 USA 1 UK 6 OTH / 184 CHN 2 SEA 6 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- April 2012 / April 2011

85 / 184

-53.8%

- Jan - Apr 2012 / Jan - Apr 2011

344 / 894

- 61.5%

Inbound travellers:

- April 2012 / April 2011

17 / 19

-10.5%

(15 CHN 1 SEA 1 OTH/ 18 CHN 1 SEA)

(1 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)

- Jan - Apr 2012 / Jan - Apr 2011

73 / 90

-18.9%

(69 CHN 2 SEA 2 OTH / 87 CHN 3 SEA)