

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

Levy income

(Source: TIC)

-	May 2012 / May 2011	HK\$2,040,054 / 1,697,000	+20.2%
-	Jan - May 2012 / Jan - May 2011	HK\$7,808,903 / 7,551,484	+3.4%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in April 2012 / April 2011	3,840,180 / 3,357,960
	Difference:	+14.4%
-	Total arrivals in Jan - Apr 2012 / Jan - Apr 2011	15,062,908 / 13,065,931
	Difference:	+15.3%

- Arrivals from individual markets in April 2012:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2011</u>	<u>Market</u> <u>share</u>
Mainland China	2,647,026	+23.9%	68.9%
Taiwan	167,046	-15.5%	4.3%
Japan	93,678	+10.1%	2.4%
USA	110,037	+2.0%	2.9%

- Arrivals from individual markets in Jan - Apr 2012:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2011</u>	<u>Market</u> <u>share</u>
Mainland China	10,542,479	+21.8%	70.0%
Taiwan	662,753	-6.0%	4.4%
Japan	437,814	+6.3%	2.9%
USA	394,249	+1.8%	2.6%

Mainland inbound tour group registration

(Source: TIC)

-	May 2012 / May 2011	10,317 / 9,169	+12.5%
-	Jan - May 2012 / Jan - May 2011	51,430/ 37,878	+35.8%

Air ticket sales

(Source: IATA)

Total billing:

-	May 2012	HK\$ 2,284 million
-	May 2011	HK\$ 2,252 million
	Difference:	+1.4%
-	Jan - May 2012	HK\$ 9,470 million
-	Jan - May 2011	HK\$ 9,116 million
	Difference:	+3.9%

No. of transactions:

-	May 2012	581,253
-	May 2011	540,585
	Difference:	+7.5%
-	Jan - May 2012	2,537,906
-	Jan - May 2011	2,452,561
	Difference:	+3.5%

Complaints

(Source: TIC)

Outbound travellers:

-	May 2012 / May 2011	59 / 116	-49.1%
		(11 referred by Consumer Council)	
-	Jan - May 2012 / Jan - May 2011	333 / 468	-28.8%
		(53 referred by Consumer Council)	

