

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

Levy income

(Source: TIC)

-	June 2012 / June 2011	HK\$1,757,725 / 1,787,000	-1.6%
-	Jan - Jun 2012 / Jan - Jun 2011	HK\$9,566,628 / 9,338,484	+2.4%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in May 2012 / May 2011	3,638,934 / 3,230,028	+12.7%
	Difference:		
-	Total arrivals in Jan - May 2012 / Jan - May 2011	18,701,842 / 16,295,959	+14.8%
	Difference:		

- Arrivals from individual markets in May 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	2,525,600	+19.4%	69.4%
Taiwan	151,920	-7.5%	4.2%
Japan	102,904	+9.3%	2.8%
South Korea	78,574	-6.3%	2.2%
Philippines	78,429	+18.3%	2.2%
Singapore	58,891	-2.7%	1.6%
USA	102,867	+3.2%	2.8%

- Arrivals from individual markets in Jan - May 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	13,068,079	+21.3%	69.9%
Taiwan	814,673	-6.3%	4.4%
Japan	540,718	+6.8%	2.9%
South Korea	456,155	+9.2%	2.4%
Philippines	320,084	+17.8%	1.7%
Singapore	268,859	-3.2%	1.4%
USA	497,116	+2.1%	2.7%

Mainland inbound tour group registration

(Source: TIC)

-	June 2012 / June 2011	10,940 / 7,710	+41.9%
-	Jan - Jun 2012 / Jan - Jun 2011	62,370 / 45,588	+36.8%

Air ticket sales

(Source: IATA)

Total billing:

-	June 2012	HK\$ 2,361 million
-	June 2011	HK\$ 2,118 million
	Difference:	+11.5%
-	Jan - Jun 2012	HK\$ 11,831 million
-	Jan - Jun 2011	HK\$ 11,234 million
	Difference:	+5.3%

No. of transactions:

-	June 2012	587,467
-	June 2011	539,157
	Difference:	+9.0%
-	Jan - Jun 2012	3,125,373
-	Jan - Jun 2011	2,991,718
	Difference:	+4.5%

Complaints

(Source: TIC)

Outbound travellers:

-	June 2012 / June 2011	65 / 94	-30.9%
		(17 referred by Consumer Council)	
-	Jan - Jun 2012 / Jan - Jun 2011	398 / 562	-29.2%
		(70 referred by Consumer Council)	

Inbound travellers:

-	June 2012 / June 2011	24 / 25	-4.0%
		(ALL CHN / ALL CHN)	
		(6 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)	
-	Jan - Jun 2012 / Jan - Jun 2011	129 / 153	-15.7%
		(126 CHN 3 OTH / 148 CHN 2 SEA 1 UK 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

-	June 2012 / June 2011	371 / 410	-9.5%
-	Jan - Jun 2012 / Jan - Jun 2011	2,046 / 3,015	-32.1%

Inbound travellers:

-	June 2012 / June 2011	41 / 51	-19.6%
		(ALL CHN / 50 CHN 1 OTH)	
		(7 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	
-	Jan - Jun 2012 / Jan - Jun 2011	275 / 305	-9.8%
		(259 CHN 2 SEA 2 UK 1 AUS 1 USA 10 OTH / 294 CHN 2 SEA 1 AUS 8 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	June 2012 / June 2011	140 / 127	+10.2%
-	Jan - Jun 2012 / Jan - Jun 2011	609 / 1,148	-47.0%

Inbound travellers:

-	June 2012 / June 2011	15 / 10	+50.0%
		(ALL CHN / ALL CHN)	
		(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Jun 2012 / Jan - Jun 2011	90 / 115	-21.7%
		(87 CHN 1 AUS 1 SEA 1 OTH / 112 CHN 3 SEA)	