

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

Levy income

(Source: TIC)

-	July 2012 / July 2011	HK\$2,035,159 / 1,901,000	+7.1%
-	Jan - Jul 2012 / Jan - Jul 2011	HK\$11,601,787 / 11,239,484	+3.2%
-	August 2012 / August 2011	HK\$2,098,118 / 1,823,000	+15.1%
-	Jan - Aug 2012 / Jan - Aug 2011	HK\$13,699,905 / 13,062,484	+4.9%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in June 2012 / June 2011	3,620,912 / 3,035,222
	Difference:	+19.3%
-	Total arrivals in Jan - Jun 2012 / Jan - Jun 2011	22,322,754 / 19,331,181
	Difference:	+15.5%

- Arrivals from individual markets in June 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	2,514,688	+30.7%	69.4%
Taiwan	178,865	-3.0%	4.9%
Japan	108,216	+16.6%	3.0%
USA	102,438	-1.5%	2.8%
South Korea	75,664	-5.3%	2.1%
Singapore	72,449	-11.4%	2.0%
Macau	70,615	+8.7%	2.0%

- Arrivals from individual markets in Jan - Jun 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	15,582,767	+22.7%	69.8%
Taiwan	993,538	-5.7%	4.5%
Japan	648,934	+8.3%	2.9%
USA	599,554	+1.5%	2.7%
South Korea	531,819	+6.9%	2.4%
Macau	393,448	+2.3%	1.8%
Philippines	375,117	+16.9%	1.7%

- Total arrivals in July 2012 / July 2011
Difference: 4,369,786 / 3,839,388
+13.8%
- Total arrivals in Jan - Jul 2012 / Jan - Jul 2011
Difference: 26,692,540 / 23,170,569
+15.2%

- Arrivals from individual markets in July 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	3,264,385	+21.9%	74.7%
Taiwan	203,164	-6.2%	4.6%
Japan	111,576	+12.2%	2.6%
USA	96,822	-5.6%	2.2%
South Korea	88,247	-1.5%	2.0%
Macau	77,400	+1.1%	1.8%
Singapore	51,450	-10.5%	1.2%

- Arrivals from individual markets in Jan - Jul 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	18,847,152	+22.6%	70.6%
Taiwan	1,196,702	-5.8%	4.5%
Japan	760,510	+8.9%	2.8%
USA	696,376	+0.4%	2.6%
South Korea	620,066	+5.6%	2.3%
Macau	470,848	+2.1%	1.8%
Philippines	421,389	+15.6%	1.6%

Mainland inbound tour group registration

(Source: TIC)

- July 2012 / July 2011 12,873 / 10,962 +17.4%
- Jan - Jul 2012 / Jan - Jul 2011 75,243 / 56,550 +33.1%
- August 2012 / August 2011 13,770 / 11,416 +20.6%
- Jan - Aug 2012 / Jan - Aug 2011 89,013 / 67,966 +31.0%

Air ticket sales

(Source: IATA)

Total billing:

- July 2012	HK\$ 2,024 million
- July 2011	HK\$ 2,035 million
Difference:	-0.5%
- Jan - Jul 2012	HK\$ 14,024 million
- Jan - Jul 2011	HK\$ 13,408 million
Difference:	+4.6%
- August 2012	HK\$ 2,029 million
- August 2011	HK\$ 1,852 million
Difference:	+9.6%
- Jan - Aug 2012	HK\$ 15,847 million
- Jan - Aug 2011	HK\$ 15,090 million
Difference:	+5.0%

No. of transactions:

- July 2012	537,702
- July 2011	531,355
Difference:	+1.2%
- Jan - Jul 2012	3,722,314
- Jan - Jul 2011	3,572,715
Difference:	+4.2%
- August 2012	543,449
- August 2011	499,894
Difference:	+8.7%
- Jan - Aug 2012	4,193,115
- Jan - Aug 2011	4,011,791
Difference:	+4.5%

Complaints

(Source: TIC)

Outbound travellers:

- July 2012 / July 2011	69 / 99	-30.3%
	(9 referred by Consumer Council)	
- Jan - Jul 2012 / Jan - Jul 2011	467 / 661	-29.3%
	(79 referred by Consumer Council)	
- August 2012 / August 2011	99 / 124	-20.2%
	(9 referred by Consumer Council)	
- Jan - Aug 2012 / Jan - Aug 2011	566 / 785	-27.9%
	(88 referred by Consumer Council)	

Inbound travellers:

- July 2012 / July 2011	31 / 14	+121.4%
	(ALL CHN / ALL CHN)	
	(8 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)	
- Jan - Jul 2012 / Jan - Jul 2011	160 / 167	-4.2%
	(157 CHN 3 OTH / 162 CHN 2 SEA 1 UK 2 OTH)	
- August 2012 / August 2011	26 / 28	-7.1%
	(ALL CHN / ALL CHN)	
	(5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)	
- Jan - Aug 2012 / Jan - Aug 2011	186 / 195	-4.6%
	(183 CHN 3 OTH / 190 CHN 2 SEA 1 UK 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

- July 2012 / July 2011	308 / 379	-18.7%
- Jan - Jul 2012 / Jan - Jul 2011	2,354 / 3,394	-30.6%
- August 2012 / August 2011	329 / 638	-48.4%
- Jan - Aug 2012 / Jan - Aug 2011	2,683 / 4,032	-33.5%

Inbound travellers:

- July 2012 / July 2011	69 / 87	-20.7%
	(ALL CHN / 86 CHN 1 OTH)	
	(8 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)	
- Jan - Jul 2012 / Jan - Jul 2011	344 / 392	-12.2%
	(328 CHN 2 SEA 2 UK 1 AUS 1 USA 10 OTH / 380 CHN 2 SEA 1 AUS 9 OTH)	
- August 2012 / August 2011	88 / 84	+4.8%
	(87 CHN 1 SEA / 81 CHN 2 SEA 1 OTH)	
	(6 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Others)	
- Jan - Aug 2012 / Jan - Aug 2011	432 / 476	-9.2%
	(415 CHN 3 SEA 2 UK 1 AUS 1 USA 10 OTH / 461 CHN 4 SEA 1 AUS 10 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

- July 2012 / July 2011	166 / 123	+35.0%
- Jan - Jul 2012 / Jan - Jul 2011	775 / 1,271	-39.0%

- August 2012 / August 2011 174 / 173 +0.6%
- Jan - Aug 2012 / Jan - Aug 2011 949 / 1,444 -34.3%

Inbound travellers:

- July 2012 / July 2011 38 / 10 +280.0%
(37 CHN 1 SEA / ALL CHN)
(1 referred by Consumer Council)
- Jan - Jul 2012 / Jan - Jul 2011 128 / 125 +2.4%
(124 CHN 1 AUS 2 SEA 1 OTH / 122 CHN 3 SEA)
- August 2012 / August 2011 47 / 5 +840.0%
(ALL CHN / 4 CHN 1 SEA)
(3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)
- Jan - Aug 2012 / Jan - Aug 2011 175 / 130 +34.6%
(171 CHN 1 AUS 2 SEA 1 OTH / 126 CHN 4 SEA)