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

Levy income

(Source: TIC)

-	September 2012 / September 2011	HK\$1,698,929 / 1,460,000	+16.4%
-	Jan - Sept 2012 / Jan - Sept 2011	HK\$15,398,834/ 14,522,484	+6.0%

Inbound arrivals

(Source: HKTB)

- Total arrivals in August 2012 / August 2011 4,898,843 / 4,065,761 Difference: +20.5%
- Total arrivals in Jan Aug 2012 / Jan Aug 2011 31,591,383 / 27,236,330 Difference: +16.0%
- Arrivals from individual markets in August 2012:

No	<u>o. of visitors</u>	Compared with	<u>Market</u>
		<u>2011</u>	<u>share</u>
Mainland China	3,727,949	+27.9%	76.1%
Taiwan	195,587	+0.1%	4.0%
Japan	131,938	+11.3%	2.7%
South Korea	109,102	+4.1%	2.2%
Macau	96,066	+7.7%	2.0%
USA	85,889	-0.6%	1.8%
Indonesia	73,555	+33.4%	1.5%

- Arrivals from individual markets in Jan - Aug 2012:

	<u>No. of visitors</u>	Compared with 2011	<u>Market</u> <u>share</u>
Mainland Chin	a 22,575,101	+23.4%	71.5%
Taiwan	1,392,289	-5.0%	4.4%
Japan	892,448	+9.3%	2.8%
USA	782,265	+0.3%	2.5%
South Korea	729,168	+5.4%	2.3%
Macau	566,914	+3.0%	1.8%
Philippines	469,286	+13.4%	1.5%

<u>Mainland inbound tour group registration</u> (Source: TIC)

-	September 2012 / September 2011	10,565 / 8,496	+24.4%
-	Jan - Sept 2012 / Jan - Sept 2011	99,578 / 76,462	+30.2%

Air ticket sales

(Source: IATA)

Total billing:

-	September 2012 September 2011 Difference:	HK\$ 1,906 million HK\$ 1,941 million -1.8%
-	Jan - Sept 2012 Jan - Sept 2011 Difference:	HK\$ 17,753 million HK\$ 17,031 million +4.2%
No. o	of transactions:	
-	September 2012 September 2011 Difference:	486,936 498,152 -2.3%
-	Jan - Sept 2012 Jan - Sept 2011 Difference:	4,680,051 4,509,943 +3.8%

Complaints (Source: TIC)

Outbound travellers: - September 2012 / September 201	1 85 / 97 -12.4% (21 referred by Consumer Council)
- Jan - Sept 2012 / Jan - Sept 2011	651 / 882 -26.2% (109 referred by Consumer Council)
Inbound travellers: - September 2012 / September 201	1 13 / 15 -13.3% (ALL CHN / ALL CHN) (3 referred by Consumer Council)
- Jan - Sept 2012 / Jan - Sept 2011	199 / 210 -5.2% (196 CHN 3 OTH / 205 CHN 2 SEA 1 UK 2 OTH)

<u>Enquiries</u> (Source: TIC)

Outbound travellers: - September 2012 / September 2011	267 / 350	-23.7%		
- September 2012 / September 2011	2017 330	-23.170		
- Jan - Sept 2012 / Jan - Sept 2011	2,950 / 4,382	-32.7%		
Inbound travellers:				
- September 2012 / September 2011	44 / 58	-24.1%		
	CHN / 54 CHN 1 AUS 1			
(5 referred by Consumer C		<i>,</i>		
- Jan - Sept 2012 / Jan - Sept 2011	476 / 534	-10.9%		
(459 CHN 3 SEA 2 UK 1 AUS 1 USA	A 10 OTH / 515 CHN 53	SEA 2 AUS 12 OTH)		
<u>Requests for assistance</u>				
(Source: TIC)				
Oracle and the second line and				
Outbound travellers:				
- September 2012 / September 2011	114 / 95	+20.0%		
- September 2012 / September 2011	114/95	+20.0%		
- Jan - Sept 2012 / Jan - Sept 2011	1,063 / 1,539	-30.9%		
- Jan - Sept 2012 / Jan - Sept 2011	1,005 / 1,559	-30.9%		
Inbound travellers:				
- September 2012 / September 2011	28 / 8	+250.0%		
	CHN 1 OTH / ALL CH			
(3 referred by Consumer Council)				
×	2	,		
- Jan - Sept 2012 / Jan - Sept 2011	203 / 138	+47.1%		

(198 CHN 1 AUS 2 SEA 2 OTH / 134 CHN 4 SEA)