

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:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market 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>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	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%

Mainland inbound tour group registration

(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	HK\$ 1,906 million
-	September 2011	HK\$ 1,941 million
	Difference:	-1.8%
-	Jan - Sept 2012	HK\$ 17,753 million
-	Jan - Sept 2011	HK\$ 17,031 million
	Difference:	+4.2%

No. of transactions:

-	September 2012	486,936
-	September 2011	498,152
	Difference:	-2.3%
-	Jan - Sept 2012	4,680,051
-	Jan - Sept 2011	4,509,943
	Difference:	+3.8%

Complaints

(Source: TIC)

Outbound travellers:

-	September 2012 / September 2011	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 2011	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)	

