

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

Levy income

(Source: TIC)

| | | | |
|---|---------------------------------|-----------------------------|--------|
| - | October 2012 / October 2011 | HK\$1,758,046 / 1,347,000 | +30.5% |
| - | Jan - Oct 2012 / Jan - Oct 2011 | HK\$17,156,880 / 15,869,484 | +8.1% |

Inbound arrivals

(Source: HKTB)

| | | | |
|---|---|-------------------------|--------|
| - | Total arrivals in September 2012 / September 2011 | 3,785,018 / 3,187,091 | |
| | Difference: | | +18.8% |
| - | Total arrivals in Jan - Sept 2012 / Jan - Sept 2011 | 35,376,401 / 30,423,421 | |
| | Difference: | | +16.3% |

- Arrivals from individual markets in September 2012:

| | <u>No. of visitors</u> | <u>Compared with 2011</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 2,751,427 | +31.4% | 72.7% |
| Taiwan | 171,251 | -1.6% | 4.5% |
| Japan | 103,043 | -9.0% | 2.7% |
| USA | 87,752 | -3.3% | 2.3% |
| South Korea | 76,876 | +5.8% | 2.0% |
| Macau | 69,117 | +18.9% | 1.8% |
| Australia | 60,357 | +1.7% | 1.6% |

- Arrivals from individual markets in Jan - Sept 2012:

| | <u>No. of visitors</u> | <u>Compared with 2011</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 25,326,528 | +24.2% | 71.6% |
| Taiwan | 1,563,540 | -4.6% | 4.4% |
| Japan | 995,491 | +7.0% | 2.8% |
| USA | 870,017 | -0.1% | 2.5% |
| South Korea | 806,044 | +5.4% | 2.3% |
| Macau | 636,031 | +4.5% | 1.8% |
| Philippines | 515,423 | +11.4% | 1.5% |

Mainland inbound tour group registration

(Source: TIC)

| | | | |
|---|---------------------------------|-----------------|--------|
| - | October 2012 / October 2011 | 10,182 / 9,181 | +10.9% |
| - | Jan - Oct 2012 / Jan - Oct 2011 | 109,760/ 85,643 | +28.2% |

Air ticket sales

(Source: IATA)

Total billing:

| | | |
|---|----------------|---------------------|
| - | October 2012 | HK\$ 1,785million |
| - | October 2011 | HK\$ 1,717 million |
| | Difference: | +4.0 % |
| - | Jan - Oct 2012 | HK\$ 19,538 million |
| - | Jan - Oct 2011 | HK\$ 18,748 million |
| | Difference: | +4.2% |

No. of transactions:

| | | |
|---|----------------|-----------|
| - | October 2012 | 500,968 |
| - | October 2011 | 495,072 |
| | Difference: | +1.2% |
| - | Jan - Oct 2012 | 5,181,019 |
| - | Jan - Oct 2011 | 5,005,015 |
| | Difference: | +3.5% |

Complaints

(Source: TIC)

Outbound travellers:

| | | | |
|---|---------------------------------|------------------------------------|--------|
| - | October 2012 / October 2011 | 68 / 80 | -15.0% |
| | | (11 referred by Consumer Council) | |
| - | Jan - Oct 2012 / Jan - Oct 2011 | 719 / 962 | -25.3% |
| | | (120 referred by Consumer Council) | |

Inbound travellers:

| | | | |
|---|---------------------------------|--|--------|
| - | October 2012 / October 2011 | 17 / 21 | -19.0% |
| | | (ALL CHN / ALL CHN) | |
| | | (4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board) | |
| - | Jan - Oct 2012 / Jan - Oct 2011 | 216 / 231 | -6.5% |
| | | (213 CHN 3 OTH / 226 CHN 2 SEA 1 UK 2 OTH) | |

