

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

Levy income

(Source: TIC)

-	December 2012 / December 2011	HK\$1,779,647 / 1,929,000	-7.7%
-	Jan - Dec 2012 / Jan - Dec 2011	HK\$20,425,883 / 19,371,484	+5.4%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in November 2012 / November 2011	4,216,937 / 3,552,733	+18.7%
	Difference:		
-	Total arrivals in Jan - Nov 2012 / Jan - Nov 2011	43,837,125 / 37,770,230	+16.1%
	Difference:		

- Arrivals from individual markets in November 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	3,040,360	+29.7%	72.1%
Taiwan	163,147	+4.7%	3.9%
USA	109,439	-7.3%	2.6%
South Korea	86,841	+7.0%	2.1%
Japan	84,165	-29.7%	2.0%
Singapore	77,927	-11.5%	1.8%
Malaysia	73,839	+2.2%	1.8%

- Arrivals from individual markets in Jan - Nov 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	31,431,854	+24.4%	71.7%
Taiwan	1,898,362	-3.9%	4.3%
Japan	1,159,496	+0.5%	2.6%
USA	1,093,023	-1.4%	2.5%
South Korea	976,133	+5.8%	2.2%
Macau	778,516	+4.5%	1.8%
Philippines	636,837	+8.3%	1.5%

Mainland inbound tour group registration

(Source: TIC)

-	December 2012 / December 2011	13,616 / 11,918	+14.2%
-	Jan - Dec 2012 / Jan - Dec 2011	137,810 / 109,894	+25.4%

Air ticket sales

(Source: IATA)

Total billing:

-	December 2012	HK\$ 1,539 million
-	December 2011	HK\$ 1,755 million
	Difference:	-12.3%
-	Jan - Dec 2012	HK\$ 23,096 million
-	Jan - Dec 2011	HK\$ 22,477 million
	Difference:	+2.8%

No. of transactions:

-	December 2012	423,270
-	December 2011	480,402
	Difference:	-11.9%
-	Jan - Dec 2012	6,160,542
-	Jan - Dec 2011	6,016,818
	Difference:	+2.4%

Complaints

(Source: TIC)

Outbound travellers:

-	December 2012 / December 2011	44 / 65	-32.3%
		(5 referred by Consumer Council)	
-	Jan - Dec 2012 / Jan - Dec 2011	815 / 1,110	-26.6%
		(144 referred by Consumer Council)	

Inbound travellers:

-	December 2012 / December 2011	27 / 14	+92.9%
		(25 CHN 1 SEA 1 OTH / 13 CHN 1 SEA)	
		(5 referred by Consumer Council, 4 referred by Hong Kong Tourism Board)	
-	Jan - Dec 2012 / Jan - Dec 2011	271 / 266	+1.9%
		(266 CHN 1 SEA 4 OTH / 260 CHN 3 SEA 1 UK 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

- December 2012 / December 2011 289 / 383 -24.5%
- Jan - Dec 2012 / Jan - Dec 2011 3,789 / 6,210 -39.0%

Inbound travellers:

- December 2012 / December 2011 76 / 87 -12.6%
(75 CHN 1 SEA / 83 CHN 1 SEA 3 OTH)
(10 referred by Consumer Council, 1 referred by Travel Agents Registry,
1 referred by Hong Kong Tourism Board)
- Jan - Dec 2012 / Jan - Dec 2011 643 / 760 -15.4%
(616 CHN 5 SEA 2 UK 1 AUS 2 USA 17 OTH / 734 CHN 8 SEA 2 AUS 1 USA
15 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- December 2012 / December 2011 120 / 109 +10.1%
- Jan - Dec 2012 / Jan - Dec 2011 1,497 / 1,983 -24.5%

Inbound travellers:

- December 2012 / December 2011 40 / 10 +300.0%
(ALL CHN / 9 CHN 1 SEA)
(3 referred by Consumer Council)
- Jan - Dec 2012 / Jan - Dec 2011 318 / 184 +72.8%
(313 CHN 1 AUS 2 SEA 2 OTH / 177 CHN 6 SEA 1 OTH)