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

### **Levy income**

(Source: TIC)

- January 2013 / January 2012

HK\$2,461,113 / 1,518,719

+62.1%

## **Inbound arrivals**

(Source: HKTB)

- Total arrivals in December 2012 / December 2011 4,777,988 / 4,151,080 Difference: +15.1%

- Total arrivals in Jan - Dec 2012 / Jan - Dec 2011 Difference:

48,615,113 / 41,921,310 +16.0%

Arrivals from individual markets in December 2012:

	No. of visitors	Compared with	<u>Market</u>
		<u>2011</u>	<u>share</u>
Mainland Chin	a 3,479,541	+23.0%	72.8%
Taiwan	190,383	+10.4%	4.0%
Macau	104,963	+6.8%	2.2%
South Korea	102,325	+4.1%	2.1%
Singapore	101,170	-11.5%	2.1%
Japan	95,106	-26.5%	2.0%
USA	91,734	-11.2%	1.9%

- Arrivals from individual markets in Jan - Dec 2012:

<u> </u>	No. of visitors	Compared with	<u>Market</u>
		<u>2011</u>	<u>share</u>
Mainland China	34,911,395	+24.2%	71.8%
Taiwan	2,088,745	-2.8%	4.3%
Japan	1,254,602	-2.3%	2.6%
USA	1,184,757	-2.3%	2.4%
South Korea	1,078,458	+5.6%	2.2%
Macau	883,479	+4.8%	1.8%
Singapore	728,224	-8.3%	1.5%

#### Mainland inbound tour group registration

(Source: TIC)

- January 2013 / January 2012 9,869 / 8,557 +15.3%

#### Air ticket sales

(Source: IATA)

Total billing:

- January 2013 - January 2012 HK\$ 2,244 million HK\$ 1,402 million

Difference: +60.1%

No. of transactions:

- January 2013 564,235 - January 2012 371,943 Difference: +51.7%

#### **Complaints**

(Source: TIC)

Outbound travellers:

- January 2013 / January 2012 35 / 59 -40.7% (13 referred by Consumer Council)

Inbound travellers:

- January 2013 / January 2012 30 / 18 +66.7% (28 CHN 2 SEA / ALL CHN)

(8 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)

#### **Enquiries**

(Source: TIC)

Outbound travellers:

- January 2013 / January 2012 543 / 376 +44.4%

Inbound travellers:

- January 2013 / January 2012 75 / 74 +1.4% (73 CHN 2 OTH /68 CHN 1 SEA 1 USA 4 OTH) (13 referred by Consumer Council)

# **Requests for assistance**

(Source: TIC)

Outbound travellers:

January 2013 / January 2012 134 / 90 +48.9%

Inbound travellers:

January 2013 / January 2012  $38 \, / \, 23 \\ (ALL\,CHN \, / \, ALL\,CHN)$ +65.2%

(5 referred by Consumer Council, 1 referred by Tourism Commission)