

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

Levy income

(Source: TIC)

-	May 2013 / May 2012	HK\$2,147,240 / 2,040,054	+5.3%
-	Jan - May 2013 / Jan - May 2012	HK\$9,347,485 / 7,808,903	+19.7%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in April 2013 / April 2012	4,279,889 / 3,840,180
	Difference:	+11.5%
-	Total arrivals in Jan - Apr 2013 / Jan - Apr 2012	17,022,221 / 15,062,908
	Difference:	+13.0%

- Arrivals from individual markets in April 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	3,110,141	+17.5%	72.7%
Taiwan	174,210	+4.3%	4.1%
USA	103,559	-5.9%	2.4%
Japan	78,571	-16.1%	1.8%
South Korea	74,355	+1.3%	1.7%
Philippines	73,931	+1.0%	1.7%
Macau	63,314	-5.1%	1.5%

- Arrivals from individual markets in Jan - Apr 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	12,610,740	+19.6%	74.1%
Taiwan	689,265	+4.0%	4.0%
USA	373,895	-5.2%	2.2%
South Korea	357,062	-5.4%	2.1%
Japan	345,886	-21.0%	2.0%
Macau	277,473	+7.6%	1.6%
Philippines	240,424	-0.5%	1.4%

Mainland inbound tour group registration

(Source: TIC)

-	May 2013 / May 2012	13,705 / 10,317	+32.8%
-	Jan - May 2013 / Jan - May 2012	59,408 / 51,430	+15.5%

Air ticket sales

(Source: IATA)

Total billing:

-	May 2013	HK\$ 2,456 million
-	May 2012	HK\$ 2,284 million
	Difference:	+7.5%
-	Jan - May 2013	HK\$ 10,316 million
-	Jan - May 2012	HK\$ 9,470 million
	Difference:	+8.9%

No. of transactions:

-	May 2013	643,410
-	May 2012	581,253
	Difference:	+10.7%
-	Jan - May 2013	2,735,767
-	Jan - May 2012	2,537,906
	Difference:	+7.8%

Complaints

(Source: TIC)

Outbound travellers:

-	May 2013 / May 2012	77 / 59	+30.5%
		(17 referred by Consumer Council)	
-	Jan - May 2013 / Jan - May 2012	300 / 333	-9.9%
		(66 referred by Consumer Council)	

Inbound travellers:

-	May 2013 / May 2012	21 / 22	-4.5%
		(ALL CHN / 21 CHN 1 OTH)	
		(1 referred by Consumer Council, 1 referred by Tourism Commission)	
-	Jan - May 2013 / Jan - May 2012	149 / 106	+40.6%
		(147 CHN 2 SEA / 103 CHN 3 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

- May 2013 / May 2012 324 / 260 +24.6%
- Jan - May 2013 / Jan - May 2012 1,761/ 1,675 +5.1%

Inbound travellers:

- May 2013 / May 2012 82 / 38 +115.8%
(ALL CHN / 36 CHN 1 UK 1 OTH)
(18 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)
- Jan - May 2013 / Jan - May 2012 374 / 236 +58.5%
(364 CHN 1 AUS 4 SEA 1 UK 4 OTH / 221 CHN 2 SEA 2 UK 1 AUS 1 USA 9 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- May 2013 / May 2012 115 / 125 -8.0%
- Jan - May 2013 / Jan - May 2012 607 / 469 +29.4%

Inbound travellers:

- May 2013 / May 2012 35 / 8 +337.5%
(ALL CHN / ALL CHN)
(2 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)
- Jan - May 2013 / Jan - May 2012 185 / 82 +125.6%
(ALL CHN / 79 CHN 1 AUS 1 SEA 1 OTH)