

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

**Levy income**

(Source: TIC)

-	June 2013 / June 2012	HK\$2,171,350 / 1,757,725	+23.5%
-	Jan - Jun 2013 / Jan - Jun 2012	HK\$11,518,835 / 9,566,628	+20.4%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in May 2013 / May 2012	4,142,301 / 3,638,934	+13.8%
	Difference:		
-	Total arrivals in Jan - May 2013 / Jan - May 2012	21,164,522 / 18,701,842	+13.2%
	Difference:		

- Arrivals from individual markets in May 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	3,053,892	+20.9%	73.7%
Taiwan	145,684	-4.1%	3.5%
USA	89,947	-12.6%	2.2%
Japan	82,031	-20.3%	2.0%
South Korea	80,457	+2.4%	1.9%
Philippines	77,459	-1.2%	1.9%
Macau	75,262	+16.0%	1.8%

- Arrivals from individual markets in Jan - May 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	15,664,632	+19.9%	74.0%
Taiwan	834,949	+2.5%	3.9%
USA	463,842	-6.7%	2.2%
South Korea	437,519	-4.1%	2.1%
Japan	427,917	-20.9%	2.0%
Macau	352,735	+9.3%	1.7%
Philippines	317,883	-0.7%	1.5%

## **Mainland inbound tour group registration**

(Source: TIC)

-	June 2013 / June 2012	14,354 / 10,940	+31.2%
-	Jan - Jun 2013 / Jan - Jun 2012	73,762 / 62,370	+18.3%

## **Air ticket sales**

(Source: IATA)

Total billing:

-	June 2013	HK\$ 2,422 million
-	June 2012	HK\$ 2,361 million
	Difference:	+2.6%
-	Jan - Jun 2013	HK\$ 12,738 million
-	Jan - Jun 2012	HK\$ 11,831 million
	Difference:	+7.7%

No. of transactions:

-	June 2013	620,303
-	June 2012	587,467
	Difference:	+5.6%
-	Jan - Jun 2013	3,356,070
-	Jan - Jun 2012	3,125,373
	Difference:	+7.4%

## **Complaints**

(Source: TIC)

Outbound travellers:

-	June 2013 / June 2012	65 / 65	0%
		(24 referred by Consumer Council)	
-	Jan - Jun 2013 / Jan - Jun 2012	365 / 398	-8.3%
		(90 referred by Consumer Council)	

Inbound travellers:

-	June 2013 / June 2012	38 / 24	+58.3%
		(37 CHN 1 OTH / ALL CHN)	
		(7 referred by Consumer Council, 2 referred by Travel Agents Registry, 2 referred by Hong Kong Tourism Board)	
-	Jan - Jun 2013 / Jan - Jun 2012	187 / 130	+43.8%
		(184 CHN 2 SEA 1 OTH / 127 CHN 3 OTH)	

## **Enquiries**

(Source: TIC)

### Outbound travellers:

- June 2013 / June 2012 377 / 371 +1.6%
- Jan - Jun 2013 / Jan - Jun 2012 2,138/ 2,046 +4.5%

### Inbound travellers:

- June 2013 / June 2012 74 / 41 +80.5%  
(ALL CHN / ALL CHN)  
(17 referred by Consumer Council, 1 referred by Travel Agents Registry,  
4 referred by Hong Kong Tourism Board)
- Jan - Jun 2013 / Jan - Jun 2012 448 / 277 +61.7%  
(438 CHN 1 AUS 4 SEA 1 UK 4 OTH / 262 CHN 2 SEA 2 UK 1 AUS 1 USA 9 OTH)

## **Requests for assistance**

(Source: TIC)

### Outbound travellers:

- June 2013 / June 2012 188 / 140 +34.3%
- Jan - Jun 2013 / Jan - Jun 2012 795 / 609 +30.5%

### Inbound travellers:

- June 2013 / June 2012 41 / 15 +173.3%  
(ALL CHN / ALL CHN)  
(2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)
- Jan - Jun 2013 / Jan - Jun 2012 226 / 97 +133.0%  
(ALL CHN / 94 CHN 1 AUS 1 SEA 1 OTH)