

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

Levy income

(Source: TIC)

-	November 2013 / November 2012	HK\$1,834,442 / 1,489,356	+23.2%
-	Jan - Nov 2013 / Jan - Nov 2012	HK\$21,667,634 / 18,646,236	+16.2%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in October 2013 / October 2012	4,632,034 / 4,243,787
	Difference:	+9.1%
-	Total arrivals in Jan - Oct 2013 / Jan - Oct 2012	44,496,799 / 39,620,188
	Difference:	+12.3%

- Arrivals from individual markets in October 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	3,406,001	+11.1%	73.5%
Taiwan	180,455	+5.1%	3.9%
USA	110,632	-2.6%	2.4%
South Korea	91,672	+10.1%	2.0%
Japan	82,706	+3.6%	1.8%
Macau	79,806	+10.0%	1.7%
Australia	59,049	-0.3%	1.3%

- Arrivals from individual markets in Jan - Oct 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	33,507,156	+18.0%	75.3%
Taiwan	1,750,788	+0.9%	3.9%
USA	911,695	-7.3%	2.0%
South Korea	881,029	-0.9%	2.0%
Japan	858,288	-20.2%	1.9%
Macau	770,279	+8.7%	1.7%
Philippines	574,908	0.0%	1.3%

Mainland inbound tour group registration

(Source: TIC)

-	November 2013 / November 2012	8,088 / 14,521	-44.3%
-	Jan - Nov 2013 / Jan - Nov 2012	129,929 / 124,281	+4.5%

Air ticket sales

(Source: IATA)

Total billing:

-	November 2013	HK\$ 2,177 million
-	November 2012	HK\$ 2,019 million
	Difference:	+7.8%
-	Jan - Nov 2013	HK\$23,174 million
-	Jan - Nov 2012	HK\$21,557 million
	Difference:	+7.5%

No. of transactions:

-	November 2013	583,348
-	November 2012	556,253
	Difference:	+4.9%
-	Jan - Nov 2013	6,225,520
-	Jan - Nov 2012	5,737,272
	Difference:	+8.5%

Complaints

(Source: TIC)

Outbound travellers:

-	November 2013 / November 2012	55 / 52	+5.8%
		(18 referred by Consumer Council)	
-	Jan - Nov 2013 / Jan - Nov 2012	710 / 771	-7.9%
		(205 referred by Consumer Council)	

Inbound travellers:

-	November 2013 / November 2012	24 / 28	-14.3%
		(23 CHN 1 SEA / ALL CHN)	
		(3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
-	Jan - Nov 2013 / Jan - Nov 2012	329 / 245	+34.3%
		(323 CHN 3 SEA 3 OTH / 242 CHN 3 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

- November 2013 / November 2012 324 / 304 +6.6%
(71 telephone enquiries related to the unrest in Bangkok were received from 26-30/11/2013)
- Jan - Nov 2013 / Jan - Nov 2012 3,748 / 3,500 +7.1%

Inbound travellers:

- November 2013 / November 2012 31 / 47 -34.0%
(29 CHN 2 OTH / 42 CHN 1 USA 4 OTH)
(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)
- Jan - Nov 2013 / Jan - Nov 2012 678 / 567 +19.6%
(666 CHN 1 AUS 4 SEA 1 UK 6 OTH / 541 CHN 4 SEA 2 UK 1 AUS 2 USA 17 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- November 2013 / November 2012 137 / 143 -4.2%
(13 requests for assistance related to the unrest in Bangkok were received from 26-30/11/2013)
- Jan - Nov 2013 / Jan - Nov 2012 1,464 / 1,377 +6.3%

Inbound travellers:

- November 2013 / November 2012 29 / 40 -27.5%
(ALL CHN / ALL CHN)
(3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)
- Jan - Nov 2013 / Jan - Nov 2012 473 / 278 +70.1%
(470 CHN 2 SEA 1 OTH / 273 CHN 1 AUS 2 SEA 2 OTH)