

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

Levy income

(Source: TIC)

| | | | |
|---|---------------------------------|-----------------------------|--------|
| - | December 2013 / December 2012 | HK\$2,175,482 / 1,779,647 | +22.2% |
| - | Jan - Dec 2013 / Jan - Dec 2012 | HK\$23,843,116 / 20,425,883 | +16.7% |

Inbound arrivals

(Source: HKTB)

| | | | |
|---|---|-------------------------|--------|
| - | Total arrivals in November 2013 / November 2012 | 4,579,681 / 4,216,937 | |
| | Difference: | | +8.6% |
| - | Total arrivals in Jan - Nov 2013 / Jan - Nov 2012 | 49,076,480 / 43,837,125 | |
| | Difference: | | +12.0% |

- Arrivals from individual markets in November 2013:

| | <u>No. of visitors</u> | <u>Compared with 2012</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 3,348,121 | +10.1% | 73.1% |
| Taiwan | 168,360 | +3.2% | 3.7% |
| USA | 106,746 | -2.5% | 2.3% |
| South Korea | 95,232 | +9.7% | 2.1% |
| Japan | 95,012 | +12.9% | 2.1% |
| Malaysia | 87,445 | +18.4% | 1.9% |
| Singapore | 85,895 | +10.2% | 1.9% |

- Arrivals from individual markets in Jan - Nov 2013:

| | <u>No. of visitors</u> | <u>Compared with 2012</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 36,855,277 | +17.3% | 75.1% |
| Taiwan | 1,919,148 | +1.1% | 3.9% |
| USA | 1,018,441 | -6.8% | 2.1% |
| South Korea | 976,261 | 0.0% | 2.0% |
| Japan | 953,300 | -17.8% | 1.9% |
| Macau | 849,773 | +9.2% | 1.7% |
| Philippines | 634,999 | -0.3% | 1.3% |

Mainland inbound tour group registration

(Source: TIC)

| | | | |
|---|---------------------------------|-------------------|--------|
| - | December 2013 / December 2012 | 11,550 / 14,084 | -18.0% |
| - | Jan - Dec 2013 / Jan - Dec 2012 | 141,843 / 137,810 | +2.9% |

Air ticket sales

(Source: IATA)

Total billing:

| | | |
|---|----------------------|--------------------|
| - | 1 - 15 December 2013 | HK\$ 901 million |
| - | 1 - 15 December 2012 | HK\$ 912 million |
| | Difference: | -1.2% |
| - | 1 Jan - 15 Dec 2013 | HK\$24,075 million |
| - | 1 Jan - 15 Dec 2012 | HK\$22,469 million |
| | Difference: | +7.1% |

No. of transactions:

| | | |
|---|----------------------|-----------|
| - | 1 - 15 December 2013 | 252,842 |
| - | 1 - 15 December 2012 | 247,094 |
| | Difference: | +2.3% |
| - | 1 Jan - 15 Dec 2013 | 6,478,362 |
| - | 1 Jan - 15 Dec 2012 | 5,984,366 |
| | Difference: | +8.3% |

Complaints

(Source: TIC)

Outbound travellers:

| | | | |
|---|---|------------------------------------|--------|
| - | December 2013 / December 2012 | 54 / 44 | +22.7% |
| | | (16 referred by Consumer Council) | |
| | (4 complaints related to the unrest in Bangkok were received in December 2013) | | |
| - | Jan - Dec 2013 / Jan - Dec 2012 | 764 / 815 | -6.3% |
| | | (221 referred by Consumer Council) | |

Inbound travellers:

| | | | |
|---|---------------------------------|--|--------|
| - | December 2013 / December 2012 | 18 / 27 | -33.3% |
| | | (17 CHN 1 SEA / 25 CHN 1 SEA 1 OTH) | |
| | | (5 referred by Consumer Council, 1 referred by Tourism Commission) | |
| - | Jan - Dec 2013 / Jan - Dec 2012 | 347 / 272 | +27.6% |
| | | (340 CHN 4 SEA 3 OTH / 267 CHN 1 SEA 4 OTH) | |

Enquiries

(Source: TIC)

Outbound travellers:

- December 2013 / December 2012 469 / 289 +62.3%
(294 telephone enquiries related to the unrest in Bangkok were received in December 2013)
- Jan - Dec 2013 / Jan - Dec 2012 4,217 / 3,789 +11.3%

Inbound travellers:

- December 2013 / December 2012 57 / 76 -25.0%
(ALL CHN / 75 CHN 1 SEA)
(4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)
- Jan - Dec 2013 / Jan - Dec 2012 735 / 643 +14.3%
(723 CHN 1 AUS 4 SEA 1 UK 6 OTH / 616 CHN 5 SEA 2 UK 1 AUS 2 USA 17 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- December 2013 / December 2012 160 / 120 +33.3%
(90 requests for assistance related to the unrest in Bangkok were received in December 2013)
- Jan - Dec 2013 / Jan - Dec 2012 1,624 / 1,497 +8.5%

Inbound travellers:

- December 2013 / December 2012 33 / 40 -17.5%
(32 CHN 1 OTH / ALL CHN)
(4 referred by Consumer Council, 1 referred by Tourism Commission,
1 referred by Hong Kong Tourism Board)
- Jan - Dec 2013 / Jan - Dec 2012 506 / 318 +59.1%
(502 CHN 2 SEA 2 OTH / 313 CHN 1 AUS 2 SEA 2 OTH)