

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

Levy income

(Source: TIC)

- January 2014 / January 2013 HK\$2,300,863 / 2,461,113 -6.5%

Inbound arrivals

(Source: HKTB)

- Total arrivals in December 2013 / December 2012 5,222,324 / 4,777,988
Difference: +9.3%
- Total arrivals in Jan - Dec 2013 / Jan - Dec 2012 54,298,804 / 48,615,113
Difference: +11.7%

- Arrivals from individual markets in December 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	3,890,000	+11.8%	74.5%
Taiwan	180,950	-5.0%	3.5%
Macau	108,442	+3.3%	2.1%
South Korea	107,282	+4.8%	2.1%
Singapore	107,150	+5.9%	2.1%
Japan	103,733	+9.1%	2.0%
USA	91,400	-0.4%	1.8%

- Arrivals from individual markets in Jan - Dec 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	40,745,277	+16.7%	75.0%
Taiwan	2,100,098	+0.5%	3.9%
USA	1,109,841	-6.3%	2.0%
South Korea	1,083,543	+0.5%	2.0%
Japan	1,057,033	-15.7%	1.9%
Macau	958,215	+8.5%	1.8%
Philippines	705,319	-0.6%	1.3%

Mainland inbound tour group registration

(Source: TIC)

- January 2014 / January 2013 8,783 / 10,188 -13.8%

Air ticket sales

(Source: IATA)

Total billing:

- 1 - 15 January 2014 HK\$ 976 million
- 1 - 15 January 2013 HK\$ 948 million
Difference: +3.0%

No. of transactions:

- 1 - 15 January 2014 265,198
- 1 - 15 January 2013 252,544
Difference: +5.0%

Complaints

(Source: TIC)

Outbound travellers:

- January 2014 / January 2013 61 / 35 +74.3%
(27 referred by Consumer Council)
(6 complaints related to the unrest in Bangkok were received in January 2014)

Inbound travellers:

- January 2014 / January 2013 15 / 30 -50.0%
(ALL CHN / 28 CHN 2 SEA)
(3 referred by Consumer Council)

Enquiries

(Source: TIC)

Outbound travellers:

- January 2014 / January 2013 480 / 543 -11.6%
(249 telephone enquiries related to the unrest in Bangkok were received in January 2014)

Inbound travellers:

- January 2014 / January 2013 49 / 75 -34.7%
(ALL CHN / 73 CHN 2 OTH)
(8 referred by Consumer Council)

Requests for assistance

(Source: TIC)

Outbound travellers:

- January 2014 / January 2013 146 / 134 +9.0%
 (67 requests for assistance related to the unrest in Bangkok were received in January 2014)

Inbound travellers:

- January 2014 / January 2013 24 / 38 -36.8%
 (22 CHN 1 SEA 1 OTH / ALL CHN)
 (4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)