

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

**Levy income**

(Source: TIC)

-	March 2014 / March 2013	HK\$1,772,121 / 1,910,921	-7.3%
-	Jan - Mar 2014 / Jan - Mar 2013	HK\$5,216,048 / 5,454,533	-4.4%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in February 2014 / February 2013	4,417,376 / 4,022,120
	Difference:	+9.8%
-	Total arrivals in Jan - Feb 2014 / Jan - Feb 2013	9,872,747 / 8,655,046
	Difference:	+14.1%

- Arrivals from individual markets in February 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	3,458,215	+10.4%	78.3%
Taiwan	160,650	-12.6%	3.6%
South Korea	111,257	+22.6%	2.5%
Japan	81,644	+13.0%	1.8%
USA	72,839	+7.4%	1.6%
Macau	68,448	+0.6%	1.5%
Singapore	46,378	+36.5%	1.0%

- Arrivals from individual markets in Jan - Feb 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	7,805,615	+17.2%	79.1%
Taiwan	334,773	-4.2%	3.4%
South Korea	238,086	+17.4%	2.4%
Japan	166,638	+2.1%	1.7%
USA	157,251	-1.3%	1.6%
Macau	149,382	+7.2%	1.5%
Singapore	100,548	+14.3%	1.0%

## **Mainland inbound tour group registration**

(Source: TIC)

-	March 2014 / March 2013	15,853 / 12,281	+29.1%
-	Jan - Mar 2014 / Jan - Mar 2013	36,090 / 31,887	+13.2%

## **Air ticket sales**

(Source: IATA)

Total billing:

-	1 - 15 March 2014	HK\$ 1,048 million
-	1 - 15 March 2013	HK\$ 1,083 million
	Difference:	-3.2%
-	1 Jan - 15 Mar 2014	HK\$4,812 million
-	1 Jan - 15 Mar 2013	HK\$4,951 million
	Difference:	-2.8%

No. of transactions:

-	1- 15 March 2014	304,537
-	1- 15 March 2013	303,209
	Difference:	+0.4%
-	1 Jan - 15 Mar 2014	1,307,450
-	1 Jan - 15 Mar 2013	1,312,140
	Difference:	-0.4%

## **Complaints**

(Source: TIC)

Outbound travellers:

-	March 2014 / March 2013	68 / 43	+58.1%
		(13 referred by Consumer Council)	
-	Jan - Mar 2014 / Jan - Mar 2013	181 / 136	+33.1%
		(56 referred by Consumer Council)	

Inbound travellers:

-	March 2014 / March 2013	21 / 24	-12.5%
		(20 CHN 1 SEA / ALL CHN)	
		(4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
-	Jan - Mar 2014 / Jan - Mar 2013	58 / 92	-37.0%
		(57 CHN 1 SEA / 90 CHN 2 SEA)	

## **Enquiries**

(Source: TIC)

### Outbound travellers:

-	March 2014 / March 2013	245 / 312	-21.5%
-	Jan - Mar 2014 / Jan - Mar 2013	1,004 / 1,090	-7.9%

### Inbound travellers:

-	March 2014 / March 2013	119 / 71	+67.6%
		(117 CHN 2 OTH / 69 CHN 2 OTH)	
		(3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 1 referred by Hong Kong Police)	
-	Jan - Mar 2014 / Jan - Mar 2013	269 / 215	+25.1%
		(265 CHN 2 SEA 2 OTH / 208 CHN 3 SEA 4 OTH)	

## **Requests for assistance**

(Source: TIC)

### Outbound travellers:

-	March 2014 / March 2013	105 / 123	-14.6%
-	Jan - Mar 2014 / Jan - Mar 2013	362 / 350	+3.4%

### Inbound travellers:

-	March 2014 / March 2013	50 / 36	+38.9%
		(49 CHN 1 OTH / ALL CHN)	
		(3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Tourism Commission, 2 referred by Hong Kong Police)	
-	Jan - Mar 2014 / Jan - Mar 2013	115 / 115	0.0%
		(112 CHN 1 SEA 2 OTH / ALL CHN)	