

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

Levy income

(Source: TIC)

-	April 2014 / April 2013	HK\$2,109,366 / 1,745,712	+20.8%
-	Jan - Apr 2014 / Jan - Apr 2013	HK\$7,325,414 / 7,200,245	+1.7%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in March 2014 / March 2013	4,825,234 / 4,087,286
	Difference:	+18.1%
-	Total arrivals in Jan - Mar 2014 / Jan - Mar 2013	14,697,981 / 12,742,332
	Difference:	+15.3%

- Arrivals from individual markets in March 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	3,601,086	+26.7%	74.6%
Taiwan	156,305	-5.5%	3.2%
Japan	107,726	+3.6%	2.2%
USA	107,145	-3.5%	2.2%
South Korea	95,394	+19.4%	2.0%
Singapore	80,168	+16.4%	1.7%
Macau	73,939	-1.2%	1.5%

- Arrivals from individual markets in Jan - Mar 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	11,406,701	+20.1%	77.6%
Taiwan	491,078	-4.7%	3.3%
South Korea	333,480	+18.0%	2.3%
Japan	274,364	+2.6%	1.9%
USA	264,396	-2.2%	1.8%
Macau	223,321	+4.3%	1.5%
Singapore	180,716	+15.2%	1.2%

Mainland inbound tour group registration

(Source: TIC)

- April 2014 / April 2013	14,300 / 14,101	+1.4%
- Jan - Apr 2014 / Jan - Apr 2013	50,390 / 45,988	+9.6%

Air ticket sales

(Source: IATA)

Total billing:

- April 2014	HK\$ 2,164 million
- April 2013	HK\$ 1,832 million
Difference:	+18.1%
- Jan - Apr 2014	HK\$8,176 million
- Jan - Apr 2013	HK\$7,860 million
Difference:	+4.0%

No. of transactions:

- April 2014	596,139
- April 2013	494,811
Difference:	+20.5%
- Jan - Apr 2014	2,235,198
- Jan - Apr 2013	2,092,357
Difference:	+6.8%

Complaints

(Source: TIC)

Outbound travellers:

- April 2014 / April 2013	60 / 87	-31.0%
	(23 referred by Consumer Council)	
- Jan - Apr 2014 / Jan - Apr 2013	241 / 223	+8.1%
	(79 referred by Consumer Council)	

Inbound travellers:

- April 2014 / April 2013	16 / 36	-55.6%
	(ALL CHN / ALL CHN)	
	(2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
- Jan - Apr 2014 / Jan - Apr 2013	74 / 128	-42.2%
	(73 CHN 1 SEA / 126 CHN 2 SEA)	

Enquiries

(Source: TIC)

Outbound travellers:

- April 2014 / April 2013 311 / 347 -10.4%
- Jan - Apr 2014 / Jan - Apr 2013 1,315 / 1,437 -8.5%

Inbound travellers:

- April 2014 / April 2013 80 / 77 +3.9%
(77 CHN 1 SEA 2 OTH / 74 CHN 1 AUS 1 SEA 1UK)
(3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board,
1 referred by Hong Kong Police)
- Jan - Apr 2014 / Jan - Apr 2013 349 / 292 +19.5%
(342 CHN 3 SEA 4 OTH / 282 CHN 1 AUS 4 SEA 1 UK 4 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- April 2014 / April 2013 91 / 142 -35.9%
- Jan - Apr 2014 / Jan - Apr 2013 453 / 492 -7.9%

Inbound travellers:

- April 2014 / April 2013 60 / 35 +71.4%
(59 CHN 1 USA / ALL CHN)
(13 referred by Consumer Council, 4 referred by Hong Kong Tourism Board,
1 referred by Tourism Commission)
- Jan - Apr 2014 / Jan - Apr 2013 175 / 150 +16.7%
(171 CHN 1 USA 1 SEA 2 OTH / ALL CHN)