

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

**Levy income**

(Source: TIC)

-	May 2014 / May 2013	HK\$1,943,528 / 2,147,240	-9.5%
-	Jan - My 2014 / Jan - May 2013	HK\$9,268,942 / 9,347,485	-0.8%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in April 2014 / April 2013	4,747,960 / 4,279,889
	Difference:	+10.9%
-	Total arrivals in Jan - Apr 2014 / Jan - Apr 2013	19,445,941 / 17,022,221
	Difference:	+14.2%

- Arrivals from individual markets in April 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	3,568,064	+14.7%	75.1%
Taiwan	164,515	-5.6%	3.5%
USA	101,917	-1.6%	2.1%
South Korea	87,263	+17.4%	1.8%
Macau	80,116	+26.5%	1.7%
Japan	76,280	-2.9%	1.6%
Australia	69,005	+20.6%	1.5%

- Arrivals from individual markets in Jan - Apr 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	14,974,765	+18.7%	77.0%
Taiwan	655,593	-4.9%	3.4%
South Korea	420,743	+17.8%	2.2%
USA	366,313	-2.0%	1.9%
Japan	350,644	+1.4%	1.8%
Macau	303,437	+9.4%	1.6%
Singapore	234,055	+15.1%	1.2%

## **Mainland inbound tour group registration**

(Source: TIC)

-	May 2014 / May 2013	12,572 / 13,930	-9.7%
-	Jan - May 2014 / Jan - May 2013	62,962 / 59,918	+5.1%

## **Air ticket sales**

(Source: IATA)

Total billing:

-	1 - 15 May 2014	HK\$ 1,057 million
-	1 - 15 May 2013	HK\$ 1,142 million
	Difference:	-7.4%
-	1 Jan - 15 May 2014	HK\$9,233 million
-	1 Jan - 15 May 2013	HK\$9,002 million
	Difference:	+2.6%

No. of transactions:

-	1 - 15 May 2014	296,935
-	1 - 15 May 2013	305,783
	Difference:	-2.9%
-	1 Jan - 15 May 2014	2,532,133
-	1 Jan - 15 May 2013	2,398,140
	Difference:	+5.6%

## **Complaints**

(Source: TIC)

Outbound travellers:

-	May 2014 / May 2013	74 / 77	-3.9%
		(21 referred by Consumer Council)	
-	Jan - May 2014 / Jan - May 2013	315 / 300	+5.0%
		(100 referred by Consumer Council)	

Inbound travellers:

-	May 2014 / May 2013	29 / 21	+38.1%
		(28 CHN 1 SEA / ALL CHN)	
		(11 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
-	Jan - May 2014 / Jan - May 2013	103 / 149	-30.9%
		(101 CHN 2 SEA / 147 CHN 2 SEA)	

## **Enquiries**

*(Source: TIC)*

Outbound travellers:

- May 2014 / May 2013 563 / 324 +73.8%
- Jan - May 2014 / Jan - May 2013 1,878 / 1,761 +6.6%

Inbound travellers:

- May 2014 / May 2013 48 / 82 -41.5%  
(46 CHN 2 OTH / ALL CHN)  
(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)
- Jan - May 2014 / Jan - May 2013 397 / 374 +6.1%  
(390 CHN 3 SEA 4 OTH / 364 CHN 1 AUS 4 SEA 1 UK 4 OTH)

## **Requests for assistance**

*(Source: TIC)*

Outbound travellers:

- May 2014 / May 2013 158 / 115 +37.4%
- Jan - May 2014 / Jan - May 2013 611 / 607 +0.7%

Inbound travellers:

- May 2014 / May 2013 46 / 35 +31.4%  
(45 CHN 1 OTH / ALL CHN)  
(8 referred by Consumer Council)
- Jan - May 2014 / Jan - May 2013 221 / 185 +19.5%  
(216 CHN 1 USA 1 SEA 3 OTH / ALL CHN)