

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

**Levy income**

(Source: TIC)

-	June 2014 / June 2013	HK\$2,342,692 / 2,171,350	+7.9%
-	Jan - Jun 2014 / Jan - Jun 2013	HK\$11,611,634 / 11,518,835	+0.8%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in May 2014 / May 2013	4,590,579 / 4,142,301	+10.8%
	Difference:		
-	Total arrivals in Jan - May 2014 / Jan - May 2013	24,036,520 / 21,164,522	+13.6%
	Difference:		

- Arrivals from individual markets in May 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	3,452,734	+13.1%	75.2%
Taiwan	162,807	+11.8%	3.5%
USA	96,068	+6.8%	2.1%
South Korea	93,339	+16.0%	2.0%
Japan	91,831	+11.9%	2.0%
Macau	73,746	-2.0%	1.6%
Philippines	65,948	-14.9%	1.4%

- Arrivals from individual markets in Jan - May 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	18,427,499	+17.6%	76.7%
Taiwan	818,400	-2.0%	3.4%
South Korea	514,082	+17.5%	2.1%
USA	462,381	-0.3%	1.9%
Japan	442,475	+3.4%	1.8%
Macau	377,183	+6.9%	1.6%
Singapore	294,435	+16.4%	1.2%

## **Mainland inbound tour group registration**

(Source: TIC)

- June 2014 / June 2013	11,980 / 14,597	-17.9%
- Jan - Jun 2014 / Jan - Jun 2013	74,942 / 74,673	+0.4%

## **Air ticket sales**

(Source: IATA)

Total billing:

- 1 - 15 June 2014	HK\$ 1,031 million
- 1 - 15 June 2013	HK\$ 1,163 million
Difference:	-11.3%
- 1 Jan - 15 Jun 2014	HK\$11,834 million
- 1 Jan - 15 Jun 2013	HK\$11,479 million
Difference:	+3.1%

No. of transactions:

- 1 - 15 Jun 2014	285,433
- 1 - 15 Jun 2013	301,272
Difference:	-5.3%
- 1 Jan - 15 Jun 2014	3,203,221
- 1 Jan - 15 Jun 2013	3,037,039
Difference:	+5.5%

## **Complaints**

(Source: TIC)

Outbound travellers:

- June 2014 / June 2013	69 / 65	+6.2%
	(19 referred by Consumer Council)	
- Jan - Jun 2014 / Jan - Jun 2013	384 / 365	+5.2%
	(119 referred by Consumer Council)	

Inbound travellers:

- June 2014 / June 2013	26 / 38	-31.6%
	(ALL CHN / 37 CHN 1 OTH)	
	(10 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
- Jan - Jun 2014 / Jan - Jun 2013	129 / 187	-31.0%
	(127 CHN 2 SEA / 184 CHN 2 SEA 1 OTH)	

## **Enquiries**

(Source: TIC)

### Outbound travellers:

-	June 2014 / June 2013	305 / 377	-19.1%
-	Jan - Jun 2014 / Jan - Jun 2013	2,183 / 2,138	+2.1%

### Inbound travellers:

-	June 2014 / June 2013	47 / 74	-36.5%
		(ALL CHN / ALL CHN)	
		(5 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Jun 2014 / Jan - Jun 2013	444 / 448	-0.9%
		(437 CHN 3 SEA 4 OTH / 438 CHN 1 AUS 4 SEA 1 UK 4 OTH)	

## **Requests for assistance**

(Source: TIC)

### Outbound travellers:

-	June 2014 / June 2013	121 / 188	-35.6%
-	Jan - Jun 2014 / Jan - Jun 2013	732 / 795	-7.9%

### Inbound travellers:

-	June 2014 / June 2013	48 / 41	+17.1%
		(47 CHN 1 OTH / ALL CHN)	
		(6 referred by Consumer Council, 2 referred by Travel Agents Registry, 1 referred by Tourism Commission, 1 referred by Hong Kong Police)	
-	Jan - Jun 2014 / Jan - Jun 2013	269 / 226	+19.0%
		(263 CHN 1 USA 1 SEA 4 OTH / ALL CHN)	