

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

Levy income

(Source: TIC)

| | | |
|-----------------------------------|-----------------------------|--------|
| - July 2014 / July 2013 | HK\$2,234,028 / 2,521,485 | -11.4% |
| - Jan - Jul 2014 / Jan - Jul 2013 | HK\$13,845,662 / 14,040,320 | -1.4% |

Inbound arrivals

(Source: HKTB)

| | |
|---|-------------------------|
| - Total arrivals in June 2014 / June 2013 | 4,492,695 / 4,201,331 |
| Difference: | +6.9% |
| - Total arrivals in Jan - Jun 2014 / Jan - Jun 2013 | 28,529,215 / 25,365,853 |
| Difference: | +12.5% |

- Arrivals from individual markets in June 2014:

| | <u>No. of visitors</u> | <u>Compared with 2013</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 3,395,330 | +7.8% | 75.6% |
| Taiwan | 173,373 | +2.7% | 3.9% |
| USA | 98,659 | +7.9% | 2.2% |
| South Korea | 96,255 | +24.5% | 2.1% |
| Japan | 85,856 | +12.1% | 1.9% |
| Macau | 80,405 | +4.3% | 1.8% |
| Singapore | 74,950 | +25.4% | 1.7% |

- Arrivals from individual markets in Jan - Jun 2014:

| | <u>No. of visitors</u> | <u>Compared with 2013</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 21,822,829 | +16.0% | 76.5% |
| Taiwan | 991,773 | -1.2% | 3.5% |
| South Korea | 610,337 | +18.6% | 2.1% |
| USA | 561,040 | +1.0% | 2.0% |
| Japan | 528,331 | +4.7% | 1.9% |
| Macau | 457,588 | +6.5% | 1.6% |
| Singapore | 369,385 | +18.2% | 1.3% |

Mainland inbound tour group registration

(Source: TIC)

| | | |
|-----------------------------------|-----------------|-------|
| - July 2014 / July 2013 | 14,735 / 13,758 | +7.1% |
| - Jan - Jul 2014 / Jan - Jul 2013 | 89,677 / 88,431 | +1.4% |

Air ticket sales

(Source: IATA)

Total billing:

| | |
|------------------|--------------------|
| - July 2014 | HK\$ 2,220 million |
| - July 2013 | HK\$ 2,144 million |
| Difference: | +3.5% |
| - Jan - Jul 2014 | HK\$15,337 million |
| - Jan - Jul 2013 | HK\$14,882 million |
| Difference: | +3.1% |

No. of transactions:

| | |
|------------------|-----------|
| - July 2014 | 640,464 |
| - July 2013 | 591,122 |
| Difference: | +8.3% |
| - Jan - Jul 2014 | 4,198,630 |
| - Jan - Jul 2013 | 3,947,192 |
| Difference: | +6.4% |

Complaints

(Source: TIC)

Outbound travellers:

| | | |
|-----------------------------------|------------------------------------|-------|
| - July 2014 / July 2013 | 84 / 83 | +1.2% |
| | (30 referred by Consumer Council) | |
| - Jan - Jul 2014 / Jan - Jul 2013 | 468 / 448 | +4.5% |
| | (149 referred by Consumer Council) | |

Inbound travellers:

| | | |
|-----------------------------------|---|--------|
| - July 2014 / July 2013 | 41 / 31 | +32.3% |
| | (ALL CHN / 30 CHN 1 OTH) | |
| | (3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | |
| - Jan - Jul 2014 / Jan - Jul 2013 | 170 / 218 | -22.0% |
| | (168 CHN 2 SEA / 214 CHN 2 SEA 1 OTH) | |

Enquiries

(Source: TIC)

Outbound travellers:

| | | | |
|---|---------------------------------|---------------|-------|
| - | July 2014 / July 2013 | 311 / 334 | -6.9% |
| - | Jan - Jul 2014 / Jan - Jul 2013 | 2,494 / 2,472 | +0.9% |

Inbound travellers:

| | | | |
|---|---------------------------------|---|--------|
| - | July 2014 / July 2013 | 48 / 68 | -29.4% |
| | | (47 CHN 1 OTH / ALL CHN) | |
| | | (1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | |
| - | Jan - Jul 2014 / Jan - Jul 2013 | 492 / 516 | -4.7% |
| | | (484 CHN 3 SEA 5 OTH / 506 CHN 1 AUS 4 SEA 1 UK 4 OTH) | |

Requests for assistance

(Source: TIC)

Outbound travellers:

| | | | |
|---|---------------------------------|-----------|--------|
| - | July 2014 / July 2013 | 99 / 139 | -28.8% |
| - | Jan - Jul 2014 / Jan - Jul 2013 | 831 / 934 | -11.0% |

Inbound travellers:

| | | | |
|---|---------------------------------|---|--------|
| - | July 2014 / July 2013 | 73 / 48 | +52.1% |
| | | (ALL CHN / ALL CHN) | |
| | | (8 referred by Consumer Council, 3 referred by Hong Kong Tourism Board) | |
| - | Jan - Jul 2014 / Jan - Jul 2013 | 342 / 274 | +24.8% |
| | | (336 CHN 1 USA 1 SEA 4 OTH / ALL CHN) | |