

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

Levy income

(Source: TIC)

- August 2014 / August 2013	HK\$1,931,817 / 2,086,953	-7.4%
- Jan - Aug 2014 / Jan - Aug 2013	HK\$15,777,533 / 16,127,273	-2.2%
- September 2014 / September 2013	HK\$2,071,460 / 1,805,921	+14.7%
- Jan - Sep 2014 / Jan - Sep 2013	HK\$17,848,993 / 17,933,194	-0.5%

Inbound arrivals

(Source: HKTB)

- Total arrivals in July 2014 / July 2013	5,373,518 / 4,831,521	+11.2%
Difference:		
- Total arrivals in Jan - Jul 2014 / Jan - Jul 2013	33,902,733 / 30,197,374	+12.3%
Difference:		

- Arrivals from individual markets in July 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	4,261,796	+12.8%	79.3%
Taiwan	197,349	+1.5%	3.7%
South Korea	106,211	+25.3%	2.0%
USA	92,397	+3.6%	1.7%
Macau	90,052	+4.3%	1.7%
Japan	84,188	+2.3%	1.6%
Indonesia	56,303	+44.2%	1.0%

- Arrivals from individual markets in Jan - Jul 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	26,084,625	+15.5%	76.9%
Taiwan	1,189,122	-0.8%	3.5%
South Korea	716,548	+19.5%	2.1%
USA	653,437	+1.4%	1.9%
Japan	612,519	+4.4%	1.8%
Macau	547,640	+6.1%	1.6%
Singapore	418,141	+17.4%	1.2%

- Total arrivals in August 2014 / August 2013
Difference: 6,009,577 / 5,358,087
+12.2%
- Total arrivals in Jan - Aug 2014 / Jan - Aug 2013
Difference: 39,912,310 / 35,555,461
+12.3%

- Arrivals from individual markets in August 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	4,896,001	+15.9%	81.5%
Taiwan	190,162	-2.5%	3.2%
South Korea	124,746	+19.9%	2.1%
Macau	114,359	+9.3%	1.9%
Japan	103,689	+5.2%	1.7%
USA	81,298	+6.9%	1.4%
Philippines	46,615	-9.1%	0.8%

- Arrivals from individual markets in Jan - Aug 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	30,980,626	+15.5%	77.6%
Taiwan	1,379,284	-1.0%	3.5%
South Korea	841,294	+19.6%	2.1%
USA	734,735	+2.0%	1.8%
Japan	716,208	+4.5%	1.8%
Macau	661,999	+6.6%	1.7%
Singapore	461,546	+14.9%	1.2%

Mainland inbound tour group registration

(Source: TIC)

- August 2014 / August 2013 14,895 / 16,485 -9.6%
- Jan - Aug 2014 / Jan - Aug 2013 104,572 / 104,916 -0.3%

- September 2014 / September 2013 11,651 / 13,976 -16.6%
- Jan - Sep 2014 / Jan - Sep 2013 116,223 / 118,892 -2.2%

Air ticket sales

(Source: IATA)

Total billing:

- August 2014	HK\$ 2,030 million
- August 2013	HK\$ 2,110 million
Difference:	-3.8%
- Jan - Aug 2014	HK\$ 17,367 million
- Jan - Aug 2013	HK\$ 16,992 million
Difference:	+2.2%
- September 2014	HK\$ 2,234 million
- September 2013	HK\$ 2,070 million
Difference:	+7.9%
- Jan - Sep 2014	HK\$ 19,601 million
- Jan - Sep 2013	HK\$ 19,062 million
Difference:	+2.8%

No. of transactions:

- August 2014	580,801
- August 2013	574,321
Difference:	+1.1%
- Jan - Aug 2014	4,779,431
- Jan - Aug 2013	4,521,513
Difference:	+5.7%
- September 2014	620,077
- September 2013	557,618
Difference:	+11.2%
- Jan - Sep 2014	5,399,508
- Jan - Sep 2013	5,079,131
Difference:	+6.3%

Complaints

(Source: TIC)

Outbound travellers:

- August 2014 / August 2013	74 / 72	+2.8%
	(30 referred by Consumer Council)	
- Jan - Aug 2014 / Jan - Aug 2013	542 / 520	+4.2%
	(179 referred by Consumer Council)	
- September 2014 / September 2013	51 / 56	-8.9%
	(17 referred by Consumer Council)	
- Jan - Sep 2014 / Jan - Sep 2013	593 / 576	+3.0%
	(196 referred by Consumer Council)	

Inbound travellers:

- August 2014 / August 2013	35 / 30	+16.7%
	(ALL CHN / ALL CHN)	
	(4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
- Jan - Aug 2014 / Jan - Aug 2013	205 / 248	-17.3%
	(203 CHN 2 SEA / 244 CHN 2 SEA 2 OTH)	
- September 2014 / September 2013	19 / 32	-40.6%
	(ALL CHN / ALL CHN)	
	(1 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)	
- Jan - Sep 2014 / Jan - Sep 2013	224 / 280	-20.0%
	(222 CHN 2 SEA / 276 CHN 2 SEA 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

- August 2014 / August 2013	293 / 325	-9.8%
- Jan - Aug 2014 / Jan - Aug 2013	2,787 / 2,797	-0.4%
- September 2014 / September 2013	246 / 332	-25.9%
- Jan - Sep 2014 / Jan - Sep 2013	3,033 / 3,129	-3.1%

Inbound travellers:

- August 2014 / August 2013	47 / 41	+14.6%
	(ALL CHN / ALL CHN)	
	(8 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	
- Jan - Aug 2014 / Jan - Aug 2013	539 / 557	-3.2%
	(531 CHN 3 SEA 5 OTH / 547 CHN 1 AUS 4 SEA 1 UK 4 OTH)	
- September 2014 / September 2013	33 / 43	-23.3%
	(32 CHN 1 OTH / ALL CHN)	
- Jan - Sep 2014 / Jan - Sep 2013	572 / 600	-4.7%
	(564 CHN 3 SEA 5 OTH / 590 CHN 1 AUS 4 SEA 1 UK 4 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

- August 2014 / August 2013	98 / 109	-10.1%
- Jan - Aug 2014 / Jan - Aug 2013	929 / 1,043	-10.9%

-	September 2014 / September 2013	95 / 149	-36.2%
-	Jan - Sep 2014 / Jan - Sep 2013	1,024 / 1,192	-14.1%

Inbound travellers:

-	August 2014 / August 2013	70 / 75	-6.7%
		(ALL CHN / ALL CHN)	
		(1 referred by Hong Kong Tourism Board)	
-	Jan - Aug 2014 / Jan - Aug 2013	412 / 349	+18.1%
		(406 CHN 1 USA 1 SEA 4 OTH / ALL CHN)	
-	September 2014 / September 2013	69 / 58	+19.0%
		(ALL CHN / 57 CHN 1 SEA)	
		(5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
-	Jan - Sep 2014 / Jan - Sep 2013	481 / 407	+18.2%
		(475 CHN 1 USA 1 SEA 4 OTH / 406 CHN 1 SEA)	