

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

Levy income

(Source: TIC)

-	October 2014 / October 2013	HK\$1,507,230 / 1,899,998	-20.7%
-	Jan - Oct 2014 / Jan - Oct 2013	HK\$19,356,223 / 19,833,192	-2.4%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in September 2014 / September 2013	4,746,782 / 4,309,304	
	Difference:		+10.2%
-	Total arrivals in Jan - Sept 2014 / Jan - Sept 2013	44,659,092 / 39,864,765	
	Difference:		+12.0%

- Arrivals from individual markets in September 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	3,681,736	+12.1%	77.6%
Taiwan	167,789	-5.3%	3.5%
South Korea	101,550	+18.6%	2.1%
Japan	97,793	+8.3%	2.1%
USA	88,613	+10.0%	1.9%
Macau	74,157	+6.3%	1.6%
Australia	55,883	-2.0%	1.2%

- Arrivals from individual markets in Jan - Sept 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	34,662,362	+15.2%	77.6%
Taiwan	1,547,073	-1.5%	3.5%
South Korea	942,844	+19.4%	2.1%
USA	823,348	+2.8%	1.8%
Japan	814,001	+5.0%	1.8%
Macau	736,156	+6.6%	1.6%
Singapore	515,818	+14.4%	1.2%

Mainland inbound tour group registration

(Source: TIC)

-	October 2014 / October 2013	11,573 / 5,526	+109.4%
-	Jan - Oct 2014 / Jan - Oct 2013	127,796 / 124,418	+2.7%

Air ticket sales

(Source: IATA)

Total billing:

-	1 - 15 October 2014	HK\$ 831 million
-	1 - 15 October 2013	HK\$ 817 million
	Difference:	+1.7%
-	1 Jan - 15 Oct 2014	HK\$ 20,432 million
-	1 Jan - 15 Oct 2013	HK\$ 19,879 million
	Difference:	+2.8%

No. of transactions:

-	1 - 15 October 2014	252,174
-	1 - 15 October 2013	241,679
	Difference:	+4.3%
-	1 Jan - 15 Oct 2014	5,651,682
-	1 Jan - 15 Oct 2013	5,320,810
	Difference:	+6.2%

Complaints

(Source: TIC)

Outbound travellers:

-	October 2014 / October 2013	69 / 79	-12.7%
		(17 referred by Consumer Council)	
-	Jan - Oct 2014 / Jan - Oct 2013	662 / 655	+1.1%
		(213 referred by Consumer Council)	

Inbound travellers:

-	October 2014 / October 2013	19 / 25	-24.0%
		(18 CHN 1 OTH / ALL CHN)	
		(5 referred by Consumer Council, 4 referred by Hong Kong Tourism Board)	
-	Jan - Oct 2014 / Jan - Oct 2013	243 / 305	-20.3%
		(241 CHN 2 SEA / 301 CHN 2 SEA 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

-	October 2014 / October 2013	236 / 295	-20.0%
-	Jan - Oct 2014 / Jan - Oct 2013	3,269 / 3,424	-4.5%

Inbound travellers:

-	October 2014 / October 2013	70 / 47	+48.9%
		(ALL CHN / ALL CHN)	
		(2 referred by Hong Kong Tourism Board)	
-	Jan - Oct 2014 / Jan - Oct 2013	642 / 647	-0.8%
		(634 CHN 3 SEA 5 OTH / 637 CHN 1 AUS 4 SEA 1 UK 4 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	October 2014 / October 2013	96 / 135	-28.9%
-	Jan - Oct 2014 / Jan - Oct 2013	1,120 / 1,327	-15.6%

Inbound travellers:

-	October 2014 / October 2013	66 / 37	+78.4%
		(ALL CHN / 35 CHN 1 SEA 1 OTH)	
		(9 referred by Consumer Council, 2 referred by Hong Kong Police)	
-	Jan - Oct 2014 / Jan - Oct 2013	547 / 444	+23.2%
		(541 CHN 1 USA 1 SEA 4 OTH / 441 CHN 2 SEA 1 OTH)	