

Mainland inbound tour group registration

(Source: TIC)

-	November 2014 / November 2013	13,168 / 8,152	+61.5%
-	Jan - Nov 2014 / Jan - Nov 2013	140,964 / 132,570	+6.3%

Air ticket sales

(Source: IATA)

Total billing:

-	1 - 15 November 2014	HK\$ 1,081million
-	1 - 15 November 2013	HK\$ 1,085 million
	Difference:	-0.4%
-	1 Jan - 15 Nov 2014	HK\$ 22,704 million
-	1 Jan - 15 Nov 2013	HK\$ 22,083 million
	Difference:	+2.8%

No. of transactions:

-	1 - 15 November 2014	312,570
-	1 - 15 November 2013	298,700
	Difference:	+4.6%
-	1 Jan - 15 Nov 2014	6,310,105
-	1 Jan - 15 Nov 2013	5,940,872
	Difference:	+6.2%

Complaints

(Source: TIC)

Outbound travellers:

-	November 2014 / November 2013	58 / 55	+5.5%
		(19 referred by Consumer Council)	
-	Jan - Nov 2014 / Jan - Nov 2013	720 / 710	+1.4%
		(232 referred by Consumer Council)	

Inbound travellers:

-	November 2014 / November 2013	17 / 24	-29.2%
		(ALL CHN / 23 CHN 1 SEA)	
		(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Nov 2014 / Jan - Nov 2013	260 / 329	-21.0%
		(258 CHN 2 SEA / 324 CHN 3 SEA 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

-	November 2014 / November 2013	194 / 324	-40.1%
-	Jan - Nov 2014 / Jan - Nov 2013	3,463 / 3,748	-7.6%

Inbound travellers:

-	November 2014 / November 2013	34 / 31	+9.7%
		(33 CHN 1 USA / 29 CHN 2 OTH)	
		(1 referred by Consumer Council)	
-	Jan - Nov 2014 / Jan - Nov 2013	676 / 678	-0.3%
		(667 CHN 3 SEA 1 USA 5 OTH / 666 CHN 1 AUS 4 SEA 1 UK 6 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	November 2014 / November 2013	88 / 137	-35.8%
-	Jan - Nov 2014 / Jan - Nov 2013	1,208 / 1,464	-17.5%

Inbound travellers:

-	November 2014 / November 2013	71 / 29	+144.8%
		(70 CHN 1 SEA / ALL CHN)	
		(9 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Macau Government Tourist Office)	
-	Jan - Nov 2014 / Jan - Nov 2013	618 / 473	+30.7%
		(611 CHN 2 USA 1 SEA 4 OTH / 470 CHN 2 SEA 1 OTH)	