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

### **Levy income**

(Source: TIC)

-	November 2014 / November 2013	HK\$1,752,018 / 1,834,442	-4.5%
-	Jan - Nov 2014 / Jan - Nov 2013	HK\$21,108,241/21,667,634	-2.6%

# **Inbound arrivals**

(Source: HKTB)

-	Total arrivals in October 2014 / October 2013 Difference:	5,213,702 / 4,632,034 +12.6%
-	Total arrivals in Jan - Oct 2014 / Jan - Oct 2013 Difference:	49,872,794 / 44,496,799 +12.1%

- Arrivals from individual markets in October 2014:

<u>No</u>	o. of visitors	Compared with 2013	<u>Market</u> <u>share</u>
Mainland China	4,027,944	+18.3%	77.3%
Taiwan	167,214	-7.3%	3.2%
USA	107,142	-3.2%	2.1%
South Korea	103,413	+12.8%	2.0%
Japan	83,306	+0.7%	1.6%
Macau	75,254	-5.7%	1.4%
Australia	58,023	-1.7%	1.1%

- Arrivals from individual markets in Jan - Oct 2014:

	No. of visitors	Compared with 2013	<u>Market</u> <u>share</u>
Mainland Chin	a 38,690,306	+15.5%	77.6%
Taiwan	1,714,287	-2.1%	3.4%
South Korea	1,046,257	+18.8%	2.1%
USA	930,490	+2.1%	1.9%
Japan	897,307	+4.5%	1.8%
Macau	811,410	+5.3%	1.6%
Singapore	573,353	+13.1%	1.1%

# 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\$ 1,081 million
-	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 1 - 15 November 2013 Difference:	312,570 298,700 +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:

- 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)