

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

Levy income

(Source: TIC)

| | | | |
|---|---------------------------------|-----------------------------|--------|
| - | July 2015 / July 2014 | HK\$2,484,912 / 2,234,028 | +11.2% |
| - | Jan - Jul 2015 / Jan - Jul 2014 | HK\$15,475,058 / 13,845,662 | +11.8% |
| - | August 2015 / August 2014 | HK\$2,140,959 / 1,931,871 | +10.8% |
| - | Jan - Aug 2015 / Jan - Aug 2014 | HK\$17,616,017 / 15,777,533 | +11.7% |

Inbound arrivals

(Source: HKTB)

| | | |
|---|---|-------------------------|
| - | Total arrivals in June 2015 / June 2014 | 4,361,228 / 4,492,695 |
| | Difference: | -2.9% |
| - | Total arrivals in Jan - Jun 2015 / Jan - Jun 2014 | 29,327,240 / 28,529,215 |
| | Difference: | +2.8% |
| - | Arrivals from individual markets in June 2015: | |

| | <u>No. of visitors</u> | <u>Compared with 2014</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 3,333,433 | -1.8% | 76.4% |
| Taiwan | 167,791 | -3.2% | 3.8% |
| USA | 97,588 | -1.1% | 2.2% |
| Macau | 80,231 | -0.2% | 1.8% |
| Japan | 79,570 | -7.3% | 1.8% |
| South Korea | 68,975 | -28.3% | 1.6% |
| Singapore | 65,975 | -12.0% | 1.5% |

- Arrivals from individual markets in Jan - Jun 2015:

| | <u>No. of visitors</u> | <u>Compared with 2014</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 22,846,524 | +4.7% | 77.9% |
| Taiwan | 956,914 | -3.5% | 3.3% |
| South Korea | 648,452 | +6.2% | 2.2% |
| USA | 583,412 | +4.0% | 2.0% |
| Japan | 485,665 | -8.1% | 1.7% |
| Macau | 471,231 | +3.0% | 1.6% |
| Philippines | 333,745 | +4.0% | 1.1% |

- Total arrivals in July 2015 / July 2014
Difference: 4,923,431 / 5,373,518
-8.4%
- Total arrivals in Jan – Jul 2015 / Jan - Jul 2014
Difference: 34,250,671 / 33,902,733
+1.0%
- Arrivals from individual markets in July 2015:

| | <u>No. of visitors</u> | <u>Compared with 2014</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 3,845,273 | -9.8% | 78.1% |
| Taiwan | 187,517 | -5.0% | 3.8% |
| USA | 92,620 | +0.2% | 1.9% |
| Macau | 92,334 | +2.5% | 1.9% |
| South Korea | 82,370 | -22.4% | 1.7% |
| Japan | 79,980 | -5.0% | 1.6% |
| Indonesia | 59,891 | +6.4% | 1.2% |

- Arrivals from individual markets in Jan - Jul 2015:

| | <u>No. of visitors</u> | <u>Compared with 2014</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 26,691,797 | +2.3% | 77.9% |
| Taiwan | 1,144,431 | -3.8% | 3.3% |
| South Korea | 730,822 | +2.0% | 2.1% |
| USA | 676,032 | +3.5% | 2.0% |
| Japan | 565,645 | -7.7% | 1.7% |
| Macau | 563,565 | +2.9% | 1.6% |
| Philippines | 384,781 | +5.2% | 1.1% |

Mainland inbound tour group registration

(Source: TIC)

- July 2015 / July 2014 9,882 / 14,735 -32.9%
- Jan - Jul 2015 / Jan - Jul 2014 71,405 / 89,677 -20.4%
- August 2015 / August 2014 12,325 / 14,895 -17.3%
- Jan - Aug 2015 / Jan - Aug 2014 83,730 / 104,572 -19.9%

Complaints

(Source: TIC)

Outbound travellers:

- July 2015 / July 2014 73 / 84 -13.1%
(28 referred by Consumer Council)

| | | | |
|---|---------------------------------|------------------------------------|--------|
| - | Jan - Jul 2015 / Jan - Jul 2014 | 456 / 468 | -2.6% |
| | | (152 referred by Consumer Council) | |
| - | August 2015 / August 2014 | 94 / 74 | +27.0% |
| | | (35 referred by Consumer Council) | |
| - | Jan - Aug 2015 / Jan - Aug 2014 | 550 / 542 | +1.5% |
| | | (187 referred by Consumer Council) | |

Inbound travellers:

| | | | |
|---|---------------------------------|---|--------|
| - | July 2015 / July 2014 | 13 / 41 | -68.3% |
| | | (ALL CHN / ALL CHN) | |
| | | (4 referred by Consumer Council) | |
| - | Jan - Jul 2015 / Jan - Jul 2014 | 150 / 170 | -11.8% |
| | | (148 CHN 1 SEA 1 OTH / 168 CHN 2 SEA) | |
| - | August 2015 / August 2014 | 19 / 35 | -45.7% |
| | | (ALL CHN / ALL CHN) | |
| | | (6 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | |
| - | Jan - Aug 2015 / Jan - Aug 2014 | 169 / 205 | -17.6% |
| | | (167 CHN 1 SEA 1 OTH / 203 CHN 2 SEA) | |

Requests for assistance

(Source: TIC)

Outbound travellers:

| | | | |
|---|---------------------------------|------------|--------|
| - | July 2015 / July 2014 | 95 / 99 | -4.0% |
| - | Jan - Jul 2015 / Jan - Jul 2014 | 863 / 831 | +3.9% |
| - | August 2015 / August 2014 | 170 / 98 | +73.5% |
| - | Jan - Aug 2015 / Jan - Aug 2014 | 1033 / 929 | +11.2% |

Inbound travellers:

| | | | |
|---|---------------------------------|---|--------|
| - | July 2015 / July 2014 | 75 / 73 | +2.7% |
| | | (74 CHN 1 SEA / ALL CHN) | |
| | | (4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board) | |
| - | Jan - Jul 2015 / Jan - Jul 2014 | 374 / 342 | +9.4% |
| | | (373 CHN 1 SEA / 336 CHN 1 SEA 1 USA 4 OTH) | |
| - | August 2015 / August 2014 | 77 / 70 | +10.0% |
| | | (76 CHN 1 OTH / ALL CHN) | |
| | | (1 referred by Consumer Council, 1 referred by Hong Kong Police) | |
| - | Jan - Aug 2015 / Jan - Aug 2014 | 451 / 412 | +9.5% |
| | | (449 CHN 1 SEA 1 OTH / 406 CHN 1 SEA 1 USA 4 OTH) | |

Enquiries

(Source: TIC)

Outbound travellers:

| | | | |
|---|---------------------------------|---------------|--------|
| - | July 2015 / July 2014 | 329 / 311 | +5.8% |
| - | Jan - Jul 2015 / Jan - Jul 2014 | 2,863 / 2,494 | +14.8% |
| - | August 2015 / August 2014 | 545 / 293 | +86.0% |
| - | Jan - Aug 2015 / Jan - Aug 2014 | 3,408 / 2,787 | +22.3% |

Inbound travellers:

| | | | |
|---|---------------------------------|--|--------|
| - | July 2015 / July 2014 | 46 / 48 | -4.2% |
| | | (44 CHN 1 AUS 1 OTH / 47 CHN 1 OTH) | |
| | | (7 referred by Consumer Council) | |
| - | Jan - Jul 2015 / Jan - Jul 2014 | 380 / 492 | -22.8% |
| | | (375 CHN 2 SEA 1 AUS 2 OTH / 484 CHN 3 SEA 5 OTH) | |
| - | August 2015 / August 2014 | 67 / 47 | +42.6% |
| | | (66 CHN 1 OTH / ALL CHN) | |
| | | (9 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board) | |
| - | Jan - Aug 2015 / Jan - Aug 2014 | 447 / 539 | -17.1% |
| | | (441 CHN 2 SEA 1 AUS 3 OTH / 531 CHN 3 SEA 5 OTH) | |