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

Levy income

(Source: TIC)

-	September 2015 / September 2014	HK\$1,703,595 / 2,071,460	-17.8%
-	Jan - Sept 2015 / Jan - Sept 2014	HK\$19,319,612 / 17,848,993	+8.2%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in August 2015 / August 2014 Difference:	5,614,852 / 6,009,577 -6.6%
-	Total arrivals in Jan - Aug 2015 / Jan - Aug 2014 Difference:	39,865,523 / 39,912,310 -0.1%

- Arrivals from individual markets in August 2015:

<u>N</u>	o. of visitors	Compared with	Market
		<u>2014</u>	<u>share</u>
Mainland China	4,550,148	-7.1%	81.0%
Taiwan	189,843	-0.2%	3.4%
Macau	114,569	+0.2%	2.0%
South Korea	96,589	-22.6%	1.7%
Japan	95,029	-8.4%	1.7%
USA	82,452	+1.4%	1.5%
Philippines	51,042	+9.5%	0.9%

- Arrivals from individual markets in Jan - Aug 2015:

	No. of visitors	Compared with 2014	<u>Market</u> <u>share</u>
Mainland Chin	a 31,241,945	+0.8%	78.4%
Taiwan	1,334,274	-3.3%	3.3%
South Korea	827,411	-1.7%	2.1%
USA	758,484	+3.2%	1.9%
Macau	678,134	+2.4%	1.7%
Japan	660,674	-7.8%	1.7%
Philippines	435,823	+5.7%	1.1%

Mainland inbound tour group registration

(Source: TIC)

-	September 2015 / September 2014	8,931 / 11,651	-23.3%
-	Jan - Sept 2015 / Jan - Sept 2014	92,661 / 116,223	-20.3%

Complaints

(Source: TIC)

Outbound travellers:88 / 51 +72.5%- September 2015 / September 201488 / 51 +72.5%- Jan - Sept 2015 / Jan - Sept 2014638 / 593 +7.6%(227 referred by Consumer Council)

Inbound travellers: - September 2015 / September 2014 25 / 19 +31.6% (ALL CHN / ALL CHN) (6 referred by Consumer Council, 1 referred by Xianyang Municipal Tourism Administration, 1 referred by Hong Kong Tourism Board)

- Jan - Sept 2015 / Jan - Sept 2014 194 / 224 -13.4% (192 CHN 1 SEA 1 OTH / 222 CHN 2 SEA)

<u>Requests for assistance</u>

(Source: TIC)

Outbound travellers:

-	September 2015 / September 2014	115 / 95	+21.1%
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- Jan - Sept 2015 / Jan - Sept 2014 1,148 / 1,024 +12.1%

Inbound travellers:

-	September 2015 / September 2014	73 / 69	+5.8%
		(ALL CHN / ALL CHN)	
		(4 referred by Consumer Council)	

- Jan - Sept 2015 / Jan - Sept 2014 524 / 481 +8.9% (522 CHN 1 SEA 1 OTH / 475 CHN 1 SEA 1 USA 4 OTH)

Enquiries

(Source: TIC)

Outbound travellers:

-	September 2015 / September 2014	279 / 246	+13.4%
-	Jan - Sept 2015 / Jan - Sept 2014	3,687 / 3,033	+21.6%

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Inbound travellers:

- September 2015 / September 2014 56 / 33 +69.7% (ALL CHN / ALL CHN) (8 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)

- Jan - Sept 2015 / Jan - Sept 2014 503 / 572 -12.1% (497 CHN 2 SEA 1 AUS 3 OTH / 564 CHN 3 SEA 5 OTH)