

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:

-	September 2015 / September 2014	88 / 51	+72.5%
		(40 referred by Consumer Council)	
-	Jan - Sept 2015 / Jan - Sept 2014	638 / 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)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	September 2015 / September 2014	115 / 95	+21.1%
-	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%

