

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

Levy income

(Source: TIC)

- October 2015 / October 2014 HK\$2,027,536 / 1,507,230 +34.5%
- Jan - Oct 2015 / Jan - Oct 2014 HK\$21,347,148 / 19,356,223 +10.3%

Inbound arrivals

(Source: HKTB)

- Total arrivals in September 2015 / September 2014 4,558,800 / 4,746,782
Difference: -4.0%
- Total arrivals in Jan - Sept 2015 / Jan - Sept 2014 44,424,323 / 44,659,092
Difference: -0.5%

- Arrivals from individual markets in September 2015:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2014</u>	<u>Market</u> <u>share</u>
Mainland China	3,509,432	-4.7%	77.0%
Taiwan	165,810	-1.2%	3.6%
Japan	104,427	+6.8%	2.3%
USA	88,849	+0.3%	1.9%
South Korea	86,018	-15.3%	1.9%
Macau	77,210	+4.1%	1.7%
Australia	53,012	-5.1%	1.2%

- Arrivals from individual markets in Jan - Sept 2015:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2014</u>	<u>Market</u> <u>share</u>
Mainland China	34,751,377	+0.3%	78.2%
Taiwan	1,500,084	-3.0%	3.4%
South Korea	913,429	-3.1%	2.1%
USA	847,333	+2.9%	1.9%
Japan	765,101	-6.0%	1.7%
Macau	755,344	+2.6%	1.7%
Philippines	486,256	+6.5%	1.1%

Mainland inbound tour group registration

(Source: TIC)

-	October 2015 / October 2014	10,633 / 11,573	-8.1%
-	Jan - Oct 2015 / Jan - Oct 2014	103,294 / 127,796	-19.2%

Complaints

(Source: TIC)

Outbound travellers:

-	October 2015 / October 2014	79 / 69	+14.5%
		(35 referred by Consumer Council)	
-	Jan - Oct 2015 / Jan - Oct 2014	717 / 662	+8.3%
		(262 referred by Consumer Council)	

Inbound travellers:

-	October 2015 / October 2014	33 / 19	+73.7%
		(ALL CHN / 18 CHN 1 OTH)	
		(9 referred by Consumer Council, 5 referred by Hong Kong Tourism Board)	
-	Jan - Oct 2015 / Jan - Oct 2014	227 / 243	-6.6%
		(225 CHN 1 SEA 1 OTH / 241 CHN 2 SEA)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	October 2015 / October 2014	87 / 96	-9.4%
-	Jan - Oct 2015 / Jan - Oct 2014	1,235 / 1,120	+10.3%

Inbound travellers:

-	October 2015 / October 2014	49 / 66	-25.8%
		(48 CHN 1 OTH / ALL CHN)	
		(2 referred by Consumer Council)	
-	Jan - Oct 2015 / Jan - Oct 2014	573 / 547	+4.8%
		(570 CHN 2 SEA 1 OTH / 541 CHN 1 SEA 1 USA 4 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

-	October 2015 / October 2014	264 / 236	+11.9%
-	Jan - Oct 2015 / Jan - Oct 2014	3,951 / 3,269	+20.9%

Inbound travellers:

- October 2015 / October 2014 63 / 70 -10.0%
(62 CHN 1 SEA / ALL CHN)
(6 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)

- Jan - Oct 2015 / Jan - Oct 2014 566 / 642 -11.8%
(559 CHN 3 SEA 1 AUS 3 OTH / 634 CHN 3 SEA 5 OTH)