

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

### Levy income

(Source: TIC)

-	November 2015 / November 2014	HK\$1,866,540 / 1,752,018	+6.5%
-	Jan - Nov 2015 / Jan - Nov 2014	HK\$23,213,688 / 21,108,241	+10.0%

### Inbound arrivals

(Source: HKTB)

-	Total arrivals in October 2015 / October 2014	5,073,494 / 5,213,702
	Difference:	-2.7%
-	Total arrivals in Jan - Oct 2015 / Jan - Oct 2014	49,497,817 / 49,872,794
	Difference:	-0.8%

- Arrivals from individual markets in October 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	3,857,524	-4.2%	76.0%
Taiwan	175,069	+4.7%	3.5%
USA	114,986	+7.3%	2.3%
South Korea	101,826	-1.5%	2.0%
Japan	85,990	+3.2%	1.7%
Macau	80,546	+7.0%	1.6%
Philippines	62,578	+23.9%	1.2%

- Arrivals from individual markets in Jan - Oct 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	38,608,901	-0.2%	78.0%
Taiwan	1,675,153	-2.3%	3.4%
South Korea	1,015,255	-3.0%	2.1%
USA	962,319	+3.4%	1.9%
Japan	851,091	-5.2%	1.7%
Macau	835,890	+3.0%	1.7%
Philippines	548,834	+8.2%	1.1%

## **Mainland inbound tour group registration**

(Source: TIC)

-	November 2015 / November 2014	9,302 / 13,168	-29.4%
-	Jan - Nov 2015 / Jan - Nov 2014	112,596 / 140,964	-20.1%

## **Complaints**

(Source: TIC)

### Outbound travellers:

-	November 2015 / November 2014	77 / 58	+32.8%
		(14 referred by Consumer Council)	
-	Jan - Nov 2015 / Jan - Nov 2014	794 / 720	+10.3%
		(276 referred by Consumer Council)	

### Inbound travellers:

-	November 2015 / November 2014	20 / 17	+17.6%
		(ALL CHN / ALL CHN)	
		(4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Nov 2015 / Jan - Nov 2014	247 / 260	-5.0%
		(245 CHN 1 SEA 1 OTH/ 258 CHN 2 SEA)	

## **Requests for assistance**

(Source: TIC)

### Outbound travellers:

-	November 2015 / November 2014	98 / 88	+11.4%
-	Jan - Nov 2015 / Jan - Nov 2014	1,333 / 1,208	+10.3%

### Inbound travellers:

-	November 2015 / November 2014	17 / 71	-76.1%
		(ALL CHN / 70 CHN 1 SEA)	
		(2 referred by Consumer Council, 1 referred by Culture, Sports and Tourism Administration of Shenzhen Municipality)	
-	Jan - Nov 2015 / Jan - Nov 2014	590 / 618	-4.5%
		(587 CHN 2 SEA 1 OTH / 611 CHN 1 SEA 2 USA 4 OTH)	

## **Enquiries**

(Source: TIC)

### Outbound travellers:

-	November 2015 / November 2014	315 / 194	+62.4%
-	Jan - Nov 2015 / Jan - Nov 2014	4,266 / 3,463	+23.2%

### Inbound travellers:

-	November 2015 / November 2014	32 / 34	-5.9%
		(30 CHN 1 AUS 1 SEA / 33 CHN 1 USA)	
		(7 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Hong Kong Police)	
	Jan - Nov 2015 / Jan - Nov 2014	598 / 676	-11.5%
		(589 CHN 4 SEA 2 AUS 3 OTH / 667 CHN 3 SEA 1 USA 5 OTH)	