

**Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints**

**Levy income**

-	June 2009 / June 2008	HK\$ 1,983,000 / 2,854,000	-30.5%
-	Jan - Jun 2009 / Jan - Jun 2008	HK\$12,138,000 / 15,805,000	-23.2%

**Inbound arrivals**

*(Source: HKTB)*

-	Total arrivals in May 2009 / May 2008	2,027,572 / 2,342,146
	Difference:	-13.4%
-	Total arrivals in Jan - May 2009 / Jan - May 2008	11,870,775 / 12,037,578
	Difference:	-1.4%

- Arrivals from individual markets in May 2009:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2008</u>	<u>Market</u> <u>share</u>
Mainland China	1,167,230	-9.6%	57.6 %
Taiwan	147,975	-16.4%	7.3%
Japan	78,156	-26.4%	3.9%
USA	82,771	-13.5%	4.1%

- Arrivals from individual markets in Jan - May 2009:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2008</u>	<u>Market</u> <u>share</u>
Mainland China	7,249,539	+7.4%	61.1%
Taiwan	802,663	-10.9%	6.8%
Japan	475,693	-9.4%	4.0%
USA	423,957	-16.2%	3.6%

**Mainland inbound tour group registration**

-	June 2009 / June 2008	1,731 / 3,638	-52.4%
-	Jan - Jun 2009 / Jan - Jun 2008	30,991 / 28,075	+10.4%

## **Air ticket sales**

(Source: IATA)

Total billing:

-	01 - 30 June 2009	HK\$ 1,352 million
-	01 - 30 June 2008	HK\$ 1,662 million
	Difference:	-18.7%
-	01 Jan - 30 June 2009	HK\$ 6,937 million
-	01 Jan - 30 June 2008	HK\$ 9,954 million
	Difference:	-30.3%

No. of transactions:

-	01 - 30 June 2009	440,706
-	01 - 30 June 2008	474,422
	Difference:	-7.1%
-	01 Jan - 30 June 2009	2,427,201
-	01 Jan - 30 June 2008	2,926,386
	Difference:	-17.1%

## **Complaints**

Outbound travellers:

-	June 2009 / June 2008	54 / 102	-47.1%
-	Jan - Jun 2009 / Jan - Jun 2008	440 / 568	-22.5%

Inbound travellers:

-	June 2009 / June 2008	25 / 9	+178.0%
		(22 PRC 2 SEA 1 UK / ALL PRC)	
-	Jan - Jun 2009 / Jan - Jun 2008	147 / 71	+107.0%
		(140 PRC 5 SEA 2 EU / 67 PRC 2 SEA 2 EU)	

## **Enquiries**

Outbound travellers:

- June 2009 / June 2008                      557 / 754     -26.1%
- Jan - Jun 2009 / Jan - Jun 2008        4,158 / 4,910   -15.3%

Inbound travellers:

- June 2009 / June 2008                      13 / 1     +1200.0%  
(11 PRC 1 AUS 1 OTHS / ALL PRC)
- Jan - Jun 2009 / Jan - Jun 2008        54 / 18     +200.0%  
(48 PRC 2 SEA 2 USA 1 AUS 1 OTHS / 17 PRC 1 OTHS)

## **Requests for assistance**

Inbound travellers:

- June 2009 / June 2008                      10 / 17     -41.2%  
(ALL PRC / ALL PRC)
- Jan - Jun 2009 / Jan - Jun 2008        161 / 171     -5.8%  
(160 PRC 1 OTHS / 168 PRC 1 USA 2 SEA)