

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

Levy income

(Source: TIC)

-	March 2011 / March 2010	HK\$1,470,000 / 1,939,000	-24.2%
-	Jan – Mar 2011 / Jan – Mar 2010	HK\$4,181,000 / 4,776,000	-12.5%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in February 2011 / February 2010	2,923,070 / 2,866,053	
	Difference:	+2.0%	
-	Total arrivals in Jan - Feb 2011 / Jan – Feb 2010	6,521,100 / 5,826,372	
	Difference:	+11.9%	

- Arrivals from individual markets in February 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	2,008,173	-0.1%	68.7%
Taiwan	165,779	-12.1%	5.7%
Japan	99,430	+15.5%	3.4%
USA	71,466	+9.6%	2.4%

- Arrivals from individual markets in Jan - Feb 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	4,511,324	+15.2%	69.2%
Taiwan	348,482	-6.0%	5.3%
Japan	212,803	+ 5.9%	3.3%
USA	165,833	+5.3%	2.5%

Mainland inbound tour group registration

(Source: TIC)

-	March 2011 / March 2010	7,482 / 6,809	+9.9%
-	Jan – Mar 2011 / Jan – Mar 2010	20,394 / 19,898	+2.5%

Air ticket sales

(Source: IATA)

Total billing:

-	March 2011	HK\$ 1,996 million
-	March 2010	HK\$ 1,709 million
	Difference:	+16.8%
-	Jan - Mar 2011	HK\$ 5,114 million
-	Jan - Mar 2010	HK\$ 4,478 million
	Difference:	+14.2%

No. of transactions:

-	March 2011	588,063
-	March 2010	535,599
	Difference:	+9.8%
-	Jan - Mar 2011	1,436,439
-	Jan - Mar 2010	1,336,930
	Difference:	+7.4%

Complaints

(Source: TIC)

Outbound travellers:

-	March 2011 / March 2010	111 / 117	-5.1%
		(17 referred by Consumer Council)	
-	Jan - Mar 2011 / Jan - Mar 2010	261 / 259	+0.8%
		(43 referred by Consumer Council)	

Inbound travellers:

-	March 2011 / March 2010	36 / 33	+9.1%
		(34 CHN 2 SEA / 32 CHN 1 SEA)	
		(9 referred by Consumer Council, 6 referred by Hong Kong Tourism Board)	
-	Jan - Mar 2011 / Jan - Mar 2010	93 / 108	-13.9%
		(90 CHN 2 SEA 1 UK / 104 CHN 2 SEA 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

- March 2011 / March 2010 1,615 / 1,539 +4.9%
- Jan – Mar 2011 / Jan – Mar 2010 2,640 / 2,466 +7.1%

Inbound travellers:

- March 2011 / March 2010 62 / 41 +51.2%
(61 CHN 1 SEA / ALL CHN)
(12 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Others)
- Jan – Mar 2011 / Jan – Mar 2010 148 / 101 +46.5%
(143 CHN 2 SEA 3 OTH / 99 CHN 1 SEA 1 OTH)

Requests for assistance

(Source: TIC)

Inbound travellers:

- March 2011 / March 2010 22 / 5 +340.0%
(ALL CHN / 4 CHN 1 SEA)
(9 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)
- Jan – Mar 2011 / Jan – Mar 2010 71 / 33 +115.2%
(69 CHN 2 SEA / 32 CHN 1 SEA)