

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

Levy income

(Source: TIC)

| | | | |
|---|---------------------------------|---------------------------|--------|
| - | April 2011 / April 2010 | HK\$1,673,000 / 984,000 | +70.0% |
| - | Jan - Apr 2011 / Jan - Apr 2010 | HK\$5,854,484 / 5,760,000 | +1.6% |

Inbound arrivals

(Source: HKTB)

| | | | |
|---|---|-----------------------|--|
| - | Total arrivals in March 2011 / March 2010 | 3,186,871 / 2,798,316 | |
| | Difference: | +13.9% | |
| - | Total arrivals in Jan - Mar 2011 / Jan - Mar 2010 | 9,707,971 / 8,624,688 | |
| | Difference: | +12.6% | |

- Arrivals from individual markets in March 2011:

| | <u>No. of visitors</u> | <u>Compared with</u> <u>2010</u> | <u>Market</u> <u>share</u> |
|----------------|------------------------|-------------------------------------|-------------------------------|
| Mainland China | 2,009,130 | +23.2% | 63.0% |
| Taiwan | 158,922 | -4.5% | 5.0% |
| Japan | 114,104 | -14.4% | 3.6% |
| USA | 113,540 | +5.4% | 3.6% |

- Arrivals from individual markets in Jan - Mar 2011:

| | <u>No. of visitors</u> | <u>Compared with</u> <u>2010</u> | <u>Market</u> <u>share</u> |
|----------------|------------------------|-------------------------------------|-------------------------------|
| Mainland China | 6,520,454 | +17.5% | 67.2% |
| Taiwan | 507,404 | -5.5% | 5.2% |
| Japan | 326,907 | -2.2% | 3.4% |
| USA | 279,373 | +5.3% | 2.9% |

Mainland inbound tour group registration

(Source: TIC)

| | | | |
|---|---------------------------------|-----------------|--------|
| - | April 2011 / April 2010 | 8,315 / 7,359 | +13.0% |
| - | Jan - Apr 2011 / Jan - Apr 2010 | 28,709 / 27,257 | +5.3% |

Air ticket sales

(Source: IATA)

Total billing:

| | |
|------------------|--------------------|
| - April 2011 | HK\$ 1,749 million |
| - April 2010 | HK\$ 1,654 million |
| Difference: | +5.7% |
| | |
| - Jan - Apr 2011 | HK\$ 6,864 million |
| - Jan - Apr 2010 | HK\$ 6,133 million |
| Difference: | +11.9% |

No. of transactions:

| | |
|------------------|-----------|
| - April 2011 | 475,537 |
| - April 2010 | 473,826 |
| Difference: | +0.4% |
| | |
| - Jan - Apr 2011 | 1,911,976 |
| - Jan - Apr 2010 | 1,810,756 |
| Difference: | +5.6% |

Complaints

(Source: TIC)

Outbound travellers:

| | | |
|-----------------------------------|-----------------------------------|--------|
| - April 2011 / April 2010 | 91 / 111 | -18.0% |
| | (24 referred by Consumer Council) | |
| | | |
| - Jan - Apr 2011 / Jan - Apr 2010 | 352 / 370 | -4.9% |
| | (67 referred by Consumer Council) | |

Inbound travellers:

| | | |
|-----------------------------------|---|--------|
| - April 2011 / April 2010 | 16 / 49 | -67.3% |
| | (14 CHN 2 OTH / ALL CHN) | |
| | (3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board) | |
| | | |
| - Jan - Apr 2011 / Jan - Apr 2010 | 109 / 157 | -30.6% |
| | (104 CHN 2 SEA 1 UK 2 OTH / 153 CHN 2 SEA 2 OTH) | |

Enquiries

(Source: TIC)

Outbound travellers:

- April 2011 / April 2010 524 / 941 -44.3%
- Jan - Apr 2011 / Jan - Apr 2010 3,164 / 3,407 -7.1%

Inbound travellers:

- April 2011 / April 2010 44 / 50 -12.0%
(41 CHN 3 OTH / 49 CHN 1 SEA)
(9 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)
- Jan - Apr 2011 / Jan - Apr 2010 192 / 151 +27.2%
(184 CHN 2 SEA 6 OTH / 148 CHN 2 SEA 1 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- April 2011 / April 2010 185 / 205 -9.8%

Inbound travellers:

- April 2011 / April 2010 19 / 20 -5.0%
(18 CHN 1 SEA / ALL CHN)
(3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Others)
- Jan - Apr 2011 / Jan - Apr 2010 90 / 53 +69.8%
(87 CHN 3 SEA / 52 CHN 1 SEA)