

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

**Levy income**

(Source: TIC)

-	February 2012 / February 2011	HK\$1,024,321 / 799,484	+28.1%
-	Jan - Feb 2012 / Jan - Feb 2011	HK\$2,543,040 / 2,711,484	-6.2%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in January 2012 / January 2011	4,142,042 / 3,598,030
	Difference:	+15.1%

- Arrivals from individual markets in January 2012:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2011</u>	<u>Market</u> <u>share</u>
Mainland China	3,101,578	+23.9%	74.9%
Taiwan	178,187	-2.5%	4.3%
Japan	93,861	-17.2%	2.3%
USA	86,116	-8.7%	2.1%

**Mainland inbound tour group registration**

(Source: TIC)

-	February 2012 / February 2011	9,204 / 6,683	+37.7%
-	Jan - Feb 2012 / Jan - Feb 2011	17,761 / 12,912	+37.6%

## **Air ticket sales**

(Source: IATA)

### Total billing:

- February 2012	HK\$ 1,912 million
- February 2011	HK\$ 1,337 million
Difference:	+43.0%
- Jan - Feb 2012	HK\$ 3,314 million
- Jan - Feb 2011	HK\$ 3,118 million
Difference:	+6.3%

### No. of transactions:

- February 2012	528,196
- February 2011	369,734
Difference:	+42.9%
- Jan - Feb 2012	900,139
- Jan - Feb 2011	848,376
Difference:	+6.1%

## **Complaints**

(Source: TIC)

### Outbound travellers:

- February 2012 / February 2011	81 / 87	-6.9%
	(16 referred by Consumer Council)	
- Jan - Feb 2012 / Jan - Feb 2011	140 / 150	-6.7%
	(21 referred by Consumer Council)	

### Inbound travellers:

- February 2012 / February 2011	26 / 42	-38.1%
	(ALL CHN / ALL CHN)	
	(8 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
- Jan - Feb 2012 / Jan - Feb 2011	45 / 57	-21.1%
	(ALL CHN / 56 CHN 1 UK)	

## **Enquiries**

*(Source: TIC)*

### Outbound travellers:

-	February 2012 / February 2011	331 / 279	+18.6%
-	Jan - Feb 2012 / Jan - Feb 2011	707 / 772	-8.4%

### Inbound travellers:

-	February 2012 / February 2011	43 / 51	-15.7%
		(41 CHN 1 SEA 1 OTH / 49 CHN 1 SEA 1 OTH)	
		(12 referred by Consumer Council, 4 referred by Hong Kong Tourism Board)	
-	Jan - Feb 2012 / Jan - Feb 2011	115 / 86	+33.7%
		(107 CHN 2 SEA 1 USA 5 OTH / 82 CHN 1 SEA 3 OTH)	

## **Requests for assistance**

*(Source: TIC)*

### Outbound travellers:

-	February 2012 / February 2011	67 / 107	-37.4%
-	Jan - Feb 2012 / Jan - Feb 2011	157 / 253	- 37.9%

### Inbound travellers:

-	February 2012 / February 2011	16 / 12	+33.3%
		(ALL CHN / ALL CHN)	
		(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)	
-	Jan - Feb 2012 / Jan - Feb 2011	39 / 49	-20.4%
		(ALL CHN / 47 CHN 2 SEA)	