

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

**Levy income**

(Source: TIC)

-	November 2012 / November 2011	HK\$1,489,356 / 1,573,000	-5.3%
-	Jan - Nov 2012 / Jan - Nov 2011	HK\$18,646,236 / 17,442,484	+6.9%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in October 2012 / October 2011	4,243,787 / 3,794,076
	Difference:	+11.9%
-	Total arrivals in Jan - Oct 2012 / Jan - Oct 2011	39,620,188 / 34,217,497
	Difference:	+15.8%

- Arrivals from individual markets in October 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	3,064,966	+20.6%	72.2%
Taiwan	171,675	-5.1%	4.0%
USA	113,567	-5.7%	2.7%
South Korea	83,248	+8.3%	2.0%
Japan	79,840	-23.6%	1.9%
Macau	72,581	+3.4%	1.7%
Philippines	59,595	-6.1%	1.4%

- Arrivals from individual markets in Jan - Oct 2012:

	<u>No. of visitors</u>	<u>Compared with 2011</u>	<u>Market share</u>
Mainland China	28,391,494	+23.8%	71.7%
Taiwan	1,735,215	-4.7%	4.4%
Japan	1,075,331	+3.9%	2.7%
USA	983,584	-0.7%	2.5%
South Korea	889,292	+5.7%	2.2%
Macau	708,612	+4.4%	1.8%
Philippines	575,018	+9.3%	1.5%

## **Mainland inbound tour group registration**

(Source: TIC)

-	November 2012 / November 2011	14,434 / 12,333	+17.0%
-	Jan - Nov 2012 / Jan - Nov 2011	124,194 / 97,976	+26.8%

## **Air ticket sales**

(Source: IATA)

Total billing:

-	November 2012	HK\$ 2,019 million
-	November 2011	HK\$ 1,974 million
	Difference:	+2.3%
-	Jan - Nov 2012	HK\$ 21,557 million
-	Jan - Nov 2011	HK\$ 20,722 million
	Difference:	+4.0%

No. of transactions:

-	November 2012	556,253
-	November 2011	531,401
	Difference:	+4.7%
-	Jan - Nov 2012	5,737,272
-	Jan - Nov 2011	5,536,416
	Difference:	+3.6%

## **Complaints**

(Source: TIC)

Outbound travellers:

-	November 2012 / November 2011	52 / 83	-37.3%
		(19 referred by Consumer Council)	
-	Jan - Nov 2012 / Jan - Nov 2011	771 / 1,045	-26.2%
		(139 referred by Consumer Council)	

Inbound travellers:

-	November 2012 / November 2011	28 / 21	+33.3%
		(ALL CHN / ALL CHN)	
		(10 referred by Consumer Council, 2 referred by Tourism Commission)	
-	Jan - Nov 2012 / Jan - Nov 2011	244 / 252	-3.2%
		(241 CHN 3 OTH / 247 CHN 2 SEA 1 UK 2 OTH)	

## **Enquiries**

(Source: TIC)

### Outbound travellers:

- November 2012 / November 2011                      304 / 569                      -46.6%
- Jan - Nov 2012 / Jan - Nov 2011                      3,500 / 5,827                      -39.9%

### Inbound travellers:

- November 2012 / November 2011                      47 / 66                      -28.8%  
(42 CHN 1 USA 4 OTH / 64 CHN 1 SEA 1 USA)  
(8 referred by Consumer Council, 5 referred by Hong Kong Tourism Board)
- Jan - Nov 2012 / Jan - Nov 2011                      570 / 673                      -15.3%  
(546 CHN 4 SEA 2 UK 1 AUS 2 USA 15 OTH / 651 CHN 7 SEA 2 AUS 1 USA  
12 OTH)

## **Requests for assistance**

(Source: TIC)

### Outbound travellers:

- November 2012 / November 2011                      143 / 141                      +1.4%
- Jan - Nov 2012 / Jan - Nov 2011                      1,377 / 1,874                      -26.5%

### Inbound travellers:

- November 2012 / November 2011                      40 / 26                      +53.8%  
(ALL CHN / 25 CHN 1 OTH)  
(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)
- Jan - Nov 2012 / Jan - Nov 2011                      266 / 174                      +52.9%  
(261 CHN 1 AUS 2 SEA 2 OTH / 168 CHN 5 SEA 1 OTH)