

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

Levy income

(Source: TIC)

-	February 2013 / February 2012	HK\$1,082,499 / 1,024,321	+5.7%
-	Jan - Feb 2013 / Jan - Feb 2012	HK\$3,543,612 / 2,543,040	+39.3%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in January 2013 / January 2012	4,632,926 / 4,142,042
	Difference:	+11.9%

- Arrivals from individual markets in January 2013:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2012</u>	<u>Market</u> <u>share</u>
Mainland China	3,526,182	+13.7%	76.1%
Taiwan	165,849	-6.9%	3.6%
South Korea	112,089	+1.5%	2.4%
USA	91,422	+6.2%	2.0%
Japan	91,069	-3.0%	2.0%
Macau	71,289	+4.7%	1.5%
Australia	60,462	+0.6%	1.3%

Mainland inbound tour group registration

(Source: TIC)

-	February 2013 / February 2012	9,288 / 9,204	+0.9%
-	Jan - Feb 2013 / Jan - Feb 2012	19,157 / 17,761	+7.9%

Air ticket sales

(Source: IATA)

Total billing:

- February 2013	HK\$ 1,623 million
- February 2012	HK\$ 1,912 million
Difference:	-15.1%
- Jan - Feb 2013	HK\$ 3,867 million
- Jan - Feb 2012	HK\$ 3,315 million
Difference:	+16.7%

No. of transactions:

- February 2013	444,696
- February 2012	528,196
Difference:	-15.8%
- Jan - Feb 2013	1,008,931
- Jan - Feb 2012	900,139
Difference:	+12.1%

Complaints

(Source: TIC)

Outbound travellers:

- February 2013 / February 2012	58 / 81	-28.4%
	(7 referred by Consumer Council)	
- Jan - Feb 2013 / Jan - Feb 2012	93 / 140	-33.6%
	(20 referred by Consumer Council)	

Inbound travellers:

- February 2013 / February 2012	38 / 26	+46.2%
	(ALL CHN / ALL CHN)	
	(4 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission)	
- Jan - Feb 2013 / Jan - Feb 2012	68 / 45	+51.1%
	(66 CHN 2 SEA / ALL CHN)	

Enquiries

(Source: TIC)

Outbound travellers:

-	February 2013 / February 2012	235 / 331	-29.0%
-	Jan - Feb 2013 / Jan - Feb 2012	778 / 707	+10.0%

Inbound travellers:

-	February 2013 / February 2012	69 / 43	+60.5%
		(66 CHN 3 SEA / 41 CHN 1 SEA 1 OTH)	
		(10 referred by Consumer Council, 6 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry)	
-	Jan - Feb 2013 / Jan - Feb 2012	144 / 116	+24.1%
		(139 CHN 3 SEA 2 OTH / 108 CHN 2 SEA 1 USA 5 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	February 2013 / February 2012	93 / 67	+38.8%
-	Jan - Feb 2013 / Jan - Feb 2012	227 / 157	+44.6%

Inbound travellers:

-	February 2013 / February 2012	41 / 19	+115.8%
		(ALL CHN / ALL CHN)	
		(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Feb 2013 / Jan - Feb 2012	79 / 42	+88.1%
		(ALL CHN / ALL CHN)	