

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

Levy income

(Source: TIC)

-	February 2014 / February 2013	HK\$1,143,064 / 1,082,499	+5.6%
-	Jan - Feb 2014 / Jan - Feb 2013	HK\$3,443,927 / 3,543,612	-2.8%

Inbound arrivals

(Source: HKTBA)

-	Total arrivals in January 2014 / January 2013	5,455,371 / 4,632,926
	Difference:	+17.8%

- Arrivals from individual markets in January 2014:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2013</u>	<u>Market</u> <u>share</u>
Mainland China	4,347,400	+23.3%	79.7%
Taiwan	174,123	+5.0%	3.2%
South Korea	126,829	+13.2%	2.3%
Japan	84,994	-6.7%	1.6%
USA	84,412	-7.7%	1.5%
Macau	80,934	+13.5%	1.5%
Australia	54,937	-9.1%	1.0%

Mainland inbound tour group registration

(Source: TIC)

-	February 2014 / February 2013	11,454 / 9,418	+21.6%
-	Jan - Feb 2014 / Jan - Feb 2013	20,237 / 19,606	+3.2%

Air ticket sales

(Source: IATA)

Total billing:

- 1 - 15 February 2014	HK\$ 682 million
- 1 - 15 February 2013	HK\$ 670 million
Difference:	+1.8%
- 1 Jan - 15 Feb 2014	HK\$2,842 million
- 1 Jan - 15 Feb 2013	HK\$2,914 million
Difference:	-2.5%

No. of transactions:

- 1- 15 February 2014	195,125
- 1- 15 February 2013	188,011
Difference:	+3.8%
- 1 Jan - 15 Feb 2014	740,565
- 1 Jan - 15 Feb 2013	752,246
Difference:	-1.6%

Complaints

(Source: TIC)

Outbound travellers:

- February 2014 / February 2013	52 / 58	-10.3%
	(16 referred by Consumer Council)	
- Jan - Feb 2014 / Jan - Feb 2013	113 / 93	+21.5%
	(43 referred by Consumer Council)	

Inbound travellers:

- February 2014 / February 2013	22 / 38	-42.1%
	(ALL CHN / ALL CHN)	
	(4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry)	
- Jan - Feb 2014 / Jan - Feb 2013	37 / 68	-45.6%
	(ALL CHN / 66 CHN 2 SEA)	

Enquiries

(Source: TIC)

Outbound travellers:

-	February 2014 / February 2013	279 / 235	+18.7%
-	Jan - Feb 2014 / Jan - Feb 2013	759 / 778	-2.4%

Inbound travellers:

-	February 2014 / February 2013	101 / 69	+46.4%
		(99 CHN 2 SEA / 66 CHN 3 SEA)	
		(5 referred by Consumer Council, 1 referred by Hong Kong Tourism Board 2 referred by Hong Kong Police)	
-	Jan - Feb 2014 / Jan - Feb 2013	150 / 144	+4.2%
		(148 CHN 2 SEA / 139 CHN 3 SEA 2 OTH)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	February 2014 / February 2013	111 / 93	+19.4%
-	Jan - Feb 2014 / Jan - Feb 2013	257 / 227	+13.2%

Inbound travellers:

-	February 2014 / February 2013	41 / 41	0.0%
		(ALL CHN / ALL CHN)	
		(4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Feb 2014 / Jan - Feb 2013	65 / 79	-17.7%
		(63 CHN 1 SEA 1 OTH / ALL CHN)	