

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

Levy income

(Source: TIC)

-	December 2015 / December 2014	HK\$2,040,005 / 2,303,376	-11.4%
-	Jan - Dec 2015 / Jan - Dec 2014	HK\$25,253,693 / 23,411,617	+7.9%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in November 2015 / November 2014	4,748,715 / 5,299,680
	Difference:	-10.4%
-	Total arrivals in Jan - Nov 2015 / Jan - Nov 2014	54,246,532 / 55,172,474
	Difference:	-1.7%

- Arrivals from individual markets in November 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	3,512,410	-15.5%	74.0%
Taiwan	160,707	+8.4%	3.4%
USA	116,496	+10.1%	2.5%
South Korea	108,800	+14.3%	2.3%
Japan	97,398	+9.3%	2.1%
Singapore	78,510	+8.4%	1.7%
Macau	76,629	-5.7%	1.6%

- Arrivals from individual markets in Jan - Nov 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	42,121,311	-1.7%	77.6%
Taiwan	1,835,860	-1.4%	3.4%
South Korea	1,124,055	-1.5%	2.1%
USA	1,078,815	+4.1%	2.0%
Japan	948,489	-3.8%	1.7%
Macau	912,519	+2.2%	1.7%
Philippines	623,164	+10.1%	1.1%

Mainland inbound tour group registration

(Source: TIC)

-	December 2015 / December 2014	6,519 / 13,553	-51.9%
-	Jan - Dec 2015 / Jan - Dec 2014	119,115 / 154,517	-22.9%

Complaints

(Source: TIC)

Outbound travellers:

-	December 2015 / December 2014	72 / 52	+38.5%
		(37 referred by Consumer Council)	
-	Jan - Dec 2015 / Jan - Dec 2014	866 / 772	+12.2%
		(313 referred by Consumer Council)	

Inbound travellers:

-	December 2015 / December 2014	15 / 15	0%
		(ALL CHN / ALL CHN)	
		(4 referred by Consumer Council)	
-	Jan - Dec 2015 / Jan - Dec 2014	262 / 275	-4.7%
		(260 CHN 1 SEA 1 OTH / 273 CHN 2 SEA)	

Requests for assistance

(Source: TIC)

Outbound travellers:

-	December 2015 / December 2014	78 / 99	-21.2%
-	Jan - Dec 2015 / Jan - Dec 2014	1,411 / 1,307	+8.0%

Inbound travellers:

-	December 2015 / December 2014	38 / 84	-54.8%
		(ALL CHN / ALL CHN)	
		(3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Dec 2015 / Jan - Dec 2014	628 / 702	-10.5%
		(625 CHN 2 SEA 1 OTH / 695 CHN 1 SEA 2 USA 4 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

-	December 2015 / December 2014	240 / 194	+23.7%
-	Jan - Dec 2015 / Jan - Dec 2014	4,506 / 3,657	+23.2%

Inbound travellers:

-	December 2015 / December 2014	34 / 58	-41.4%
		(32 CHN 1 UK 1 USA / ALL CHN)	
		(2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	
	Jan - Dec 2015 / Jan - Dec 2014	632 / 734	-13.9%
		(621 CHN 2 AUS 4 SEA 1 UK 1 USA 3 OTH / 725 CHN 3 SEA 1 USA 5 OTH)	