# <u>Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints</u>

## Levy income

(Source: TIC)

-	April 2010 / April 2009	HK\$ 984,000 / 1,126,500*	-12.6%
_	Jan - Apr 2010 / Jan - Apr 2009	HK\$ 5,760,000 / 4,356,500	+32.2%

<sup>\*</sup> Since the levy has been reduced by 50% since 3 July 2009, the figures in April 2009 are halved for comparison.

## Inbound arrivals

(Source: HKTB)

-	Total arrivals in March 2010 / March 2009	2,798,316 / 2,445,289
	Difference:	+14.4%
-	Total arrivals in Jan - Mar 2010 / Jan - Mar 2009	8,624,688 / 7,403,713
	Difference:	+16.5%

- Arrivals from individual markets in March 2010:

<u>No</u>	o. of visitors	Compared with 2009	<u>Market</u> <u>share</u>
Mainland China	1,631,163	+13.4%	58.3%
Taiwan	166,395	+6.7%	5.9%
Japan	133,252	+18.0%	4.8%
USA	107,765	+9.1%	3.9%

- Arrivals from individual markets in Jan - Mar 2010:

	No. of visitors	Compared with	Market
		<u>2009</u>	share
Mainland Chi	na 5,548,912	+18.7%	64.3%
Taiwan	537,024	+10.7%	6.2%
Japan	334,197	+5.7%	3.9%
USA	265,243	+9.1%	3.1%

## Mainland inbound tour group registration

(Source: TIC)

-	April 2010 / April 2009	7,359 / 6,931	+6.2%
_	Jan - Apr 2010 / Jan - Apr 2009	27,257 / 26,436	+3.1%

## Air ticket sales

(Source: IATA)

## Total billing:

-	April 2010 April 2009	HK\$ 1,654 million HK\$ 1,140 million
	Difference:	+45.1%
-	Jan - Apr 2010	HK\$ 6,133 million
-	Jan - Apr 2009	HK\$ 4,588 million

+33.7%

+10.4%

# No. of transactions:

Difference:

_	April 2010	473,826
	•	,
-	April 2009	428,573
	Difference:	+10.5%
-	Jan - Apr 2010	1,810,756
-	Jan - Apr 2009	1,640,346

# Complaints

(Source: TIC)

#### Outbound travellers:

Difference:

-	April 2010 / April 2009	111 / 111 0.0% (24 referred by Consumer Council)
-	Jan - Apr 2010 / Jan - Apr 2009	370 / 319 +15.9% ( 74 referred by Consumer Council)

#### Inbound travellers:

- April 2010 / April 2009 49 / 28 +75.0%

(ALL CHN / 27 CHN 1 OTH)

(11 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)

- Jan - Apr 2010 / Jan - Apr 2009 157 / 99 +58.6% (153 CHN 2 SEA 2 OTH / 96 CHN 2 SEA 1 OTH)

## **Enquiries**

(Source: TIC)

#### Outbound travellers:

- April 2010 / April 2009 941 / 1,004 -6.3%
- Jan Apr 2010 / Jan Apr 2009 3,407 / 2,873 +18.6%

#### Inbound travellers:

- April 2010 / April 2009 50 / 10 +400.0% (49 CHN 1 SEA / ALL CHN)
- Jan Apr 2010 / Jan Apr 2009 137 / 24 +470.8% (134 CHN 3 SEA / 23 CHN 1 USA)

## Requests for assistance

(Source: TIC)

#### Inbound travellers:

- April 2010 / April 2009 20 / 35 -42.9% (ALL CHN / ALL CHN)
- Jan Apr 2010 / Jan Apr 2009 53 / 128 -58.6% (52 CHN 1 SEA / ALL CHN)