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

# Levy income

(Source: TIC)

-	May 2010 / May 2009	HK\$ 1,621,000 / 721,000*	+125.0%
_	Jan - May 2010 / Jan - May 2009	HK\$ 7,381,000 / 5,077,500	+45.3%

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

## **Inbound arrivals**

(Source: HKTB)

-	Total arrivals in April 2010 / April 2009	2,796,311 / 2,439,490
	Difference:	+14.6%
-	Total arrivals in Jan - Apr 2010 / Jan - Apr 2009	11,420,999 / 9,843,203
	Difference:	+16.0%

- Arrivals from individual markets in April 2010:

<u>N</u>	o. of visitors	Compared with	<u>Market</u>
		<u>2009</u>	<u>share</u>
Mainland China	1,660,538	+18.1%	59.4%
Taiwan	179,246	+5.6%	6.4%
Japan	95,427	+17.2%	3.4%
USA	105,080	+7.2%	3.8%

- Arrivals from individual markets in Jan - Apr 2010:

	No. of visitors	Compared with	<u>Market</u>
		<u>2009</u>	share
Mainland Chi	na 7,209,450	+18.5%	63.1%
Taiwan	716,270	+9.4%	6.3%
Japan	429,624	+8.1%	3.8%
USA	370,323	+8.5%	3.2%

# Mainland inbound tour group registration

(Source: TIC)

-	May 2010 / May 2009	6,500 / 2,824	+130.2%
_	Jan - May 2010 / Jan - May 2009	33,757 / 29,260	+15.4%

# Air ticket sales

(Source: IATA)

# Total billing:

-	01 - 15 May 2010	HK\$ 740 million
-	01 - 15 May 2009	HK\$ 470 million
	Difference:	+57.2%

-	01 January - 15 May 2010	HK\$ 6,873 million
-	01 January - 15 May 2009	HK\$ 5,059 million
	Difference:	+35.8%

## No. of transactions:

-	01 - 15 May 2010 01 - 15 May 2009	225,380 170,579
	Difference:	+32.1%
_	01 January - 15 May 2010	2,036,136

	01 Junuary 15 May 2010	2,030,130
-	01 January - 15 May 2009	1,810,925
	Difference:	+12.4%

## **Complaints**

(Source: TIC)

#### Outbound travellers:

-	May 2010 / May 2009	81 / 67 (19 referred	+20.9% d by Consumer Council)
-	Jan - May 2010 / Jan - May 2009	451 / 386 (93 referred	+16.8% d by Consumer Council)

#### Inbound travellers:

- May 2010 / May 2009

33 / 23

+43.5%

(32 CHN 1 SEA / 22 CHN 1 SEA)

(3 referred by Consumer Council, 5 referred by Hong Kong Tourism Board)

- Jan - May 2010 / Jan - May 2009

190 / 122

+55.7%

(185 CHN 3 SEA 2 OTH / 118 CHN 3 SEA 1 OTH)

### **Enquiries**

(Source: TIC)

#### Outbound travellers:

- May 2010 / May 2009

703 / 728

-3.4%

Jan - May 2010 / Jan - May 2009

4,110 / 3,601

+14.1%

#### Inbound travellers:

- May 2010 / May 2009

38 / 17

+123.5%

(36 CHN 1 SEA 1 OTH / 14 CHN 1 SEA 1 USA 1 OTH)

(5 referred by Consumer Council)

Jan - May 2010 / Jan - May 2009

175 / 41

+326.8%

(170 CHN 4 SEA 1 OTH / 37 CHN 2 USA 1 SEA 1 OTH)

#### Requests for assistance

(Source: TIC)

#### Inbound travellers:

- May 2010 / May 2009

15 / 22

-31.8%

(ALL CHN / 21 CHN 1 SEA)

(4 referred by Consumer Council)

- Jan - May 2010 / Jan - May 2009

68 / 150

-54.7%

(67 CHN 1 SEA / 149 CHN 1 SEA)