

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

Levy income

(Source: TIC)

-	July 2010 / July 2009	HK\$ 2,114,000 / 1,900,000	+11.3%
-	Jan - July 2010 / Jan - July 2009	HK\$ 11,303,000 / 7,969,000*	+41.8%
-	August 2010 / August 2009	HK\$ 1,949,000 / 1,361,000	+43.2%
-	Jan - Aug 2010 / Jan - Aug 2009	HK\$ 13,252,000 / 9,330,000*	+42.0%

* Since the levy has been reduced by 50% since 3 July 2009, the figures from January to June 2009 are halved for comparison.

Inbound arrivals

(Source: HKTB)

-	Total arrivals in June 2010 / June 2009	2,619,722 / 1,826,004
	Difference:	+43.5%
-	Total arrivals in Jan - Jun 2010 / Jan - Jun 2009	16,856,016 / 13,696,779
	Difference:	+23.1%

- Arrivals from individual markets in June 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	1,564,062	+54.5%	59.7%
Taiwan	171,108	+22.3%	6.5%
Japan	104,485	+47.4%	4.0%
USA	100,162	+14.4%	3.8%

- Arrivals from individual markets in Jan - Jun 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	10,487,199	+26.9%	62.2%
Taiwan	1,056,139	+12.0%	6.3%
Japan	643,359	+17.7%	3.8%
USA	565,614	+10.6%	3.4%

-	Total arrivals in July 2010 / July 2009	3,136,794 / 2,378,298
	Difference:	+31.9%
-	Total arrivals in Jan - Jul 2010 / Jan - Jul 2009	19,992,810 / 16,075,077
	Difference:	+24.4%

- Arrivals from individual markets in July 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	2,011,837	+40.4%	64.1%
Taiwan	210,059	+10.4%	6.7%
Japan	102,954	+7.5%	3.3%
USA	102,944	+6.7%	3.3%

- Arrivals from individual markets in Jan - July 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	12,449,036	+28.9%	62.5%
Taiwan	1,266,198	+11.8%	6.3%
Japan	746,313	+16.2%	3.7%
USA	668,558	+10.0%	3.3%

Mainland inbound tour group registration

(Source: TIC)

-	July 2010 / July 2009	6,950 / 3,466	+100.5%
-	Jan - Jul 2010 / Jan - Jul 2009	46,656 / 34,457	+35.4%
-	August 2010 / August 2009	7,874 / 6,068	+29.8%
-	Jan - Aug 2010 / Jan - Aug 2009	54,530 / 40,525	+34.6%

Air ticket sales

(Source: IATA)

Total billing:

-	01 - 31 July 2010	HK\$ 1,892 million
-	01 - 31 July 2009	HK\$ 1,532 million
	Difference:	+23.5%

-	01 Jan - 31 July 2010	HK\$ 11,777 million
-	01 Jan - 31 July 2009	HK\$ 8,470 million
	Difference:	+39.0%
-	01 - 31 August 2010	HK\$ 1,720 million
-	01 - 31 August 2009	HK\$ 1,182 million
	Difference:	+45.5%
-	01 Jan - 31 Aug 2010	HK\$ 13,498 million
-	01 Jan - 31 Aug 2009	HK\$ 9,652 million
	Difference:	+39.8%

No. of transactions:

-	01 - 31 July 2010	526,400
-	01 - 31 July 2009	511,261
	Difference:	+3.0%
-	01 Jan - 31 July 2010	3,381,949
-	01 Jan - 31 July 2009	2,938,462
	Difference:	+15.1%
-	01 - 31 August 2010	484,814
-	01 - 31 August 2009	410,973
	Difference:	+17.9%
-	01 Jan - 31 August 2010	3,866,763
-	01 Jan - 31 August 2009	3,349,435
	Difference:	+15.4%

Complaints

(Source: TIC)

Outbound travellers:

-	July 2010 / July 2009	102 / 91	+12.1%
		(13 referred by Consumer Council)	

- Jan - Jul 2010 / Jan - Jul 2009 649 / 531 +22.2%
(132 referred by Consumer Council)
- August 2010 / August 2009 101 / 83 +21.7%
(23 referred by Consumer Council)
- Jan - Aug 2010 / Jan - Aug 2009 750 / 614 +22.1%
(155 referred by Consumer Council)

Inbound travellers:

- July 2010 / July 2009 32 / 29 +10.3%
(ALL CHN / 28 CHN 1 SEA)
- Jan - Jul 2010 / Jan - Jul 2009 258 / 176 +46.6%
(250 CHN 5 SEA 3 OTH / 168 CHN 5 SEA 1 UK 2 OTH)
- August 2010 / August 2009 34 / 23 +47.8%
(33 CHN 1 SEA / ALL CHN)
- Jan - Aug 2010 / Jan - Aug 2009 292 / 199 +46.7%
(283 CHN 6 SEA 3 OTH / 191 CHN 5 SEA 1 UK 2 OTH)

Enquiries

(Source: TIC)

Outbound travellers:

- July 2010 / July 2009 650 / 622 +4.5%
- Jan - Jul 2010 / Jan - Jul 2009 5,512 / 4,780 +15.3%
- August 2010 / August 2009 1,134 / 628 +80.6%
- Jan - Aug 2010 / Jan - Aug 2009 6,646 / 5,408 +22.9%

Inbound travellers:

- July 2010 / July 2009 50 / 5 +900.0%
(44 CHN 2 SEA 4 OTH / ALL CHN)

- Jan - Jul 2010 / Jan - Jul 2009 279 / 59 +372.9%
(265 CHN 6 SEA 1 AUS 1 7 OTH / 53 CHN 2 USA 1 AUS 1 SEA 2 OTH)
- August 2010 / August 2009 45 / 20 +125.0%
(42 CHN 1 AUS 1 SEA 1 UK / 19 CHN 1 OTH)
- Jan - Aug 2010 / Jan - Aug 2009 324 / 79 +310.1%
(307 CHN 7 SEA 2 AUS 1 UK 7 OTH / 72 CHN 2 USA 1 AUS 1 SEA 3 OTH)

Requests for assistance

(Source: TIC)

Inbound travellers:

- July 2010 / July 2009 8 / 13 -38.5%
(ALL CHN / 11 CHN 1 SEA 1 OTH)
- Jan - Jul 2010 / Jan - Jul 2009 87 / 173 -49.7%
(85 CHN 2 SEA / 170 CHN 2 SEA 1 OTH)
- August 2010 / August 2009 5 / 8 -37.5%
(ALL CHN / 7 CHN 1 UK)
- Jan - Aug 2010 / Jan - Aug 2009 92 / 181 -49.2%
(90 CHN 2 SEA / 177 CHN 2 SEA 1 UK 1 OTH)