

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

Levy income

(Source: TIC)

-	June 2011 / June 2010	HK\$1,787,000 / 1,808,000	-1.2%
-	Jan - Jun 2011 / Jan - Jun 2010	HK\$9,338,484 / 9,189,000	+1.6%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in May 2011 / May 2010	3,230,028 / 2,815,295	
	Difference:	+14.7%	
-	Total arrivals in Jan - May 2011 / Jan - May 2010	16,295,959 / 14,236,294	
	Difference:	+14.5%	

- Arrivals from individual markets in May 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	2,115,413	+23.4%	65.5%
Taiwan	164,192	-2.7%	5.1%
Japan	94,151	-13.8%	2.9%
USA	99,638	+4.7%	3.1%

- Arrivals from individual markets in Jan - May 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	10,772,763	+20.7%	66.1%
Taiwan	869,371	-1.8%	5.3%
Japan	506,114	-6.1%	3.1%
USA	486,856	+4.6%	3.0%

Mainland inbound tour group registration

(Source: TIC)

-	June 2011 / June 2010	7,710 / 5,949	+29.6%
-	Jan - Jun 2011 / Jan - Jun 2010	45,588 / 39,706	+14.8%

### Air ticket sales

(Source: IATA)

#### Total billing:

-	June 2011	HK\$ 2,117 million
-	June 2010	HK\$ 1,935 million
	Difference:	+9.4%
-	Jan - Jun 2011	HK\$ 11,234 million
-	Jan - Jun 2010	HK\$ 9,885 million
	Difference:	+13.6%

#### No. of transactions:

-	June 2011	539,157
-	June 2010	531,034
	Difference:	+1.5%
-	Jan - Jun 2011	2,991,718
-	Jan - Jun 2010	2,855,549
	Difference:	+4.8%

### Complaints

(Source: TIC)

#### Outbound travellers:

-	June 2011 / June 2010	94 / 96	-2.1%
		(17 referred by Consumer Council)	
-	Jan - Jun 2011 / Jan - Jun 2010	562 / 547	+2.7%
		(94 referred by Consumer Council)	

#### Inbound travellers:

-	June 2011 / June 2010	25 / 36	-30.6%
		(ALL CHN / 33 CHN 1 SEA 2 OTH)	
		(5 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	
-	Jan - Jun 2011 / Jan - Jun 2010	153 / 226	-32.3%
		(148 CHN 2 SEA 1 UK 2 OTH / 218 CHN 4 SEA 4 OTH)	

## Enquiries

(Source: TIC)

### Outbound travellers:

-	June 2011 / June 2010	410 / 573	-28.4%
-	Jan - Jun 2011 / Jan - Jun 2010	3,015 / 4,327	-30.3%

### Inbound travellers:

-	June 2011 / June 2010	51 / 40	+27.5%
		(50 CHN 1 AUS / 37 CHN 3 OTH)	
		(13 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Jun 2011 / Jan - Jun 2010	305 / 229	+33.2%
		(294 CHN 2 SEA 1 AUS 8 OTH / 221 CHN 2 SEA 1 AUS 5 OTH)	

## Requests for assistance

(Source: TIC)

### Outbound travellers:

-	June 2011 / June 2010	127 / 179	-29.1%
-	Apr - Jun 2011 / Apr - Jun 2010	438 / 535	-18.1%

### Inbound travellers:

-	June 2011 / June 2010	10 / 11	-9.1%
		(ALL CHN / 10 CHN 1 SEA)	
		(1 referred by Consumer Council, 1 referred by Tourism Commission)	
-	Jan - Jun 2011 / Jan - Jun 2010	115 / 79	+45.6%
		(112 CHN 3 SEA / 77 CHN 2 SEA)	