

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

Levy income

(Source: TIC)

-	April 2013 / April 2012	HK\$1,745,712 / 1,251,097	+39.5%
-	Jan - Apr 2013 / Jan - Apr 2012	HK\$7,200,245 / 5,768,849	+24.8%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in March 2013 / March 2012	4,087,286 / 3,709,484
	Difference:	+10.2%
-	Total arrivals in Jan - Mar 2013 / Jan - Mar 2012	12,742,332 / 11,222,728
	Difference:	+13.5%

- Arrivals from individual markets in March 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	2,842,002	+13.8%	69.5%
Taiwan	165,455	+6.8%	4.0%
USA	111,063	-0.3%	2.7%
Japan	104,025	-18.7%	2.5%
South Korea	79,894	-3.7%	2.0%
Macau	74,814	+17.3%	1.8%
Philippines	68,906	+8.5%	1.7%

- Arrivals from individual markets in Jan - Mar 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	9,500,599	+20.3%	74.6%
Taiwan	515,055	+3.9%	4.0%
South Korea	282,707	-7.1%	2.2%
USA	270,336	-4.9%	2.1%
Japan	267,315	-22.3%	2.1%
Macau	214,159	+12.0%	1.7%
Philippines	166,493	-1.2%	1.3%

Mainland inbound tour group registration

(Source: TIC)

-	April 2013 / April 2012	14,265 / 11,318	+26.0%
-	Jan - Apr 2013 / Jan - Apr 2012	45,703 / 41,113	+11.2%

Air ticket sales

(Source: IATA)

Total billing:

-	April 2013	HK\$ 1,832 million
-	April 2012	HK\$ 1,708 million
	Difference:	+7.3%
-	Jan - Apr 2013	HK\$ 7,860 million
-	Jan - Apr 2012	HK\$ 7,186 million
	Difference:	+9.4%

No. of transactions:

-	April 2013	494,811
-	April 2012	462,764
	Difference:	+7.0%
-	Jan - Apr 2013	2,092,357
-	Jan - Apr 2012	1,956,653
	Difference:	+6.9%

Complaints

(Source: TIC)

Outbound travellers:

-	April 2013 / April 2012	87 / 78	+11.5%
		(15 referred by Consumer Council)	
-	Jan - Apr 2013 / Jan - Apr 2012	223 / 274	-18.6%
		(49 referred by Consumer Council)	

Inbound travellers:

-	April 2013 / April 2012	36 / 19	+89.5%
		(ALL CHN / ALL CHN)	
		(9 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
		1 referred by Tourism Commission)	
-	Jan - Apr 2013 / Jan - Apr 2012	128 / 84	+52.4%
		(126 CHN 2 SEA / 82 CHN 2 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

- April 2013 / April 2012 347 / 298 +16.4%
- Jan - Apr 2013 / Jan - Apr 2012 1,437 / 1,415 +1.6%

Inbound travellers:

- April 2013 / April 2012 77 / 52 +48.1%
(74 CHN 1 AUS 1 SEA 1 UK / 49 CHN 1 AUS 2 OTH)
(22 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)
- Jan - Apr 2013 / Jan - Apr 2012 292 / 198 +47.5%
(282 CHN 1 AUS 4 SEA 1 UK 4 OTH / 185 CHN 2 SEA 1 AUS 1 UK 1 USA 8 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- April 2013 / April 2012 142 / 85 +67.1%
- Jan - Apr 2013 / Jan - Apr 2012 492 / 344 +43.0%

Inbound travellers:

- April 2013 / April 2012 35 / 11 +218.2%
(ALL CHN / 10 CHN 1 AUS)
(2 referred by Consumer Council, 3 referred by Hong Kong Tourism Board,
1 referred by Hong Kong Police)
- Jan - Apr 2013 / Jan - Apr 2012 150 / 74 +102.7%
(ALL CHN / 71 CHN 1 AUS 1 SEA 1 OTH)