

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

### Levy income

(Source: TIC)

-	July 2013 / July 2012	HK\$2,521,485 / 2,035,159	+23.9%
-	Jan - Jul 2013 / Jan - Jul 2012	HK\$14,040,320 / 11,601,787	+21.0%
-	August 2013 / August 2012	HK\$2,086,953 / 2,098,118	-0.5%
-	Jan - Aug 2013 / Jan - Aug 2012	HK\$16,127,273 / 13,699,905	+17.7%

### Inbound arrivals

(Source: HKTB)

-	Total arrivals in June 2013 / June 2012	4,201,331 / 3,620,912
	Difference:	+16.0%
-	Total arrivals in Jan - Jun 2013 / Jan - Jun 2012	25,365,853 / 22,322,754
	Difference:	+13.6%

- Arrivals from individual markets in June 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	3,150,563	+25.3%	75.0%
Taiwan	168,843	-5.6%	4.0%
USA	91,468	-10.7%	2.2%
South Korea	77,314	+2.2%	1.8%
Macau	77,061	+9.1%	1.8%
Japan	76,562	-29.3%	1.8%
Singapore	59,783	-17.5%	1.4%

- Arrivals from individual markets in Jan - Jun 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	18,815,195	+20.7%	74.2%
Taiwan	1,003,792	+1.0%	4.0%
USA	555,310	-7.4%	2.2%
South Korea	514,833	-3.2%	2.0%
Japan	504,479	-22.3%	2.0%
Macau	429,796	+9.2%	1.7%
Philippines	375,294	0.0%	1.5%

- Total arrivals in July 2013 / July 2012  
Difference: 4,831,521 / 4,369,786  
+10.6%
- Total arrivals in Jan - Jul 2013 / Jan - Jul 2012  
Difference: 30,197,374 / 26,692,540  
+13.1%

- Arrivals from individual markets in July 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	3,777,462	+15.7%	78.2%
Taiwan	194,392	-4.3%	4.0%
USA	89,148	-7.9%	1.8%
Macau	86,351	+11.6%	1.8%
South Korea	84,779	-3.9%	1.8%
Japan	82,263	-26.3%	1.7%
Thailand	48,750	+19.5%	1.0%

- Arrivals from individual markets in Jan - Jul 2013:

	<u>No. of visitors</u>	<u>Compared with 2012</u>	<u>Market share</u>
Mainland China	22,592,657	+19.9%	74.8%
Taiwan	1,198,184	+0.1%	4.0%
USA	644,458	-7.5%	2.1%
South Korea	599,612	-3.3%	2.0%
Japan	586,742	-22.8%	1.9%
Macau	516,147	+9.6%	1.7%
Philippines	421,431	0.0%	1.4%

### **Mainland inbound tour group registration**

*(Source: TIC)*

- July 2013 / July 2012 13,276 / 12,873 +3.1%
- Jan - Jul 2013 / Jan - Jul 2012 87,038 / 75,243 +15.7%
- August 2013 / August 2012 15,725 / 13,770 +14.2%
- Jan - Aug 2013 / Jan - Aug 2012 102,763 / 89,013 +15.4%

### **Air ticket sales**

*(Source: IATA)*

Total billing:

- July 2013 HK\$ 2,144 million
- July 2012 HK\$ 1,987 million
- Difference: +7.9%

- Jan - Jul 2013	HK\$ 14,882 million
- Jan - Jul 2012	HK\$ 13,818 million
Difference:	+7.7%
- August 2013	HK\$ 2,110 million
- August 2012	HK\$ 2,029 million
Difference:	+4.0%
- Jan - Aug 2013	HK\$ 16,992 million
- Jan - Aug 2012	HK\$ 15,847 million
Difference:	+7.2%

No. of transactions:

- July 2013	591,122
- July 2012	524,293
Difference:	+12.7%
- Jan - Jul 2013	3,947,192
- Jan - Jul 2012	3,649,666
Difference:	+8.2%
- August 2013	574,321
- August 2012	543,449
Difference:	+5.7%
- Jan - Aug 2013	4,521,513
- Jan - Aug 2012	4,193,115
Difference:	+7.8%

**Complaints**

(Source: TIC)

Outbound travellers:

- July 2013 / July 2012	83 / 69	+20.3%
	(32 referred by Consumer Council)	
- Jan - Jul 2013 / Jan - Jul 2012	448 / 467	-4.1%
	(122 referred by Consumer Council)	
- August 2013 / August 2012	72 / 99	-27.3%
	(22 referred by Consumer Council)	
- Jan - Aug 2013 / Jan - Aug 2012	520 / 566	-8.1%
	(144 referred by Consumer Council)	

Inbound travellers:

- July 2013 / July 2012	31 / 31	0.0%
	(30 CHN 1 OTH / ALL CHN)	
	(5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	

-	Jan - Jul 2013 / Jan - Jul 2012	218 / 161	+35.4%
		(214 CHN 2 SEA 2 OTH / 158 CHN 3 OTH)	
-	August 2013 / August 2012	30 / 26	+15.4%
		(ALL CHN / ALL CHN)	
		(4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Aug 2013 / Jan - Aug 2012	248 / 187	+32.6%
		(244 CHN 2 SEA 2 OTH / 184 CHN 3 OTH)	

### **Enquiries**

*(Source: TIC)*

#### Outbound travellers:

-	July 2013 / July 2012	334 / 308	+8.4%
-	Jan - Jul 2013 / Jan - Jul 2012	2,472 / 2,354	+5.0%
-	August 2013 / August 2012	325 / 329	-1.2%
-	Jan - Aug 2013 / Jan - Aug 2012	2,797 / 2,683	+4.2%

#### Inbound travellers:

-	July 2013 / July 2012	68 / 69	-1.4%
		(ALL CHN / 67 CHN 2 OTH)	
		(16 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by media)	
-	Jan - Jul 2013 / Jan - Jul 2012	516 / 346	+49.1%
		(506 CHN 1 AUS 4 SEA 1 UK 4 OTH / 329 CHN 2 SEA 2 UK 1 AUS 1 USA 11 OTH)	
-	August 2013 / August 2012	41 / 84	-51.2%
		(ALL CHN / 83 CHN 1 SEA)	
		(8 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Aug 2013 / Jan - Aug 2012	557 / 430	+29.5%
		(547 CHN 1 AUS 4 SEA 1 UK 4 OTH / 412 CHN 3 SEA 2 UK 1 AUS 1 USA 11 OTH)	

### **Requests for assistance**

*(Source: TIC)*

#### Outbound travellers:

-	July 2013 / July 2012	139 / 166	-16.3%
-	Jan - Jul 2013 / Jan - Jul 2012	934 / 775	+20.5%
-	August 2013 / August 2012	109 / 174	-37.4%
-	Jan - Aug 2013 / Jan - Aug 2012	1,043 / 949	+9.9%

