

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

Levy income

(Source: TIC)

- December 2014 / December 2013 HK\$2,303,376 / 2,175,482 +5.9%
- Jan - Dec 2014 / Jan - Dec 2013 HK\$23,411,617/ 23,843,116 -1.8%

Inbound arrivals

(Source: HKTB)

- Total arrivals in November 2014 / November 2013 5,299,680 / 4,579,681
Difference: +15.7%
- Total arrivals in Jan - Nov 2014 / Jan - Nov 2013 55,172,474 / 49,076,480
Difference: +12.4%

- Arrivals from individual markets in November 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	4,155,524	+24.1%	78.4%
Taiwan	148,294	-11.9%	2.8%
USA	105,799	-0.9%	2.0%
South Korea	95,204	0.0%	1.8%
Japan	89,095	-6.2%	1.7%
Macau	81,301	+2.3%	1.5%
Singapore	72,431	-15.7%	1.4%

- Arrivals from individual markets in Jan - Nov 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	42,845,830	+16.3%	77.7%
Taiwan	1,862,581	-2.9%	3.4%
South Korea	1,141,461	+16.9%	2.1%
USA	1,036,289	+1.8%	1.9%
Japan	986,402	+3.5%	1.8%
Macau	892,711	+5.1%	1.6%
Singapore	645,784	+8.9%	1.2%

Mainland inbound tour group registration

(Source: TIC)

-	December 2014 / December 2013	13,553 / 11,550	+17.3%
-	Jan - Dec 2014 / Jan - Dec 2013	154,517 / 144,120	+7.2%

Air ticket sales

(Source: IATA)

Total billing:

-	December 2014	HK\$ 1,869 million
-	December 2013	HK\$ 1,662 million
	Difference:	+12.5%
-	Jan - Dec 2014	HK\$ 25,633 million
-	Jan - Dec 2013	HK\$ 24,836 million
	Difference:	+3.2%

No. of transactions:

-	December 2014	574,764
-	December 2013	470,516
	Difference:	+22.2%
-	Jan - Dec 2014	7,191,879
-	Jan - Dec 2013	6,696,036
	Difference:	+7.4%

Complaints

(Source: TIC)

Outbound travellers:

-	December 2014 / December 2013	52 / 54	-3.7%
		(13 referred by Consumer Council)	
-	Jan - Dec 2014 / Jan - Dec 2013	772 / 764	+1.0%
		(245 referred by Consumer Council)	

Inbound travellers:

-	December 2014 / December 2013	15 / 18	-16.7%
		(ALL CHN / 17 CHN 1 SEA)	
		(3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
-	Jan - Dec 2014 / Jan - Dec 2013	275 / 347	-20.7%
		(273 CHN 2 SEA / 340 CHN 4 SEA 3 OTH)	

Enquiries

(Source: TIC)

Outbound travellers:

-	December 2014 / December 2013	194 / 469	-58.6%
-	Jan - Dec 2014 / Jan - Dec 2013	3,657 / 4,217	-13.3%

Inbound travellers:

- December 2014 / December 2013 58 / 57 +1.8%
(ALL CHN / ALL CHN)
(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board,
1 referred by Hong Kong Customs and Excise Department)

- Jan - Dec 2014 / Jan - Dec 2013 734 / 735 -0.1%
(725 CHN 3 SEA 1 USA 5 OTH / 723 CHN 1 AUS 4 SEA 1 UK 6 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- December 2014 / December 2013 99 / 160 -38.1%

- Jan - Dec 2014 / Jan - Dec 2013 1,307 / 1,624 -19.5%

Inbound travellers:

- December 2014 / December 2013 84 / 33 +154.5%
(ALL CHN / 32 CHN 1 OTH)
(4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board,
1 referred by Hong Kong Police, 1 referred by Hong Kong Customs and
Excise Department)

- Jan - Dec 2014 / Jan - Dec 2013 702 / 506 +38.7%
(695 CHN 2 USA 1 SEA 4 OTH / 502 CHN 2 SEA 2 OTH)