

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

Levy income

(Source: TIC)

- January 2015 / January 2014 HK\$2,027,140 / 2,300,863 -11.9%

Inbound arrivals

(Source: HKTB)

- Total arrivals in December 2014 / December 2013 5,666,362 / 5,222,324
Difference: +8.5%
- Total arrivals in Jan - Dec 2014 / Jan - Dec 2013 60,838,836 / 54,298,804
Difference: +12.0%

- Arrivals from individual markets in December 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	4,401,845	+13.2%	77.7%
Taiwan	169,302	-6.4%	3.0%
South Korea	109,586	+2.1%	1.9%
Macau	109,021	+0.5%	1.9%
USA	94,277	+3.1%	1.7%
Japan	92,364	-11.0%	1.6%
Singapore	92,127	-14.0%	1.6%

- Arrivals from individual markets in Jan - Dec 2014:

	<u>No. of visitors</u>	<u>Compared with 2013</u>	<u>Market share</u>
Mainland China	47,247,675	+16.0%	77.7%
Taiwan	2,031,883	-3.2%	3.3%
South Korea	1,251,047	+15.5%	2.1%
USA	1,130,566	+1.9%	1.9%
Japan	1,078,766	+2.1%	1.8%
Macau	1,001,732	+4.5%	1.6%
Singapore	737,911	+5.4%	1.2%

Mainland inbound tour group registration

(Source: TIC)

- January 2015 / January 2014 11,575 / 8,783 +31.8%

Air ticket sales

(Source: IATA)

Total billing:

- 1 - 15 January 2015 HK\$ 997 million
- 1 - 15 January 2014 HK\$ 976 million
Difference: +2.1%

No. of transactions:

- 1 - 15 January 2015 302,808
- 1 - 15 January 2014 265,198
Difference: +14.2%

Complaints

(Source: TIC)

Outbound travellers:

- January 2015 / January 2014 61 / 61 0%
(20 referred by Consumer Council)

Inbound travellers:

- January 2015 / January 2014 23 / 15 +53.3%
(22 CHN 1 SEA / ALL CHN)
(4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board,
2 referred by Hong Kong Customs and Excise Department)

Enquiries

(Source: TIC)

Outbound travellers:

- January 2015 / January 2014 201 / 480 -58.1%

Inbound travellers:

- January 2015 / January 2014 75 / 49 +53.1%
(74 CHN 1 OTH / ALL CHN)
(2 referred by Consumer Council)

Requests for assistance

(Source: TIC)

Outbound travellers:

- January 2015 / January 2014 79 / 146 -45.9%

Inbound travellers:

- January 2015 / January 2014 73 / 24 +204.2%
(ALL CHN / 22 CHN 1 SEA 1 OTH)
(13 referred by Consumer Council, 3 referred by Tourism Commission)

