

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

**Levy income**

(Source: TIC)

-	March 2015 / March 2014	HK\$2,220,433 / 1,772,121	+25.3%
-	Jan - Mar 2015 / Jan - Mar 2014	HK\$5,896,945 / 5,216,048	+13.1%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in February 2015 / February 2014	5,405,689 / 4,417,376	
	Difference:		+22.4%
-	Total arrivals in Jan - Feb 2015 / Jan - Feb 2014	11,015,387 / 9,872,747	
	Difference:		+11.6%

- Arrivals from individual markets in February 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	4,551,825	+31.6%	84.2%
Taiwan	156,054	-2.9%	2.9%
South Korea	118,746	+6.7%	2.2%
Macau	73,641	+7.6%	1.4%
USA	71,051	-2.5%	1.3%
Japan	63,388	-22.4%	1.2%
Philippines	39,708	-8.5%	0.7%

- Arrivals from individual markets in Jan - Feb 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	9,042,245	+15.8%	82.1%
Taiwan	311,829	-6.9%	2.8%
South Korea	266,302	+11.9%	2.4%
USA	164,047	+4.3%	1.5%
Macau	153,994	+3.1%	1.4%
Japan	145,426	-12.7%	1.3%
Philippines	89,899	-0.4%	0.8%

## **Mainland inbound tour group registration** (pre-adjustment figures)

(Source: TIC)

-	March 2015 / March 2014	9,350 / 16,104	-41.9%
-	Jan - Mar 2015 / Jan - Mar 2014	28,676 / 36,341	-21.1%

## **Air ticket sales**

(Source: IATA)

Total billing:

-	1 - 15 March 2015	HK\$ 1,197 million
-	1 - 15 March 2014	HK\$ 1,048 million
	Difference:	+14.2%
-	1 Jan - 15 Mar 2015	HK\$ 5,256 million
-	1 Jan - 15 Mar 2014	HK\$ 4,812 million
	Difference:	+9.2%

No. of transactions:

-	1 - 15 March 2015	400,770
-	1 - 15 March 2014	304,537
	Difference:	+31.6%
-	1 Jan - 15 Mar 2015	1,620,618
-	1 Jan - 15 Mar 2014	1,307,450
	Difference:	+24.0%

## **Complaints**

(Source: TIC)

Outbound travellers:

-	March 2015 / March 2014	66 / 68	-2.9%
		(12 referred by Consumer Council)	
-	Jan - Mar 2015 / Jan - Mar 2014	174 / 181	-3.9%
		(46 referred by Consumer Council)	

Inbound travellers:

-	March 2015 / March 2014	20 / 21	-4.8%
		(ALL CHN / 20 CHN 1 SEA)	
		(3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Mar 2015 / Jan - Mar 2014	69 / 58	+19.0%
		(67 CHN 1 SEA 1 OTH / 57 CHN 1 SEA)	

## **Enquiries**

(Source: TIC)

Outbound travellers:

-	March 2015 / March 2014	341 / 245	+39.2%
-	Jan - Mar 2015 / Jan - Mar 2014	766 / 1,004	-23.7%

Inbound travellers:

- |   |                                 |  |        |
|---|---------------------------------|--|--------|
| - | March 2015 / March 2014         | 78 / 119   | -34.5% |
|   |                                 | (ALL CHN / 117 CHN 2 OTH)  |        |
|   |                                 | (4 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Hong Kong Customs and Excise Department) |        |
| - | Jan - Mar 2015 / Jan - Mar 2014 | 215 / 269  | -20.1% |
|   |                                 | (213 CHN 1 SEA 1 OTH / 265 CHN 2 SEA 2 OTH)  |        |

**Requests for assistance**

(Source: TIC)

Outbound travellers:

- |   |                                 |           |        |
|---|---------------------------------|-----------|--------|
| - | March 2015 / March 2014         | 107 / 105 | +1.9%  |
| - | Jan - Mar 2015 / Jan - Mar 2014 | 258 / 362 | -28.7% |

Inbound travellers:

- |   |                                 |                                  |        |
|---|---------------------------------|----------------------------------|--------|
| - | March 2015 / March 2014         | 47 / 50                          | -6.0%  |
|   |                                 | (ALL CHN / 49 CHN 1 OTH)         |        |
|   |                                 | (6 referred by Consumer Council) |        |
| - | Jan - Mar 2015 / Jan - Mar 2014 | 170 / 115                        | +47.8% |
|   |                                 | (ALL CHN / 112 CHN 1 SEA 2 OTH)  |        |