

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

**Levy income**

(Source: TIC)

-	April 2015 / April 2014	HK\$2,306,297 / 2,109,366	+9.3%
-	Jan - Apr 2015 / Jan - Apr 2014	HK\$8,203,242 / 7,325,414	+12.0%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in March 2015 / March 2014	4,405,298 / 4,825,234	
	Difference:		-8.7%
-	Total arrivals in Jan - Mar 2015 / Jan - Mar 2014	15,420,685 / 14,697,981	
	Difference:		+4.9%

- Arrivals from individual markets in March 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	3,240,825	-10.0%	73.6%
Taiwan	154,032	-1.5%	3.5%
USA	110,438	+3.1%	2.5%
Japan	102,772	-4.6%	2.3%
South Korea	98,909	+3.7%	2.2%
Macau	74,557	+0.8%	1.7%
United Kingdom	62,048	+2.9%	1.4%

- Arrivals from individual markets in Jan - Mar 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	12,283,070	+7.7%	79.7%
Taiwan	465,861	-5.1%	3.0%
South Korea	365,211	+9.5%	2.4%
USA	274,485	+3.8%	1.8%
Japan	248,198	-9.5%	1.6%
Macau	228,551	+2.3%	1.5%
Philippines	142,639	+0.9%	0.9%

## **Mainland inbound tour group registration**

(Source: TIC)

-	April 2015 / April 2014	11,963 / 14,300	-16.3%
-	Jan - Apr 2015 / Jan - Apr 2014	40,639 / 50,390	-19.4%

## **Air ticket sales**

(Source: IATA)

Total billing:

-	1 - 15 April 2015	HK\$ 935 million
-	1 - 15 April 2014	HK\$ 1,071 million
	Difference:	-12.7%
-	1 Jan - 15 Apr 2015	HK\$ 7,612 million
-	1 Jan - 15 Apr 2014	HK\$ 7,082 million
	Difference:	+7.5%

No. of transactions:

-	1 - 15 April 2015	331,069
-	1 - 15 April 2014	310,218
	Difference:	+6.7%
-	1 Jan - 15 Apr 2015	2,421,294
-	1 Jan - 15 Apr 2014	1,949,277
	Difference:	+24.2%

## **Complaints**

(Source: TIC)

Outbound travellers:

-	April 2015 / April 2014	82 / 60	+36.7%
		(24 referred by Consumer Council)	
-	Jan - Apr 2015 / Jan - Apr 2014	256 / 241	+6.2%
		(70 referred by Consumer Council)	

Inbound travellers:

-	April 2015 / April 2014	23 / 16	+43.8%
		(ALL CHN / ALL CHN)	
		(5 referred by Consumer Council, 1 referred by Hong Kong Customs and Excise Department)	
-	Jan - Apr 2015 / Jan - Apr 2014	92 / 74	+24.3%
		(90 CHN 1 SEA 1 OTH / 73 CHN 1 SEA)	

## **Enquiries**

(Source: TIC)

Outbound travellers:

-	April 2015 / April 2014	284 / 311	-8.7%
-	Jan - Apr 2015 / Jan - Apr 2014	1,050 / 1,315	-20.2%

Inbound travellers:

- April 2015 / April 2014 32 / 80      -60.0%  
(ALL CHN / 77 CHN 1 SEA 2 OTH)  
(2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)
  
- Jan - Apr 2015 / Jan - Apr 2014 247 / 349      -29.2%  
(245 CHN 1 SEA 1 OTH / 342 CHN 3 SEA 4 OTH)

**Requests for assistance**

*(Source: TIC)*

Outbound travellers:

- April 2015 / April 2014 100 / 91      +9.9%
  
- Jan - Apr 2015 / Jan - Apr 2014 358 / 453      -21.0%

Inbound travellers:

- April 2015 / April 2014 46 / 60      -23.3%  
(ALL CHN / 59 CHN 1 USA )  
(7 referred by Consumer Council, 1 referred by Hong Kong Police)
  
- Jan - Apr 2015 / Jan - Apr 2014 216 / 175      +23.4%  
(ALL CHN / 171 CHN 1 USA 1 SEA 2 OTH)