

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

**Levy income**

(Source: TIC)

-	May 2015 / May 2014	HK\$2,184,012 / 1,943,528	+12.4%
-	Jan - May 2015 / Jan - May 2014	HK\$10,387,254 / 9,268,942	+12.1%

**Inbound arrivals**

(Source: HKTB)

-	Total arrivals in April 2015 / April 2014	4,789,112 / 4,747,960	
	Difference:		+0.9%
-	Total arrivals in Jan - Apr 2015 / Jan - Apr 2014	20,209,797 / 19,445,941	
	Difference:		+3.9%

- Arrivals from individual markets in April 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	3,604,713	+1.0%	75.3%
Taiwan	169,870	+3.3%	3.5%
USA	112,346	+10.2%	2.3%
South Korea	97,683	+11.9%	2.0%
Macau	80,940	+1.0%	1.7%
Japan	71,883	-5.8%	1.5%
Philippines	65,201	+6.2%	1.4%

- Arrivals from individual markets in Jan - Apr 2015:

	<u>No. of visitors</u>	<u>Compared with 2014</u>	<u>Market share</u>
Mainland China	15,887,783	+6.1%	78.6%
Taiwan	635,731	-3.0%	3.1%
South Korea	462,894	+10.0%	2.3%
USA	386,831	+5.6%	1.9%
Japan	320,081	-8.7%	1.6%
Macau	309,491	+2.0%	1.5%
Philippines	207,840	+2.5%	1.0%

## **Mainland inbound tour group registration**

(Source: TIC)

-	May 2015 / May 2014	12,149 / 12,572	-3.4%
-	Jan - May 2015 / Jan - May 2014	52,788 / 62,962	-16.2%

## **Air ticket sales**

(Source: IATA)

Total billing:

-	1 - 15 May 2015	HK\$ 1,297 million
-	1 - 15 May 2014	HK\$ 1,057 million
	Difference:	+22.7%
-	1 Jan - 15 May 2015	HK\$ 10,233 million
-	1 Jan - 15 May 2014	HK\$ 9,233 million
	Difference:	+10.8%

No. of transactions:

-	1 - 15 May 2015	414,876
-	1 - 15 May 2014	296,935
	Difference:	+39.7%
-	1 Jan - 15 May 2015	3,269,596
-	1 Jan - 15 May 2014	2,532,133
	Difference:	+29.1%

## **Complaints**

(Source: TIC)

Outbound travellers:

-	May 2015 / May 2014	54 / 74	-27.0%
		(20 referred by Consumer Council)	
-	Jan - May 2015 / Jan - May 2014	310 / 315	-1.6%
		(90 referred by Consumer Council)	

Inbound travellers:

-	May 2015 / May 2014	20 / 29	-31.0%
		(ALL CHN / 28 CHN 1 SEA)	
		(3 referred by Consumer Council)	
-	Jan - May 2015 / Jan - May 2014	112 / 103	+8.7%
		(110 CHN 1 SEA 1 OTH / 101 CHN 2 SEA)	

## **Enquiries**

(Source: TIC)

### Outbound travellers:

-	May 2015 / May 2014	253 / 563	-55.1%
-	Jan - May 2015 / Jan - May 2014	1,303 / 1,878	-30.6%

### Inbound travellers:

-	May 2015 / May 2014	51 / 48	+6.3%
		(50 CHN 1 SEA / 46 CHN 2 OTH)	
		(9 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs and Excise Department)	
-	Jan - May 2015 / Jan - May 2014	298 / 397	-24.9%
		(295 CHN 2 SEA 1 OTH / 390 CHN 3 SEA 4 OTH)	

## **Requests for assistance**

(Source: TIC)

### Outbound travellers:

-	May 2015 / May 2014	96 / 158	-39.2%
-	Jan - May 2015 / Jan - May 2014	454 / 611	-25.7%

### Inbound travellers:

-	May 2015 / May 2014	41 / 46	-10.9%
		(ALL CHN / 45 CHN 1 OTH)	
		(1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	
-	Jan - May 2015 / Jan - May 2014	257 / 221	+16.3%
		(ALL CHN / 216 CHN 1 USA 1 SEA 3 OTH)	