

Appendix I

The number of complaints that the Travel Industry Council of Hong Kong received from Mainland inbound tour group travellers in the past three years

	2013	2014	2015 (Jan-Sep)
Total number of complaints from Mainland inbound tour group travellers*	341 Cases (involving 398 items)	273 Cases (involving 295 items)	192 Cases (involving 222 items)
Complaint items :			
Coerced shopping by tourist guides	131	142	89
Shopping at registered shops #	182	125	111
Others	85	28	22

* A single case may involve more than one complaint item.

Including problems concerning refund and discrepancies between the purchases and the displayed items, quality, prices, maintenance services, etc.