

Appendix I

Numbers of complaints received by the Travel Industry Council of Hong Kong (TIC) from visitors of inbound tour groups from the Mainland and follow-up by TIC in the past three years

	2015	2016	2017 (January to September)
Total number of complaints from visitors of inbound tour groups from the Mainland *	260 cases (involving 301 complaint items)	161 cases (involving 177 complaint items)	151 cases (involving 176 complaint items)
Complaint items:			
Coerced shopping by tourist guides	121	51	49
Shopping at registered shops #	148	110	108
Others	32	16	19

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

This covers problems concerning refund and purchased products not matching sales descriptions, quality, prices, maintenance services, etc.

In the past three years (i.e. from 2015 to September 2017), there were a total of 50 established non-compliance cases involving coerced shopping by tourist guides after TIC's handling, but there was no established non-compliance case involving purchased products not matching sales descriptions.