

Table 1: Public submissions suggest expanding the scope of transactions to be covered by a cooling-off arrangement

Proposed Scope	Number of Submissions
All transactions	2
Contracts for the supply of services	3
Contracts with pre-paid arrangements (including goods or services)	6
Contracts for the supply of services of a long duration or involving pre-paid arrangements	4
Contracts of a duration longer than a certain period or worth above a certain amount	1
Transactions concluded in specified sectors (e.g. beauty care services, fitness training and yoga etc.)	4
Transactions concluded over the phone or those entered into as a result of unsolicited emails, or not at the premises of the supplier	4
Others	1
Total	25

Table 2: Complaints received by the Consumer Council

Year	Beauty care	Fitness and/or yoga centre	Travel club membership	Tele-communications	Wedding/ banquet
2009	1,480	514	251	9,166	19
2010	791	862	76	9,054	33
2011 (the first quarter)	174	297	20	1,667	6

Table 3: Number of complaint cases involving pre-payment

Year	Beauty care	Fitness and/or yoga centre	Travel club membership	Tele-communications	Wedding/ banquet
2009	1,195	385	246	6,486	8
2010	568	775	74	6,477	15
2011 (the first quarter)	100	272	17	1,051	2

Table 4: The prepaid amounts (in \$'000) involved in the complaints cases involving pre-payment

Year	Beauty care	Fitness and/or yoga centre	Travel club membership	Tele-communications	Wedding/ banquet
2009	26,090	3,930	6,530	36,760	70
2010	15,650	10,340	2,860	9,380	120
2011 (the first quarter)	4,070	4,090	1,080	1,920	10