

Table 1

The number of complaints received by the Police relating to travel club membership in the past two years

	2009	2010	January to October 2011
Number of companies involved	6	5	0

Table 2

The number of complaints received by the Consumer Council relating to travel club membership in the past two years, the nature of complaint and the number of cases in which mediation was successful

	2009	2010	January to October 2011
Sales practices	232	72	31
Price dispute	7	1	5
Quality of service	5	2	5
Others	7	1	5
<b>Total</b>	251	76	46
Percentage of cases in which mediation was successful	54%	71%	82%