

TRAVEL BUSINESS ANALYST

Markets • Marketing • Strategy

ASIA PACIFIC • SEPTEMBER 2012

Market Monitor

Percentage change unless noted otherwise. Latest months listed first. Sources not shown are usually relevant principals. E=estimate, P=provisional, TBA=Travel Business Analyst.

- TBA Travel Industry Index, World: 2012: Jun 6E; May 6E; Apr 6P; Mar 7.1; Feb +7.1; Jan +6.2. 2011: Dec +5.6; Nov +4.5; Oct +4.3; Sep +6.4; Aug +4.4; Jul +6.1. TBA.
- TBA Travel Industry Index, US: 2012: Jun 4E; May 4E; Apr 3P; Mar 6.0; Feb +5.4; Jan +4.6. 2011: Dec +3.4; Nov +3.4; Oct +1.2; Sep +4.2; Aug +1.6; Jul +1.8. TBA.
- World airport passengers; ttl, intl: 2012: May +3.0 +4.6; Apr +4.7 +6.3; Mar +5.4 +7.9; Feb +7.3 +8.0. ACI.
- World air traffic, RPKs: 2012: Jun +7.4; May +5.6; Apr +7.4; Mar +9.6; Feb +9.3. IATA.
- World hotel occupancy, pts: 2012: May -1.1; Apr +1.7; Mar +0.1; Feb -0.2; Jan -1.6. TBA.
- World travel stocks index, on 100: 2012: Jun 83; May 80; Apr 84; Mar 81. TBA.
- World visitor arrivals: 2012: Apr +3.8; Mar +6.8; Feb +5.7; Jan +5.8. 2011: Dec +3.6; Nov +2.8. WTO.
- TBA Travel Industry Index, Asia Pacific: 2012: Jun 9E; May 7E; Apr 8E; Mar 11.6; Feb +8.3; Jan +7.7. 2011: Dec +6.5; Nov +7.0; Oct +6.2; Sep +8.1; Aug +7.2; Jul +9.6. TBA.
- AsPac airlines seat sales: 2012: May +10.5; Apr +14.7; Mar +12.3; Feb +6.2; Jan +8.9. AAPA.
- AsPac airport passengers; ttl, intl: 2012: May +7.1 +10.3; Apr +10.3 +14.9; Mar +10.5 +13.2; Feb +7.8 +6.8; Jan +9.0 +9.7. 2011: Dec +6.2 +6.4. ACI.
- AsPac air traffic, RPKs: 2012: Jun +6.0; May +5.5; Apr +9.3; Mar +8.1; Feb +5.9; Jan +6.0. IATA.
- AsPac hotel occupancy, pts: 2012: May -1.1; Apr -2.9; Mar +1.7; Feb +0.9. TBA.
- AsPac hotel rooms planned: 2012: Jun +21.9; May +23.0; Apr +25.2; Mar +29.5. Smith.
- AsPac travel stocks index, on 100: 2012: Jun 87; May 85; Apr 92; Mar 94; Feb 98. TBA.
- AsPac visitor arrivals: 2012: Apr +7.8; Mar +10.7; Feb +5.8; Jan +8.0. 2011: Dec +5.0; Nov +5.6. WTO.
- Air France-KLM seat sales, Asia: 2012: Jun +8.3; May +1.2; Apr +4.1.
- Australia resident departures: 2012: May +5.3; Apr -4.1; Mar +18.3; Feb +9.1. PATA.
- Australia visitor arrivals: 2012: May +1.8; Apr +0.9; Mar +8.6; Feb -0.5; Jan +4.8. 2011: Dec -0.5. DMO.
- Bali visitor arrivals: 2012: Apr -0.5; Mar +12.7; Feb +9.0; Jan +22.5. 2011: Dec +14.4. PATA.
- Bangkok airport visitor arrivals: 2012: Jun +12.1; May +14.8; Apr +10.6. PATA.
- British Airways seat sales, AsPac: 2012: May +4.3; Apr +11.6; Mar +0.0.
- Cathay Pacific seat sales: 2012: Jun +6.4; May +6.8; Apr +11.7; Mar +10.6; Feb +4.0; Jan +11.9.
- China citizen departures, estimates: 2012: May +11.2; Apr +19.9; Mar +22.3; Feb +10.6; Jan +25.4. 2011: Dec +23.9. TBA.
- China foreign visitor arrivals: 2012: Jun -0.3; May +2.9;

contd on p5

Market Trends

Did you catch that?

A wrap-up of some market trends which might have been missed, or are different from general market comment, or show some kind of turnaround, or indicate a change, or are simply interesting.

- We struggle to track the outbound market from **Europe**. We use data from Eurostat, but it does not always make sense. Take this for the three biggest markets, albeit for all-2011 only – Germany down 4%, France (a bigger market than the UK, according to Eurostat; eh?) up 2%, UK up 5%.

- **India's** growth in arrivals is slowing, down to 7% through July. We know the economy is slowing, so this may be a fall or slowing of business travel into the destination. Most of the time commentators seem to assume that all visitors are tourists, and are often puzzled when business travel activity affects the overall total.

- **Japan's** leading outbound agencies sold 13% more business in Q1 this year. Although much of that is the Dead Cat Bounce, watch to see if there could be a change of spirit in the Japan market for international travel. *Base data: Mile Post Japan.*

And total outbound increased 16% through July.

- Is **Macau's** 'Asia's leisure capital' (ALC) aspiration going badly wrong? Visitor growth first half, up only 2.5% - with two of the top-3 markets, Hong Kong and Taiwan, down. And the main source, China with 60% share, up 9% - half China's total outbound rate (according to our estimates).

And, broadly, the China market is not interested in Macau as the ALC. It sees Macau as a destination for gambling, gambling, and gambling.

Earlier, we said Singapore has captured that ALC tag first. Its growth this year is running at 12%.

MICE was supposed to be an important element of Macau's ALC aim. So we were shocked to see it drop from a tiny 19 association meetings in 2010 to an even smaller 11 in 2011! (Neighbour Hong Kong counted 82, then 77 in 2011.) In our 5-year average calculation, however, Macau managed to remain at 15 (HK 73).

We believe Macau needs a heavy strategy rethink, and if the ALC concept is retained, then important changes made. We see no signs anywhere – with the DMO or all those apparently-market-savvy international hoteliers – that anything might be wrong. Build it, and they will come.

- **Russia** is now largest market source from Europe to Thailand. No longer Germany and the UK.

- How did **Thailand** achieve faster growth rates in visitor arrivals over a 5-year average than **Singapore** – 8.6% against 7.7%? Thailand has had a week-long airport shutdown in Bangkok, political street stand-offs, fatal riots, serious floods. And Singapore had just good news and spectacular new visitor products.

Does something need rethinking?

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MARKET OUTLOOK

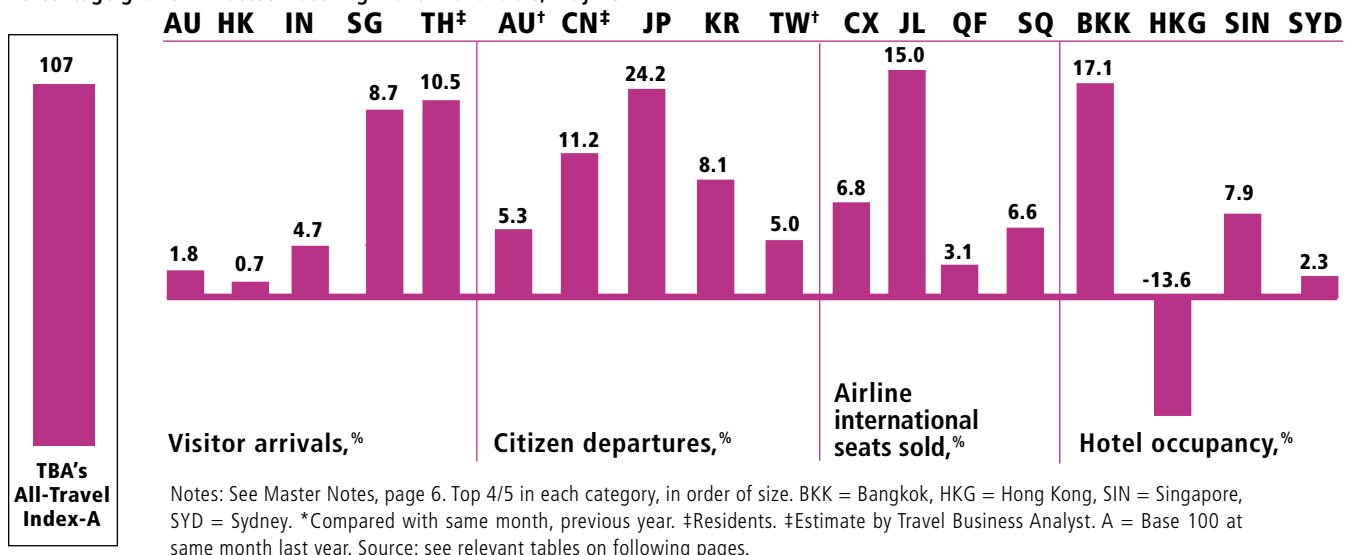
Headlines

Commentary on tables

- **Barometer.** Our overall travel index at 7% above same month in 2011. In Arrivals, *Thailand* still growing (inexplicably) fast. In Outbound, *China* (our estimates) slower than we have come to expect, but still 11%. But *Japan* is the big surprise (but part is because it fell 9% in May 2011). With Airlines, *Japan* is hopefully starting its long haul to viable recovery. With Hotels, *Bangkok* is the star.
- **Inbound trends.** Forecast for next 12-month period. Only slight (less than 1mn) change for the four destinations - *China, Hong Kong, Singapore, Thailand*.
- **Outbound trends.** Forecast for next 12-month period - *China* (our estimates) slips a little, *Japan* tops 20mn, but only slight change for *Korea* and *Taiwan*.
- **Forecasts.** Online travel for AsPac, Aust/NZ, China; others.

Barometer

Percentage growth in latest matching month* available; May 2012



Visitor arrival trends*, next 12 months			Official* travel industry forecasts			
Source		Number, x1000	Item	Date†	Forecast	Source
China	👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤	28,567	Russia outbound spend	Jul	\$67b '16	Hilton
Hong Kong	👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤	13,306	Airline promotions on social sites	Jul	90% '15	Sita
Singapore	👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤	15,443	China online travel	Jul	\$15b '13	PCW
Thailand	👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤👤	21,946	AsPac online travel sh	Jul	25% '13	PCW
			Aust/NZ online travel sh	Jul	41% '13	PCW
			Mobile share of US online, '13	May	6.5%, now 2.4%	PCW
			Pegasus ADS hotel bookings, Aug	May	+10%	company
			China's travel GDP, '12	May	+9%; +8.3% '10	R&M
			China visitors, annual average	May	+8.5% '12-16	R&M
			India's travel market, '12	May	+14%	BMI
			US medical tourists, '12	May	1.6m; 0.8m '07	D'itte
			TUI online share, '15	Apr	50%, now 40%	company
			US medical tourists, '12	Apr	1.6m (750k '07)	Deloitte
			AsPac/Americas visitors, '12	Mar	+4-6/2-4%	WTO
			Indonesia visitor spend, '12	Mar	6.4%	DMO
			World travel business, '12	Apr	2.8%	WTTC
			World travel business, '22	Apr	9.6% GDP share	WTTC
			SE Asia/Oceania travel business, '12	Apr	+4.3/1.9%	WTTC
			Melia new hotels, '12-14	Jan	38	HNN
			Movenpick hotels, '15	Jan	100	company
			World/NAM outbound, '12	Jan	+2%/+1%	IPK
			Europe/AsPac outbound, '12	Jan	+1%/+4%	IPK
			Korea travel bookings, '09-12	Jan	+45%	PCW
			UK in/out travel, '12	Jan	1.4%	WTTC
			Brunei visitors, '12	Jan	.26m, +15%	DMO
			Cambodia visitors, '12	Jan	3.2m, +14.3%	DMO

Notes: *Statistical base on past performance; aggregates for latest 3 and 6 months, and full calendar year. Source: NTOs, Travel Business Analyst.

Notes: All \$s are US\$. †When forecast made. Source: *Management statements or documentation from relevant authority.

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Asia: GPO Box 12761, Hong Kong, China. Tel: (852)-2507-2310, Email: TBAoffice@gmail.com
 Europe: 46 Blvd des Arbousiers, 83120 Ste Maxime, France. Tel: (33-4)-9443-8160, Email: TBAoffice@gmail.com
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cont'd from p1

• Earlier this year, we commented on **politics and travel**. Note this year Greece is running 10% down (we are surprised it is not more). Egypt is up 29% (a dead-cat-bounce following the 32% drop in 2011) and Tunisia +33% (-33%) – but these growths will not last.

The question for Asia is will travellers turned away from such destinations now choose Asia instead?

The market most affected by the North African problems (as well as some personal dangers in west Africa) is France.

Outbound

Arrivals from Japan

According to counts in destinations, arrivals from Japan increased nearly 17% earlier this year.

Data, via Mile Post Japan, covers mainly the first half. This covers arrivals in destinations, as measured by the respective DMOs – which sometimes have different criteria. Also, this is not the same measure as departures from Japan - because one traveller can visit more than one destination.

Outbound figures show similar growth, however – 16% through July, which will take the total to around 20mn for all-2012. Before this, Japan had been fading. As a market, its citizens seemed to have lost the spirit for international travel. The total outbound from Japan in 2000 was 18mn; in 2010 it was only 17mn.

Do these new figures indicate there is a new post-tsunami spirit?

• **Asia Pacific**, see table.

Counting the most visitors – both nearing 2mn in the first half – were China and Korea. Both are growing fast, but Korea was at 30% - and there are strong personal links between the two, not just

business and leisure. At those rates, Korea is on track to overtake China this year.

Growth was generally good in the other major markets – those four counting above 500,000 in the first half. Slowest was Hong Kong, up 8%.

Of the others, the 31% growth into Malaysia surprises us - although data from Malaysia often does. For instance, in 2011 it said the fall following in Japan outbound the tsunami caused a big drop in 2011 – but there was a fall in outbound for only four months in 2011. But also, Malaysia counts surface-travel border crossings from Japan over the border with Singapore.

Report in our People-in-Travel report this month from CEO of Carlson.

There was a fall in arrivals from Japan in the Maldives, which may reflect uncertainty over the political situation there. Not so for Bali, though; that 12% fall seems out of sync with local commentary.

There are no clear indicators on distance-related trends – arrivals in Australia increased 8%, but those in New Zealand fell 5%, and Tahiti 13%.

• **Europe**.

Even before Japan's triple-hit in March 2011, destinations in Europe tended to look at China as the only worthwhile Asia market. Understandably; China has a huge potential (from its 1.2bn population) and is growing fast (20% in 2011 and we reckon about 18% this year.)

A few destinations and cities in Europe equal or out-perform the market - 11 out of 21 in our list (Portugal is not known). This can be seen either as good

marketing or a particular interest by the Japan market in Europe as a destination.

Not surprising is the fall for Greece (although the extent is), but falls for Paris (not France total) and the UK are.

• **Others**. Growth to the US is under-performing, although

the industry appears pleased with progress – judging by trade comment. Growth for the mainland is only 10%. Hawaii is doing well, with 19% growth in the first half.

Briefs

• PhoCusWright is better known as the leader in online-related travel-business research, but it also produces reports on non-online aspects of the industry.

It says total airline bookings increased by double-digit percentages in all AsPac markets except Japan in 2011. But it says LFA* passenger revenues increased 27% in 2011 after 42% in 2010. For this year, PCW forecasts LFAs will grow 23% compared with 8% for FSAs*.

*Travel Business Analyst definitions. LFAs = low-fare-airlines, FSAs = full-service-airlines. We have another category, LCA, for low-cost-airlines. PCW uses the common term, low-cost-carrier, meaning low-cost to the customer in terms of fares not low costs for the operator, as in our LCA.)

• Seats sales for the three* **Air Asia** divisions increased 13% in the first half; 12% when the associated-Air Asia X is included, see table. This was slower than the 20% growth (16%) in 2011.

The Malaysia division remains dominant – it sells 55% of the group seat sales total, compared with 56% a year earlier.

AA presents AAX seat sales in Q2 as a growth of 29% because it no longer counts the routes AAX has stopped (operating the year before), even though it counts traffic on AAX's new routes. Our data therefore shows a fall of 6% in the quarter. In the first half, AA notes growth of 17%, but show just +1%.

The lowest cabin seat factor is for the Indonesia division – only 77% - but operating costs in Indonesia are likely lower, making this less of a marketing concern for the group.

Only the Malaysia and Thai divisions are making profits. Indonesia, Philippines, Japan, and Air Asia Expedia are still losing money; no information is known on AAX.

(*Indonesia, Malaysia, Thailand; Philippines data, from March, still not included.)

Seat sales for Air Asia group, first-half

Division	2012			2011		
	No,mn	+/-,%	SF,%	No,mn	+/-,%	SF,%
Indonesia	2.72	15.6	76.7	2.35	22.0	76.4
Malaysia	9.72	10.6	80.1	8.79	16.0	80.9
Thailand	4.07	18.5	82.2	3.43	30.5	81.8
Air Asia X	1.27	0.8	84.3	1.26	55.8	NA

Total 17.78 12.3 NA 15.83 22.3 NA
Notes: SF = seat factor. Source: calculations by Travel Business Analyst from base data from Air Asia.

Arrivals* from Japan											
Destination	No,	+/-,	Jan-	Destination	No,	+/-,	Jan-	Destination	No,	+/-,	Jan-
	x1000	%			x1000	%			x1000	%	
In Asia Pacific				Tahiti	4.3	-13	May	Norway	44	16	Jun
Australia	158	8	Jun	Taiwan	719	22	Jun	Poland	16	-15	Apr
Cambodia	76	9	May	Thailand	630	11	Jun	Portugal	37	NA	Apr
China	1878	12	Jun	Vietnam	329	22	Jul	Slovenia	21	48	May
Beijing	253	20	Jun					Spain	535	8	Jun
Hong Kong	649	8	Jun	In Europe				Sweden	46	22	Jun
Macau	206	15	Jun	Austria	160	22	May	Switzerland	106	9	May
Shanghai	611	11	Jun	Vienna	130	19	Jun	UK	59	-2	Mar
Indonesia	200	5	Jun	Croatia	68	46	May				
Bali	67	-12	May	Czech R	48	27	Mar	Others			
Korea	1817	30	Jun	Denmark	28	6	May	Canada	70	16	May
Malaysia	179	31	May	Finland	56	40	Apr	B Columbia	37	21	May
Maldives	15	-1	Jun	France	742	5	Apr	US	1166	13	May
Nepal	12	19	Jul	Paris	349	-1	Mar	California	152	3	May
New Zealand	34	-5	Jun	Germany	349	20	Apr	Guam	382	12	May
Philippines	196	8	Jun	Greece	1.4	-58	Mar	Hawaii	639	19	Jun
Singapore	292	18	May	Hungary	58	48	May	US mainland	423	10	May
Sri Lanka	10	29	Jun	Iceland	10	68	May	Dubai	17	25	May

Notes: *Overnight stays, except all arrivals for Czech R. By air. Source: Mile Post Japan.

ZERO

An occasional column/section/report
on the travel business and the
environment

Greenwashing Sands

Las Vegas Sands (LVS) has released an impressive-looking 30-page Environmental Report (ER). LVS describes this as a report of its green building designs, environmentally-responsible operations, "green meetings", and its Sands Eco 360-degree (SE360) program.

(As well as its Las Vegas and other US businesses, LVS owns the Plaza, Sands, Venetian, in Macau and the Marina Sands in Singapore. In May, it was to announce details of a similar-type leisure/gambling complex in Spain – either in Barcelona or the favoured Madrid.)

Following are our comments on the LVS report:

- Our sense is that the LVS report is more a corporate soft-sell document than an ER. Is ER the new PR for LVS?

The document opens with four figures. Three are corporate and one is environmental (LVS's carbon footprint). But as there are no comparisons, can we know that LVS's 905bn tonnes of CO2 in 2011 is good or bad, or even if it is getting better?

- Next is a list with details of the LVS properties. Each contains about 7-pieces of information on the property, of which one is environmental – the property's Leed* certificate level.

We note one, the Sands Bethlehem – the Bethlehem in Pennsylvania – has no Leed certificate, although it is LVS's newest in the US, opening in 2009.

We also note that none of the Asian properties have Leed certification, although Leed has started to expand outside the US. Three of the four in the Asian collection have local green awards – but we do not regard these as demanding.

- An explanation of the group's SE360 program; faultless.

There follows a series of impressive tables similar to those that are often in big-company reports – with boxes showing lots of ticks. Again, all faultless although not particularly valuable.

- Many pages contain data snips from some properties – such as 95% recycled content in steel used, 250 trees (on the Marina Bay Sands rooftop), 20mn litres of water saved, etc. But, for instance, that water saved compares with what, when, and what will it be this year? The ER gives no indication.

- There is also much on what is now almost standard in terms of hotel construction – switches to turn off energy when room is empty, energy-efficient lighting, linen-cleaning options, etc. Likewise for meetings – more organic food, reusable cutlery rather than disposable (but we are not told of the cleaning

cost). And fewer wasted items on each place-setting – such as notepads and pencils – but if the client requests such.

- There are environmental soundbites from 12 LVS (11 of them senior) managers – which also adds to the impression that this is a PR rather than an ER document, even if the comments have an environmental element.

- There are few real indicators of environmental progress – one of the few is that the Venetian reduced its energy consumption by 20% over 2008-11.

But the ER does list some targets for the group as a whole:

- To reduce carbon emissions by 5% (in existing properties; 3% in the newer Marina Bay Sands and Sands Bethlehem) from 2010 by end-2015. (The 2010 levels are not given.)

- To reduce water usage by 3% (2%) from 2010 by end-2015. (Ditto.)

- To increase "property recycling rates" by 10% from 2011 by end-2015. (It is not clear how these are measured, and what their values are. In addition, current rates are not given.)

If LVS wants to be a leader in environmental activities, then an ER such as this needs to:

- Reduce the 'flash' PR element of the presentation. Drop all soundbites except from the person at LVS

who is responsible for the group's overall environmental program – who we think is Norbert Riezler (chief procurement and sustainability officer). And – probably asking the impossible – drop the perfunctory introduction from the LVS chairman, Sheldon Adelson.

- Reorganise and standardise entries under properties, so that it is easier to see what, for instance, Singapore is doing compared with Las Vegas.

- Publish standard environmental measures for each property – the grand total and per bednight (but we also believe another comparison is needed as the hotel element is only one part of LVS business). These measures should show CO2 emissions, energy consumed, water consumed, and waste (we are not sure of the best way to measure this). Data for this year compared with previous year, and target for following year, and longer-term target if relevant.

There is a temptation to praise LVS because it has, at least, produced an ER and has its SE360 program. And most others have not. But as a leader in the travel business, we believe that LVS (as well as Adelson), has an important responsibility towards the environment. And its ER does not meet this responsibility. And thus until LVS follows our suggestions on content, or comes close, then the group with its ER will remain in the greenwash category.

*Leed (Leadership in Energy and Environmental Design) is controlled by USGBC (US Green Building Council), and is becoming respected as a genuine measure of environmentally-friendly building construction, and not just in the US.



Apr +3.5; Mar +7.6; Feb +19.6; Jan -3.6. **PATA.**

- China Southern seat sales: 2012: Jun +6.7; May +4.0; Apr +5.6; Mar +7.2; Feb +7.0.
- Dubai airport passengers: 2012: May +10.4; Apr +7.8; Mar +15.4. **ACI.**
- Eva Air seat sales: 2012: Jun +12.1; May +11.9; Apr +18.3.
- Fiji visitor arrivals: 2012: Feb -0.7; Jan +3.4. 2011: Dec +8.0; Nov +6.1. **PATA.**
- Hawaii visitor arrivals: 2012: May +12.1; Apr +8.6; Mar +13.0; Feb +5.2; Jan +7.4. **PATA.**
- Hong Kong airport passengers: 2012: Jun +5.5; May +4.1; Apr +7.8; Mar +9.0.
- Hong Kong visitor arrivals: 2012: Jun +19.3; May +12.7; Apr +14.4; Mar +16.4; Feb +15.3; Jan +15.1. **DMO.**
- India visitor arrivals: 2012: Jun +4.8; May +4.7; Apr +3.2; Mar +13.3; Feb +6.5; Jan +9.2. **PATA.**
- Indonesia visitor arrivals: 2012: May +8.4; Apr +3.0; Mar +10.1; Feb +4.3. **PATA.**
- Japan Airlines intl seat sales, total/transPacific/Southeast Asia: 2012: Jun +24.6 +9.1 +44.0; May +32.5 +15.0 +51.2.
- Japan citizen departures: 2012: Jun +16.4; May +24.2; Apr +25.1; Mar +21.4; Feb +12.9. **PATA.**
- Japan travel agencies, outbound sales: 2012: Jun +19.4; May +28.1; Apr NA. **Mile Post Japan.**
- Japan visitor arrivals: 2012: Jun +58.6; May +87.0; Apr +164.2; Mar +92.5. **PATA.**
- Jet Airways seat sales: 2012: Jun +12.3; May +16.5; Apr +31.0.
- Jetstar Intl seat sales: 2012: May +4.7; Apr +12.8; Mar +12.4; 2012: Feb +16.3.
- Korea resident departures: 2012: Jun +5.3; May +8.1; Apr +17.4; Mar +17.3; Feb +5.4. **PATA.**
- Korea visitor arrivals: 2012: Jun +18.4; May +26.8; Apr +28.3; Mar +17.3; Feb +21.6. **PATA.**
- Kuala Lumpur airport passengers: 2012: Jun +3.9; May +1.9; Apr +4.7; Mar +8.6.
- Lufthansa seat sales (AsPac): 2012: Jun -0.4; May -4.1; Apr +0.2.
- Macau visitor arrivals: 2012: Jun -3.4; May -6.5; Apr +1.9; Mar +7.3. **DMO.**
- Malaysia Airlines seat sales: 2012: Jun -4.6; May -7.3; Apr -8.6; Mar -2.6.
- Malaysia visitor arrivals: 2012: Apr +1.7; Mar +1.0; Feb +6.2; Jan -5.3. 2011: Dec +6.9. **PATA.**
- Maldives visitor arrivals: 2012: Jun +6.1; May -1.4; Apr -0.8; Mar -5.3. **PATA.**
- New Zealand visitor arrivals: 2012: Jun +15.1; May +0.1; Apr -1.1; Mar +11.3; Feb -3.4. **PATA.**
- Qantas intl seat sales: 2012: Jun +4.3; May -7.4; Apr +4.6; Mar +5.4.
- Singapore Airlines seat sales: 2012: Jun +9.8; May +6.6; Apr +9.0; Mar +10.4.
- Singapore airport passengers: 2012: Jun +9.7; May +8.4; Apr +12.7; Mar +15.3; Feb +11.2.
- Singapore visitor arrivals: 2012: May +8.7; Apr +8.9; Mar +15.8; Feb +14.4; Jan +13.4. 2011: Dec +7.9. **PATA.**
- Tahiti visitor arrivals: 2012: May +8.1; Apr +5.5; Mar +6.3; Feb +4.4. **PATA.**
- Taiwan resident departures: 2012: Jun +2.1; May +5.0; Apr +13.1; Mar +8.5; Feb

-4.0. **PATA.**

- Thai Airways seat sales: 2012: Jun +15.2; May +17.6; Apr +14.2; Mar +7.1.
- Thailand visitor arrivals: 2012: Jun +11.1; May +10.5; Apr +8.6; Mar +11.4; Feb +2.8; Jan +10.3. **PATA.**
- Tokyo Haneda intl airport passengers: 2012: Apr +24.7; Mar +24.7; Feb +9.8; Jan +0.9. **ACI.**
- Tokyo Narita intl airport passengers: 2012: Apr +51.5; Mar +27.4; Feb +1.0; Jan -0.4. **ACI.**
- United Airlines (inc CO) RPKs, Pacific: 2012: Jun +3.4; May +6.2.
- US air international passengers: 2012: Jan-Mar +23.1. 2011: Jan-Dec +5.4E. **gov.**
- US hotel occupancy, pts: 2012: May +2.0; Apr +2.0; Mar +0.6. **Smith.**
- US hotel rooms planned: 2012: Jun -6.7; May -6.4; Apr +9.0; Mar -9.5; Feb -5.6. **Smith.**
- US resident departures: 2012: Apr +0.5; Mar +8.3; Feb +12.1. **PATA.**
- US travel agency sales: 2012: Jun -1.8; May +9.1; Apr +5.8; Mar -0.1; Feb -0.4. **ARC.**
- US visitor arrivals: 2012: Apr +2.3; Mar +14.1; Feb +8.8. **PATA.**
- Vietnam visitor arrivals: 2012: Jun -6.6; May -5.0; Apr +16.9; Mar +18.1; Feb +28.8. **PATA.**

Market Headlines

Full-year market results. (none)

Main News

Corporate

Recent corporate developments - big or significant.

- Air Asia plans to buy Indonesia's Batavia Air for US\$80mn. It will hold 49% and its Indonesian partner Fersindo 51%. AA already operates an airline in Indonesia; the reason for the purchase is unclear.
- Thai Smile, a subsidiary of Thai Airways, flew its first flight last month.

Market

Recent market developments - big or significant. (none)

CURRENT ISSUES

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- Excerpts from the single-page **People-in-Travel** report are included in the Asia Pacific and Europe editions of Travel Business Analyst.

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See back page for more offers.

Aviation. T1. City-pair results. First-half for *Kuala Lumpur* (+5%) and *Sydney* (+5%). Q1 for *Tokyo* (+3%). **T2.** Country-pair results. First-half for all - *Australia* (+3%), *France* (except total, YTD Apr +3%), *Germany* (+3%), *UK* (+2%), *US* (+9%), but comparison not 100% valid). **T3.** Airlines traffic. First-half for *Air New Zealand*, *China Southern* (+7%, +16% international), *Malaysia*, *Qantas* group (+7%, +2% international; *Jetstar* +17% international). For LFAs and ex/part-LFAs, first-half for the *Air Asia* group (+13%), *Cebu*, *Jetstar Australia*, *Jetstar Asia*, *Ryanair*, *Southwest*, *Virgin Australia*, and *Tiger* (through July). **T5.** Airline results by region. First-half for airline members of *AEA* (Europe), +5%. **T6.** Airport passenger traffic. YTD up 27% for the two *Tokyo* airports.

Inbound. T8. Visitor arrivals. First-half for *Australia* (+4%), *Cambodia*, *Hawaii* (+10%), *Hong Kong* (+2%), *Macau* (+2%), *Myanmar* (+36%), *New Caledonia*, *Palau*, *Philippines*, courtesy **PATA**.

Outbound. T10. Running 12-month totals for *China* (our estimates; +22%), *Japan* (+10%), *Korea* (+3%), *Taiwan* (+7%). **T11.** Outbound travel. First-half for *Australia* (+7%), *Hong Kong* (+1%), courtesy **PATA**.

Hotels. T18. First-half.

Others. T12. Travel stock indices and prices. Our Index shows Asia Pacific at 90, Europe down at 62, holding World down to 86. **T14.** Leading travel agency groups in *Japan*. First-half shows big growth (+16% overall) following recovery from tsunami-related fall in 2011. **T15.** Internet bookings for a Thailand promotion. **T16.** Economic indicators in Asia Pacific. Slower growth in 2013 expected for *Australia*, *Japan*, *Thailand*. **T17.** Economic indicators for market producers: retail sales falling in *Germany* and *Euroland*.

MARKET DATA

-Archive data from these tables accessible on a complimentary basis from www.travelbusinessanalyst.com

-For a document showing how to get the best out of these tables, subscribers should email us, and separately mail a cheque for 'International Committee of the Red Cross' for a token amount in any currency to ICRC, 19 Ave de la Paix, CH-1202 Geneva, Switzerland.

Special

Passengers through Osaka and Tokyo

Data on passenger travel through Osaka Kansai (KIX) and Tokyo Narita (NRT) airports for the first half - from Mile Post Japan - shows different patterns.

KIX's passenger count fell 10% in first half 2011, but NRT fell 24%. That is mainly because the foreign share at KIX (31%) is less than at NRT (45%), and the number of foreign travellers fell more in 2011 than Japanese travellers.

Recovery this year was 19% for both KIX and NRT. The percentage return of foreigners was greater than for Japanese (but primarily because their fall in 2011 was greater). Shares are almost the same as those in 2010 - Japanese accounted for 64% of passengers through KIX in 2010, and 65% this year. Through NRT the Japanese share was 52% in 2010 and 55% this year.

International passengers through Osaka and Tokyo airports, Jan-Jun

Osaka Kansai	2012	Growth,%	2011	Growth,%
Total	5,432,349	18.6	4,581,314	-10.2
Japanese	3,524,277	11.9	3,150,092	-3.2
Non-Japanese	1,693,794	35.3	1,252,040	-27.7
Tokyo Narita				
Total	14,428,404	18.9	12,134,087	-24.0
Japanese	7,942,939	18.9	6,681,987	-19.9
Non-Japanese	3,626,987	29.2	2,806,554	-36.1

Notes: Official records for Kansai show a 53% fall for Japanese and 64% fall for non-Japanese; these do not tally with data given. Source: Mile Post Japan.

1 Air passenger* traffic to and from major Asia Pacific centres, x1000

From:	Kuala Lumpur				Sydney				Tokyo*					
	Jun 12	+/-,%	YTD 12	+/-,%	To: Jun 12	+/-,%	YTD 12	+/-,%	To: Mar 12	+/-,%	YTD 12	+/-,%		
Bangkok	137	0.9	781	1.2	Auckland	97	9.4	683	-0.7	China	2126	7.0	6203	5.0
Chennai	43	7.1	251	15.8	Bangkok	47	6.3	279	0.1	Hong Kong	702	8.8	2054	8.4
Hong Kong	105	-6.7	624	-0.4	Beijing	11	0.5	69	1.0	Korea	1240	10.1	3645	11.6
Jakarta	165	17.4	872	21.4	Denpasar	30	9.0	159	23.0	Taiwan	695	10.7	2050	9.0
London	40	-19.5	257	-12.6	Hong Kong	73	6.1	477	3.9	Asia-other	2568	4.6	7432	5.1
Los Angeles	5	65.9	18	26.8	Kuala Lumpur	42	46.4	211	14.9	Guam	710	-0.7	1974	-2.5
Shanghai	29	-7.2	176	-6.5	London	28	-30.8	176	-19.2	Pacific	2629	2.9	7624	1.4
Singapore	277	4.0	1549	7.6	Los Angeles	77	-4.5	436	-9.0	Oceania	389	1.6	1159	-6.2
Sydney	43	42.9	218	14.5	Singapore	107	23.4	586	6.7	Europe	1423	6.8	4031	-0.3
Tokyo	23	16.2	149	12.1	Tokyo	25	39.2	171	22.6					
TOTAL	2304	3.9	13351	5.2	TOTAL	978	10.6	5946	4.8	TOTAL	12482	5.0	36172	3.1

Notes: See Master Notes, this page. Routes are selected; may not be largest. *Flights from Tokyo Narita (and actual numbers, not 1000s); double for approximate city-pair total. Source: Malaysia Airports Holdings, Department of Transport and Communications (Australia), Mile Post Japan.

2 Air passengers to and from Asia Pacific, x1000

From	Australia			France*			Germany			UK			US		
	Jun 12	YTD	+/-, %	Jun 12	YTD	+/-, %	Jun 12	YTD	+/-, %	Jun 12	YTD	+/-, %	Jun 12	YTD	+/-, %
Australia	na	na	na	na	na	na	11.9	44	-30.1	-28.8	399	-27.3	na	1244	13.0
China	17.7	688	18.2	19.8	628	14.7	-3.0	868	-13.2	15.1	329	5.6	na	1806	27.6
Hong Kong	-9.3	1042	4.7	-5.6	294	-7.9	5.8	303	3.2	2.7	716	4.7	na	1330	15.2
India	-85.2	4	-37.7	0.8	297	0.9	-5.9	633	-11.1	3.2	1239	-3.5	na	418	-12.7
Indonesia	-9.5	983	6.7	na	na	na	-50.8	13	-65.0	na	na	na	na	na	na
Japan	23.8	390	7.9	29.2	541	16.4	18.1	649	22.9	9.2	343	17.6	na	5768	22.0
Korea	1.1	230	5.3	11.3	231	8.3	16.5	318	8.6	14.7	170	18.5	na	2296	14.9
Malaysia	-4.2	918	-5.6	-33.0	110	-11.0	5.6	63	-17.0	-19.6	256	-1.6	na	na	na
New Zealand	8.2	2753	2.2	na	na	na	na	na	na	10.2	93	-27.8	na	349	0.7
Philippines	8.4	140	9.8	na	na	na	na	na	na	na	na	na	na	445	3.9
Singapore	-5.6	2129	3.7	8.3	225	0.3	16.8	459	22.8	13.1	619	9.8	na	47	-35.1
Taiwan	-31.1	90	-1.9	32.3	47	17.8	2.8	58	-6.9	-30.6	48	-39.2	na	800	-11.2
Thailand	-9.6	704	2.3	-18.1	215	-7.1	-14.9	514	-17.1	22.3	334	13.5	na	na	na
TOTAL	-2.7	13903	3.3	1.1	28328	2.9	3.7	71620	2.9	2.8	85008	1.5	na	86348	8.5

Notes: *Paris airports only; total is Apr and Jan-Apr. †Over same period, year earlier. Source: Department of Transport and Communications (Australia), Aeroports de Paris (France), Statistisches Bundesamt (Germany), Civil Aviation Authority (UK), US Department of Commerce (US). Contacts: Germany - fax (49-0611)-724000, luftverkehr@destatis.de, www.statistik-bund.de; US (for International Trade Administration, Tourism Industries), www.tinet.ita.doc.gov

Master Notes: Exchange rates (start of previous month) - US\$1 to A\$0.96, Y6.35, HK\$7.76, IRp55.5, ¥79.3, W1136, MR3.13, NZ\$1.32, S\$1.25, NT\$30.0, Bt31.4.

AL = Airlines, ASK = available seat kilometre, AW = Airways, BI = Royal Brunei AL, BR = Eva AW, CI = China AL, CN = China, CX = Cathay Pacific AW, E = TBA estimate, GA = Garuda, HK = Hong Kong, ID = Indonesia, IN = India, J-D = Jan-Dec, JL = Japan AL, JP = Japan, KE = Korean Air, KR = Korea, LF = load factor, MH = Malaysia AL, MI = Silk Air, MY = Malaysia, NA = not available, na = not applicable/nil, NH = All Nippon AW, NZ = New Zealand, OZ = Asiana, P = provisional, Pax = passenger, PH = Philippines, PR = Philippine AL, RPK = revenue passenger kilometre, Q = quarter (of year), QF = Qantas AW, SF = seat factor, SG = Singapore, SQ = Singapore AL, SS = seats sold, TG = Thai AW, TH = Thailand, TW = Taiwan, VN = Vietnam AL, YTD = year-to-date.

MARKET DATA

3 Traffic on selected Asia Pacific airlines, 2012

Regular airlines	Mth	Mth		YTD		ASK		RPK	
		SS	RPK	SS	+/-	mn	+/-	mn	%
		+/-,%	+/-,%	1000	%		%		%
-Systemwide									
Air China	Jul	3.3	4.1	28275	0.4	68057	4.0	54973	2.6
Air New Zealand	Jun	6.4	13.6	6368	1.0	15976	2.7	13228	3.0
All Nippon AW	May	24.8	21.9	2611	25.7	14941	8.9	11246	24.4
Asiana	May	3.7	0.3	4297	7.6	15986	7.2	11827	6.7
Cathay Pacific AW*	Jul	-0.7	-3.6	16818	7.1	76366	6.2	61286	6.1
China AL	May	5.8	1.6	4911	7.6	17540	6.9	13330	3.6
China Eastern AL	Jul	8.3	9.8	41638	4.9	77844	5.8	61974	6.9
China Southern AL	Jun	6.7	9.7	41206	7.2	80780	12.6	64182	11.1
Eva Air	Jul	12.1	7.9	4366	14.9	18889	7.6	15201	10.1
Garuda	May	18.8	12.8	1431	17.5	7620	11.0	5328	9.6
Japan AL	Apr	27.2	35.5	7828	-7.3	22123	-6.1	15338	4.7
Jet AW	Jul	-2.2	-2.4	11018	20.2	23604	11.1	19396	16.0
Korean Air	May	18.8	12.8	1431	17.5	7620	11.0	5328	9.6
Malaysia AL	Jun	6.7	9.7	41206	7.2	80780	12.6	64182	11.1
Philippine AL	May	13.8	8.1	6723	12.9	34382	11.8	26206	9.7
Qantas AW*	Jun	11.6	5.7	23017	7.0	69218	4.1	55012	5.5
Royal Brunei AL	May	1.4	-1.0	1852	7.4	9278	-0.5	7265	1.0
Silk Air	Jul	11.8	24.0	1893	13.5	3844	21.7	2910	21.2
Singapore AL	Jul	2.7	3.2	10389	6.6	67625	4.2	53314	7.5
Thai AW	Jul	4.4	0.8	11760	9.0	45334	-0.4	34970	6.5
Vietnam AL	May	11.3	13.9	2173	11.2	8708	12.1	6605	16.2
-International									
Air China	Jul	5.7	7.3	3987	7.7	26242	7.1	20927	6.9
China Eastern AL	Jul	12.8	14.0	4557	11.3	20761	4.7	16478	10.9
China Southern AL	Jun	10.5	18.3	3309	15.9	16281	26.7	11987	27.3
Japan AL	Apr	41.7	38.4	2453	14.5	14515	1.4	10717	14.2
Jet AW	Jul	-0.9	-1.2	3531	19.6	15317	8.7	13149	15.0
Jetstar	Jun	42.2	23.4	2369	16.9	8932	15.3	6621	14.9
Malaysia AL	Jun	-10.0	-9.9	3967	-10.3	21414	-9.8	15818	-13.5
Qantas AW*	Jun	4.3	-2.3	2974	1.7	30620	-1.2	25194	0.0
Thai AW	Mar	6.7	7.4	3565	4.1	18796	2.2	14663	4.7
Virgin Aust	Jun	19.9	0.0	1199	2.7	7441	-1.9	5650	-3.7

Low-fare-airlines

-Systemwide		Period	SS, x1000	Growth, %	Period	SS,x 1000	Growth, %	Period	SS,x 1000	Growth, %
Air Asia-ID	Jan-Jun	Q2	2721	15.6	Q1	1447	14.9	Q1	1273	16.4
Air Asia-MY	Jan-Jun	Q2	9724	10.6	Q1	4903	9.6	Q1	4821	11.6
Air Asia-TH	Jan-Jun	Q2	4066	18.5	Q1	1935	19.8	Q1	2131	17.3
Air Asia-all	Jan-Jun	Q2	16511	13.3	Q1	8285	12.8	Q1	8226	13.8
Air Asia X	Jan-Jun	Q2	1270	0.8	Q1	580	-6.5	Q1	690	7.8
Cebu Pacific	Jan-Jun	Jun	7774	21	May	1006	7	May	1472	21
Jetstar,AU	Jan-Jun	Jun	5281	9.3	May	854	18.0	May	830	9.1
Jetstar Asia	Jan-Jun	Jun	1762	34.6	May	313	40.4	May	280	28.4
Tiger (As,Au)	Jan-Jul	Jul	3267	-12.8	Jun	532	48.6	Jun	503	-9.4
Virgin,AU	Jan-Jun	Jun	8314	8.3	May	1373	11.9	May	1422	10.3

Notes: See Master Notes, page 6. pts = points. Air Asia issues varying data; shown are our estimates. 'Periods' are standard (ie Q1 is Jan-Mar), not airline's. *Includes in previous periods, Dragonair with Cathay. Virgin is booked loads, including free passengers; Jetstar paid travelled passengers only (add 4-5 points for others); Air Asia does not specify. Source: companies, Association of Asia Pacific Airlines.

5 Operating results of airline groups in Asia Pacific, US, and Europe

Item	Asia Pacific,AAPA				US,BTS		Europe,AEA	
	May 12	+/- %	YTD 12	+/- %	Jan-May 12	+/- %	Jan-Jun 12	+/- %
SS,mn	16.5	10.5	84.0	10.6	39.4	2.2	132.1	5.1
ASKs,bn	81.5	4.9	407.8	6.0	213.6	0.3	496.9	3.1
RPKs,bn	61.4	7.2	314.0	8.2	165.2	1.9	387.7	6.2
Pax LF,%	75.4	1.6	77.0	2.0	77.3	1.2	78.0	2.3

Notes: See Master Notes, page 6. *Points. Source: Association of European Airlines, Bureau of Transportation Statistics, Association Of Asia Pacific Airlines.

4 Airline financial results, US\$*

Item	CA	CX	JL	MH	SQ	TG
	Y-Dec 11	Y-Dec 11	Y-Mar 12	Y-Dec 11	Y-Mar 12	Y-Dec 11
Revenue,mn	15621	12616	15060	4665	12080	6435
Op Profit,mn	1485	610	2563	-867	232	-262
Revenue per						
ASK,USc*	10.3	9.99	19.2	8.3	10.2	8.2
RPK,USc*	12.6	12.42	28.6	11.2	13.3	11.6
Pax,US\$*	224	457	421	274	609	350
Profit per						
ASK,USc*	0.98	0.48	3.26	-1.55	0.20	-0.33
RPK,USc*	1.20	0.60	4.87	-2.08	0.26	-0.47
Pax,US\$*	21.3	22.1	71.6	-50.9	11.7	-14.2

Notes: See Master Notes, page 6. Although these figures show indicative comparisons between airlines, they do not provide precise comparisons because of different definitions. Op = Operating, USc = US cents, Y = year. *See Master Notes for approximate conversion rate. Source: companies.

6 Asia Pacific international airport passengers, 2012

City	Month*	Number	Growth %	Jan thru month shown	Growth %
Auckland	May‡	500,064	-2.9	3,008,894	3.1
Bali	Mar‡	280,718	-20.4	961,887	-13.1
Bangkok	Dec‡	3,136,984	6.4	31,417,712	9.0
	May‡	3,047,019	10.6	16,527,194	7.5
Beijing	Dec‡	1,117,004	17.1	14,154,319	20.4
	May‡	1,301,159	4.2	6,037,188	4.0
Brisbane	May‡	320,257	-4.2	1,720,648	2.2
Chennai	May‡	398,139	3.8	1,819,906	3.9
Colombo	May‡	561,350	18.6	2,897,499	17.6
Delhi	Dec‡	954,354	15.3	10,024,769	15.0
	May‡	795,253	5.8	4,512,955	12.2
Guangzhou	May‡	608,552	18.9	3,033,506	24.9
Hong Kong	Dec	4,772,000	7.5	53,878,000	5.8
	Jun‡	4,660,000	5.5	27,629,000	6.9
Jakarta	Apr‡	973,497	10.6	3,706,079	14.6
Kuala Lumpur	May‡	2,193,658	1.9	11,046,538	5.4
Macau	May‡	329,218	2.5	1,696,144	7.2
Manila	May‡	1,313,496	8.4	6,266,744	10.7
Melbourne	May‡	488,503	2.1	2,706,296	5.6
Mumbai	Dec‡	829,322	5.8	8,559,556	12.2
	May‡	878,037	4.2	4,145,286	8.3
Nadi	May‡	123,993	-6.1	583,417	-2.9
Noumea	May‡	36,651	3.3	200,408	3.5
Osaka KIX	May‡	873,470	29.7	4,524,822	18.3
Papeete	May‡	41,110	-0.8	196,060	0.5
Perth	May‡	258,297	1.9	1,388,117	5.1
Phuket	May‡	303,904	13.6	2,187,796	13.7
Seoul	May‡	3,372,837	12.9	16,861,216	13.2
Shanghai	Dec‡	1,179,867	23.1	15,067,051	29.9
	May‡	1,459,859	14.4	7,045,599	9.5
Singapore	Dec	4,525,348	11.4	46,543,845	10.7
	Jul‡	4,360,693	4.5	29,352,363	10.4
Sydney	Dec‡	1,102,422	3.8	11,409,131	7.3
	May‡	874,942	2.6	4,841,834	3.4
Taipei	May‡	2,095,125	13.3	10,496,143	15.9
Tokyo Haneda	May‡	637,305	27.2	3,173,764	20.1
Tokyo Narita	Dec‡	2,334,162	-9.7	32,216,298	4.3
	May‡	2,398,735	27.1	11,952,522	18.4
ASIA PACIFIC-A	Dec‡	101,052,781	7.8	1,171,232,331	11.5
	May	105,732,596	7.1	533,597,172	10.3
Intl	Dec‡	38,388,110	7.1	429,453,267	14.2
	May	38,535,929	10.3	199,269,239	10.7

Notes: See Master Notes, page 6. *2011 unless stated otherwise. ‡2012. A = Domestic and international; data as supplied. Source: civil aviation departments, airports, Airports Council International.

MARKET DATA

7 Comparison* of visitor arrival measurements

Destination	Ratio*	Destination	Ratio*
Australia	61	Malaysia†	22
China	204	New Zealand	26
Hong Kong	100	Philippines	33
India	49	Singapore	78
Indonesia	36	Taiwan	39
Japan	91	Thailand	130
Korea	59	Vietnam	40

Notes: *Air arrivals in latest 12-month period in comparison with Hong Kong (100); no account taken of length of stay or spending. †Excludes Sabah and Sarawak. Source: Travel Business Analyst.

8 Visitor arrivals in Asia Pacific destinations

International arrivals

Destination	Months* Jan thru:	Arrivals	Growth %	Stay days‡	PVPD US\$-A
Australia	Dec‡	5,885,429	5.4	30.0	150.60
	Jun‡	2,881,540	3.8	30.0	150.60
Bhutan	Mar‡	7,648	22.2	8.0	200.00
Cambodia	Jun‡	1,756,652	26.8	6.5	95.00
China	Jul‡	76,944,100	-1.4	7.0	100E
foreigners	Dec‡	26,126,900	19.1	7.0	100E
	Jul‡	15,727,400	3.2	7.0	100E
Cook Islands	Jul‡	65,132	5.8	10.5	115.84
Fiji	Feb‡	87,506	1.6	8.7	124.58
Guam	Jun‡	620,544	13.7	3.1	302.93
Hawaii	Dec‡	6,986,602	8.8	9.19	179.88
	Jun‡	3,843,548	9.6	9.19	179.88
Hong Kong	Dec‡	12,565,555	14.6	3.28	200.10
	Jun‡	6,359,187	1.8	3.28	200.10
India	Dec	5,666,434	8.8	16.0	92.68
	Jul‡	3,762,000	6.6	16.0	92.68
Indonesia	May‡	3,180,779	8.8	9.09	107.70
Japan	Dec	6,219,275	-27.8	6.5	160.42
	Jul‡	4,893,977	44.2	6.5	160.42
Korea	Dec	9,794,796	11.3	6.9	163
	Jul‡	6,342,470	21.7	6.9	163
Laos	Mar‡	846,564	11.3	4.5	23.03
Macau	Jun‡	13,577,714	2.5	1.36	181.80
Malaysia	Dec	24,714,324	0.6	6.2	105.67
	May‡	9,438,592	1.2	6.2	105.67
Maldives	Jul‡	535,034	2.8	8.5	56.00
Marianas	Mar‡	110,628	12.0	3.52	100.00E
Mongolia	Dec	627,007	12.5	NA	NA
Myanmar	Jun‡	258,728	35.9	7.0	70.00
Nepal	Jul‡	332,472	18.5	9.1	14.09
New Caledonia	Jun‡	48,522	11.8	19.1	87.09
New Zealand	Jul‡	1,426,973	2.3	20.22	115.33
Pakistan	Dec‡	906,800	6.1	25.0	13.20
Palau	Jun‡	57,446	18.6	E4	NA
PNG	Mar‡	40,666	3.6	17.3	28.24
Philippines	Jun‡	2,143,506	11.7	11.94	82.96
Singapore	Dec	13,169,729	13.2	4.6	161.07
	May‡	5,921,710	12.2	4.6	161.07
Sri Lanka	Jul‡	543,205	16.7	10.0	79.10
Tahiti	May‡	61,862	3.1	13.21	150.88
Taiwan	Jul‡	4,168,900	25.5	6.52	180.52
Thailand	Dec	17,292,376	20.7	9.19	119.38
	Jul‡	12,431,579	8.3	9.19	119.38

International arrivals

Destination	Months* Jan thru:	Arrivals	Growth %	Stay days‡	PVPD US\$-A
Tonga	Jul	24,252	2.0	5.0	56.87
Vanuatu	Mar‡	19,798	19.3	9.7	146.17
Vietnam	Jun‡	6,855,565	9.0	9.6	64.04
Asia Pacific	latest-E	182,727,973	5.7	NA	NA

International arrivals

City/region	Period	Number	Growth,%	Source	Comment
Bali	Jan-May 12	1,131,462	9.7	PATA	direct arrivals
Sabah	Jan-Apr 12	304,499	15.5	PATA	direct arrivals
Sarawak	Jan-Mar 12	661,685	22.9	PATA	direct arrivals

Domestic arrivals

Destination	Period	Number,m	Growth,%	Source	Comment
Australia	2007	73.8	0.3	PATA	spend A\$55b
China	2007	1600.0	14.8	PATA	spend Y623b '06
India	2009	650.0	15.5	PATA	(none)
Indonesia	2007	219.8	1.5	PATA	spend \$87b
New Zealand	2006	44.9	1.9	PATA	spend NZ\$7b
Taiwan	2006	107.5	16.1	PATA	spend \$6b
Thailand	2007	83.2	2.1	PATA	spend B380b

Notes: See Master Notes, page 6. *2011 unless stated otherwise. ‡2010. †2012. E = Indicative selected totals only; approx Jan-Jun/Jul data; % growth has more validity than total; criteria varies. Source: national tourist offices, PATA.

Notes: See Master Notes, page 6. Latest figures; may not tally with period. PVPD-per visitor per day. *Figure for period as shown. †In nights for Australia, Bangladesh, Guam, Hong Kong, Korea, Macau, Maldives, Philippines, Sri Lanka, Switzerland, Taiwan and UK. A = Converted at current rates. Source: national tourist offices, PATA, WTO.

9 Running 12-month total visitor arrivals, x1000

12 mths through	CN	+/- %	HK	+/- %	SG	+/- %	TH	+/- %
Dec 90	1,747	19.6	5,933	10.7	5,313	10.0	5,299	10.2
Dec 00	10,160	20.5	8,824	19.4	7,686	10.5	9,579	10.7
Dec 10	26,127	19.1	12,566	14.6	11,637	19.9	15,797	12.1
May 12	27,341	3.7	13,098	2.3	13,808	12.0	19,811	13.2

Notes: See Master Notes, page 6. Source: NTOs, Travel Business Analyst.

10 Running 12-month total citizen departures, x1000

12 mths through	CN‡	+/- %	JP	+/- %	KR	+/- %	TW	+/- %
Dec 90	620	24.0	10,997	13.8	1,561	28.7	2,942	39.6
Dec 00	10,473	13.4	17,812	8.9	5,508	27.0	7,329	11.7
Dec 10	57,387	20.4	16,637	7.7	12,488	31.5	9,415	15.6
May 12	74,660	22.3	18,115	10.4	13,069	3.2	9,958	6.6

Notes: See Master Notes, page 6. †Estimates by Travel Business Analyst for 2010-11 data. Source: NTOs, Travel Business Analyst.

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11 Overseas travel by Asia Pacific residents

Market	Jan* thru:	Departures	Growth,%	Source	Spend,US\$mnn*
Australia	Dec	7,795,100	9.6	PATA	18,400
	Jun‡	3,822,700	6.7	PATA	18,400
China	Dec	70,250,000	22.4	PATA	36,200
	May‡	30,538,312	16.9	TBA	36,200
Hong Kong	Dec‡	84,442,451	3.0	PATA	16,100
	Jun‡	42,071,095	0.7	PATA	16,100
India	Dec 08	10,870,000	11.1	PATA	9,600
Indonesia	Dec 09	4,772,790	-4.5	PATA	5,400
Japan-B	Dec	16,993,071	2.1	DMO	27,900
	Jul‡	10,552,931	16.0	DMO	27,900
Korea-B	Dec	12,693,733	1.6	DMO	19,100
	Jul‡	7,900,354	6.7	DMO	19,100
Macau	Mar‡	286,484	57.8	PATA	71
Malaysia	Dec 03	32,200,550	7.8	PATA	6,700
New Zealand	Jul‡	1,187,663	3.0	PATA	3,000
Philippines	Dec 08	3,354,857	9.4	PATA	632
Singapore-D	Apr‡	2,409,509	5.1	PATA	14,200
Taiwan-B	Dec	8,893,130	2.4	DMO	9,100
	Jul‡	6,048,236	7.2	DMO	9,100
Thailand	Dec 09	4,535,297	16.1	PATA	5,000
Asia Pacific	latest-E	75,276,700	4.6	various	NA

Notes: See Master Notes, page 6. *2011 unless stated otherwise. ‡2010. †2012. A = Excludes travel to China and Macau. B = Citizens. D = Excludes departures by land. E = Indicative selected totals only; approx Jan-Jun/Jul data; % growth has more validity than total; criteria varies. Source: NTO-national tourist office, Ot-Other, PATA-Pacific Asia Travel Association.

Notes: *Quoted in US dollars for latest whole year; may not match period in other columns. Source: World Tourism Organization.

12 Stock market last-day airline and hotel closing prices

Airline/ Hotel	Price, local currency			Indices‡			
	July 2012	Growth†,% stock	market	TBA 100 index*		Region	July 2012
Air Asia	3.75	1.4	2.1	230	258	Asia Pacific	90
Air China	5.49	20.9	1.9	183	205		
Air NZ	0.90	-1.1	3.8	1	1		
All Nppn AW	180	-7.7	-4.1	46	52		
Cathay P AW	12.8	3.0	1.9	89	100	Europe	62
China AL	12.5	-2.3	-0.4	64	72		
Malysn AL	1.05	-3.7	2.1	29	33		
Qantas AW	1.13	2.3	4.1	32	36		
Singpre AL	10.8	3.5	6.0	63	70	World	86
Thai AW	20.3	-2.9	2.5	63	71		
Mndrn-Orntl	1.37	1.5	6.0	na	na		
Shangri-La	15.3	3.5	1.9	181	203		

Notes: See Master Notes, page 6. *100 base on Dec 00 prices except Dec 04 for AK and CA. †Latest month over month earlier. ‡Base is last trading day in December 2006; 'World' comprises Asia Pacific (10 stocks), Europe(12), US (8). Source: various.

13 IATA travel agencies in Asia Pacific, 2010

Country	Locations	Growth %	Net sales US\$mnn*	Growth %	Per agency US\$mnn*	Growth %
Australia‡	1,320	-28.7	10,034	32.4	7.60	85.8
China	4,335	0.0	20,560	28.5	4.74	28.5
Hong Kong	319	35.2	3,189	34.7	10.00	-0.3
India	3,020	15.9	6,751	30.4	2.24	12.5
Indonesia	515	8.6	1,654	27.9	3.21	17.7
Japan	510	-45.9	17,391	20.6	34.10	122.7
Korea	708	-9.5	5,564	57.5	7.86	73.9
Malaysia	667	4.1	1,460	19.1	2.19	14.5
New Zealand‡	543	-1.1	1,567	21.9	2.89	23.2
Philippines	218	-12.1	936	14.3	4.29	30.0
Singapore	269	33.2	2,878	37.0	10.70	2.9
Taiwan	364	-1.1	2,586	43.3	7.10	44.9
Thailand‡	382	-7.1	1,318	13.4	3.45	22.0
Asia Pacific	10,296	4.4	51,346	28.0	4.99	22.6
World	51,320	-5.9	208,707	15.7	4.07	22.9

Special: Following restatements of some data by IATA (which followed queries from TBA), growth may not be compared with previous year, but with previously-available data. We do not expect to learn more of these corrections. China data still awaits correction.

14 International outbound sales of leading outbound travel agencies in Japan, US\$mnn*

Agency	May 12	+/-%, %	Jun 12	+/-%, %	YTD 12	+/-%, %
JTB	481	34.7	NA	NA	2725	21.2
HIS	283	22.4	344	18.6	1988	16.3
Hankyu	364	48.6	344	18.6	1646	27.7
KNT	121	18.8	164	15.5	786	11.1
NTA	135	20.0	137	9.1	739	2.2
Jalpak	63	43.9	67	35.1	381	28.4
NEC	54	11.1	73	46.2	352	16.3
Club Tourism	64	39.4	64	5.8	327	17.1
Nissin	40	10.0	49	34.7	252	14.5
Travel Plaza	40	47.9	44	33.7	243	33.6
Top 59	2341	28.0	2456	19.4	13473	16.4

Notes: Certain months are calculations by TBA. JTB = (originally Japan Travel Bureau; all 14 companies), HIS = (originally Hideo's International Services), KNT = Kinki Nippon Tourist, NEC = Nippon Express Company, NTA = Nippon Travel Agency. *Converted at US\$1 to ¥80. †Over same period, year earlier. Source: Adrian Mangiboyat (Japan), Travel Business Analyst.

15 Internet bookings/sales of selected companies/markets

Company	Item	Period	Number	Previous	Source
Thailand promo	views	2 mths	24m	NA	TAT
	video views	2 mths	1.2m	NA	TAT
	brochure download	2 mths	3724	NA	TAT
Aust/NZ	online travel	2011	13%	NA	PCW
	online share	2013	41%	36% '11	PCW
China	online travel	2013	\$15b	+500% '08	PCW
	online travel	2011	\$9.2b	+43%	PCW
ADS bookings growth	Hotels,AsPac	1-4 '12	19.2%	-8.9% '11	Pegasus

Notes: See Master Notes, page 6, and Net Value. All \$s are US\$. Source: various.

16 Economic indicators of major countries in Asia Pacific

Country	Forecast GDP growth*†,%		Actual GDP growth*,%	GDP/PPP per person,US\$	Inflation period	Growth*,%
	2012	2013				
Australia	3.3	3.1	Q2: 3.7	40,800	Q2:	1.2
China	8.2	8.5	Q2: 7.6	8,400	Jun:	2.2
Hong Kong	1.8	2.8	Q2: 1.2	49,300	Jul:	1.7
India	7.0	7.6	Q1: 5.3	3,700	Jun:	10.0
Indonesia	6.0	6.3	Q2: 6.4	4,700	Aug:	4.6
Japan	2.3	1.5	Q1: 2.8	34,300	May:	0.2
Korea	2.8	3.7	Q2: 2.3	31,700	Aug:	1.2
Malaysia	4.4	5.4	Q1: 4.7	15,600	Jun:	1.6
Singapore	2.6	4.0	Q2: 2.0	59,900	Jul:	4.0
Taiwan	2.8	4.8	Q1: 0.4	37,900	Jun:	1.8
Thailand	6.0	4.7	Q2: 4.2	9,700	Aug:	2.7
Vietnam	5.4	6.5	'11: 5.9	3,300	Jun:	6.9

Notes: See Master Notes, page 6. GDP = gross domestic product, PPP = purchasing power parity. *Over period year earlier. †Official and other estimates. Source: Central Intelligence Agency, The Economist.

17 Economic indicators of major visitor-producing countries for Asia, 2012

Country	GNP/GDP	Retail sales	Consumer prices	Wages/earnings
Australia	3.7 Q2	3.9 Q2	1.2 Q2	3.7 Q2
Germany	1.7 Q1	-1.1 May	1.7 Jun	1.7 Apr
Japan	2.8 Q1	na	0.2 May	-1.9 May
UK	-0.5 Q2	2.9 Jul	2.6 Jul	1.6 Jul
US	2.0 Q1	4.6 May	1.7 Jun	1.5 Jun
Euroland	0.0 Q1	-1.7 May	2.4 Jun	1.9 Q1

Notes: All figures are percentage changes, compared with one year earlier. Source: The Economist.

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18 Hotel# measures in Asia Pacific, June

Location	Occupancy,%				Average room rate, local				Revpar, US\$*				
	2012 Mth	YTD	2011 Mth	YTD	2012 YTD	US\$* Mth	YTD	2011 Mth	YTD	2012 Mth	YTD	2011 Mth	YTD
Bali-all	72.0	69.7	71.6	70.7	1455372	174.73	161.55	141.71	146.86	125.77	112.61	101.53	103.88
U-4	58.8	67.1	72.4	74.5	809014	86.41	89.80	114.50	117.22	50.83	60.23	82.88	87.35
Bangalore	51.4	58.8	70.0	63.6	9198	155.53	186.99	202.75	368.68	79.89	110.00	141.87	234.33
Bangkok-all	70.5	69.9	57.2	60.6	3714	115.61	122.26	94.33	113.69	81.48	85.47	53.96	68.95
L-4	68.6	67.5	54.4	58.9	2059	64.77	67.76	69.77	68.93	44.46	45.73	37.93	40.60
U-4	73.8	70.8	57.4	59.7	3054	102.74	100.52	76.99	91.73	75.82	71.16	44.23	54.72
Beijing-all	71.3	67.3	69.8	63.6	688	107.52	109.33	98.30	97.69	76.62	73.54	68.57	62.14
L-4	73.7	68.0	73.7	67.1	454	73.92	72.14	72.05	70.13	54.45	49.08	53.09	47.04
U-4	74.1	70.1	66.1	62.5	749	117.72	119.06	117.22	111.96	87.22	83.49	77.53	70.02
Delhi	57.8	71.5	61.1	69.0	10457	168.88	212.59	185.36	388.35	97.62	152.08	113.27	267.78
Fiji	71.8	61.4	68.1	63.0	235	154.09	134.99	107.56	110.40	110.69	82.89	73.23	69.52
Goa	85.4	86.2	45.5	54.5	8630	67.33	175.43	120.80	257.43	57.49	151.17	54.99	140.26
Guangzhou	57.0	60.9	62.5	64.7	648	84.66	103.00	82.96	81.12	48.24	62.76	51.86	52.52
Hanoi	54.3	61.8	60.8	58.2	2128581	92.38	102.09	118.64	118.74	50.18	63.13	72.09	69.05
Ho Chi Minh City	73.0	70.1	63.7	68.1	2483556	106.32	119.12	119.40	120.18	77.56	83.55	76.00	81.88
Hong Kong-all	85.1	79.8	84.3	83.9	1863	209.04	240.22	195.63	212.15	177.82	191.63	164.96	177.93
3-star	93.6	91.1	90.0	88.3	923	107.80	119.00	89.10	98.49	100.90	108.44	80.18	86.98
L-4	86.7	74.4	86.4	87.3	1550	176.09	199.88	164.91	177.41	152.68	148.72	142.42	154.88
Jakarta-all	75.7	68.5	71.3	68.7	989413	117.24	109.83	79.12	82.92	88.78	75.22	56.38	56.99
U-4	76.7	67.3	68.3	65.7	736485	88.00	81.75	65.59	64.16	67.52	55.01	44.78	42.13
Kuala Lumpur-all	81.8	70.3	68.9	69.8	380	137.01	126.40	109.54	110.99	112.07	88.81	75.42	77.49
L-4	88.1	76.4	70.8	71.8	234	75.95	77.85	67.52	67.57	66.90	59.51	47.78	48.49
Macau-all	77.4	74.7	85.4	85.5	1463	171.0	186.79	185.74	191.41	132.3	139.52	158.66	163.65
casino hotels	73.4	71.4	84.8	85.1	1610	190.2	205.55	206.40	211.47	139.6	146.72	174.96	180.01
Maldives-all	NA	74.9	60.2	65.3	11320	NA	744.02	491.05	694.47	NA	557.14	295.78	453.70
U-4	68.1	78.2	68.0	70.1	6970	219.15	458.07	300.46	454.92	149.31	358.05	204.20	319.08
Manila-all	71.0	75.7	77.9	73.9	4524	103.38	105.79	107.36	113.20	73.43	80.07	83.59	83.68
L-4	70.6	76.1	77.7	76.3	3117	68.55	72.90	73.56	72.05	48.39	55.45	57.17	54.98
Melbourne-all	74.9	76.3	79.2	78.9	206	215.30	221.38	204.41	200.56	161.30	168.99	161.80	158.20
L-4	72.0	78.0	78.5	79.1	163	174.16	176.03	176.49	170.82	125.44	137.30	138.61	135.06
Mumbai	35.1	53.6	60.3	57.7	9548	175.77	194.11	181.66	342.09	61.63	104.13	109.52	197.27
Pattaya	79.1	78.5	67.2	78.8	2902	100.52	95.51	71.33	79.75	79.48	74.98	47.94	62.81
Penang	79.6	61.6	62.5	68.7	265	101.69	88.36	61.19	80.55	80.95	54.46	38.23	55.36
Phuket-all	70.2	80.1	59.0	75.5	4903	94.14	161.39	92.73	141.83	66.06	129.33	54.71	107.12
L-4	77.0	84.9	60.6	76.9	4345	87.22	143.03	88.17	136.14	67.13	121.38	53.39	104.74
Seoul-all	83.2	77.9	84.9	79.1	245479	226.35	219.31	197.69	190.61	188.35	170.74	167.90	150.74
U-4	81.4	74.9	86.1	81.0	216362	201.48	193.30	172.12	161.13	163.97	144.71	148.26	130.48
Shanghai-all	62.8	58.4	61.9	54.4	632	100.81	100.42	127.57	117.92	63.32	58.69	78.97	64.14
L-4	58.6	56.3	62.4	54.3	449	73.90	71.36	78.70	73.54	43.33	40.16	49.14	39.96
U-4	68.5	62.0	66.5	56.6	757	118.20	120.23	152.44	141.24	80.99	74.56	101.41	79.92
5-star	NA	46.6	37.0	43.2	1120	NA	177.92	350.98	260.08	NA	82.91	129.83	112.44
Shenzhen	63.2	60.6	62.9	66.1	779	115.12	123.84	123.50	121.03	72.74	75.03	77.65	79.94
Singapore-all	88.7	86.0	77.5	82.7	279	226.67	223.22	211.54	208.59	200.95	191.92	163.99	172.51
L-4	91.1	84.3	79.4	86.1	207	163.97	165.55	163.77	164.90	149.40	139.57	130.08	142.04
U-4	87.8	85.6	78.8	83.2	282	223.79	225.84	231.30	210.32	196.56	193.40	182.18	175.08
Sydney-all	82.8	84.9	82.1	84.9	221	222.60	237.82	207.95	219.92	184.24	201.88	170.69	186.81
L-4	84.2	83.5	80.0	83.2	165	168.83	177.88	170.35	176.63	142.13	148.62	136.28	146.95
U-4	86.1	88.4	86.2	88.5	252	247.87	271.67	235.33	246.39	213.42	240.27	202.86	218.05
Taipei	73.9	74.3	65.9	71.9	4616	174.79	156.82	160.44	144.44	129.22	116.45	105.71	103.85
Tokyo-all	69.7	70.3	45.3	56.2	21365	260.40	266.52	295.75	273.62	181.60	187.26	134.00	153.81
L-4	77.7	79.4	61.4	64.2	18919	232.80	236.00	156.46	210.05	180.91	187.32	95.99	134.83
U-4	NA	66.3	44.8	55.5	22624	NA	282.22	302.28	280.09	NA	187.24	135.30	155.48
OTHERS													
Dubai	81.7	88.0	74.6	77.3	542	111.79	147.50	110.30	128.62	91.36	129.79	82.27	99.38
London	84.7	80.1	87.5	82.3	211	449.95	336.87	304.86	279.21	381.24	269.69	266.73	229.78
New York	87.7	80.0	85.4	77.4	80	255.58	80.00	248.45	223.90	224.27	185.05	212.17	173.33
Asia Pacific-total	70.3	70.7	69.2	70.7	na	147.96	156.84	144.40	167.91	105.80	112.71	100.48	118.29
US-total	70.3	61.0	67.6	59.2	61	107.45	61.00	101.95	100.54	75.49	64.12	68.90	59.49
Europe-total	81.9	70.7	81.5	73.1	na	278.05	247.08	273.43	256.80	232.42	176.52	224.18	187.26
World	74.2	67.5	72.8	67.7	na	177.82	154.97	173.26	175.08	137.90	117.78	131.19	121.68

Notes: See Master Notes, page 6. Asia Pacific total excludes Maldives. Totals may be adjusted later as final figures are filed. Not all categories are shown every month; all categories available at low additional cost. L = lower 4-star, Revpar = revenue per available room, U = upper 4-star. *At exchange rate for relevant month, YTD at same month; exchange rate can be calculated by taking the ARR YTD in local currency and US\$. #4-star unless marked. †Unrepresentative sample for this month's figures; guide only. Source: Asia Pacific, Europe, Dubai - Travel Business Analyst Europe; US - Smith Travel Research.

Trends

Medical tourism gets better

We have selected some market data from some recent reports on medical tourism (MT = medical tourist). Unfortunately, for the most part, the indicators are isolated – with no clear reference to other travel market data – and often do not tally, with earlier data or other reports. (We have added our notes in brackets where we believe some comment is needed to help interpretation.)

- **Korea.** R&M says it had 6% of MTs in 2011, but provides no additional data. It forecasts that it will count 300,000 MTs in 2015.

- **Malaysia.** Without giving more data, Research & Markets, a company, says MTs grew an average annual 23.6% over 2003-11, making it 8-times bigger than in 2003. (That growth rate looks high, but Malaysia counts land-crossing visitors from Singapore, and that market has the potential of growing at above-normal rates.)

Separately, Penang's Adventist Hospital says it had 70,000 MTs in 2011.

(We believe this is a further indication of loose statistical standards in definitions, as this would be around 150 patients daily. Even counting 'patients' that visited because of a minor injury on the beach, this seems high. Another possibility is that each visit is counted as another 'medical tourist', even if it is the same person.)

That follows the same system for counting regular visitors. The definition should be 'visits' or 'visitor arrivals'; 'visitors' could be misinterpreted.)

- **Philippines.** Market Publishers says MTs totalled 100,000 in 2010 (no comparison with previous years). It expects 200,000 in 2015, which would be average annual growth of 9% since 2012.

- **Thailand.** According to the department of health service support, there were 2.24mn MTs in Thailand in 2011, generating US\$3.2bn (B97.8bn) in income. 2.53mn, up 13.0%, are expected this year. (That number represents 12% of arrivals in 2011 – too high to be believable. We presume it is number of hospital/clinic entries, not necessarily the number of patients, and would include sunburn and other minor ailments. Growth projected for this year is faster than the current all-visitors trend – running at 8%.)

- **Taiwan.** R&M says MTs totalled 20,000 in 2011 (no comparison with previous years). Forecast for 2012-15

is for an average annual growth of 7%. (The industry targets mid- to high-income Chinese from the China mainland. Even if other destinations are targetting the same market, Taiwan should do well because of affinity (both are 'China', for instance).)

Asean's road signs

Asean says it has a "clear road map to achieve the tourism objectives of the Asean Economic Community", due 2015. Unfortunately, neither the map nor the destination is clear.

Some indicators:

- An 'Asean For Asean' campaign, which we presume is to promote a long-time favourite - intra-Asean travel.

- "...enhanced strategic cooperation with the growth markets" of Australia, China, India, Japan, Korea. No indication of what this means, and thus certainly not a "clear road map".

- New website. Forgotten is that there was a new one four years ago, which fell apart because of political interference.

- "Promotional campaigns targeting the mass markets of China and India". There is no definition, but India is a small, slow-growing market – despite almost universal comment stating the opposite. (See report in this issue.)

- Also targetted will be "niche markets such as experiential, creative, adventure, business, senior, cruise, long stay visitors". We do not know what the first two comprise, but we do know targetting business travel is not easy, because it depends primarily on the business and economic climate – and apparently outside the capability of Asean's leisure-travel promoters.

The authorities want to "maintain double-digit tourism growth", seemingly through 2015. That is a hard target.

Briefs

- Carlson Wagonlit Travel, a travel agency group specialising in business travel, increased sales 1% in the first half to US\$15bn. Transactions also increased 1% to 32.2mn.

CWT is part of the Carlson mainly-hotels group, with most of its clients in the US.

This 1% growth, particularly in transactions, is not good. Our TBA Index indicates traffic growth for the US

in the first half of just over 4%, and for the world just over 6%.

- The **US** official (government ordained) target for visitor arrivals in the US is 100mn in 2021. That works out at an annual 4.1% - not as easy as it seems.

- **OktoGo**, Russia's leading OTA (online travel agency), on the **Russia** market:

- Outbound travel total is 36mn, of which only 10mn are to places that require visas. Spend is US\$24bn – low when the world average spend should make that closer to US\$36bn. This is an indication that either much of the 36mn is low-spend land-crossing traffic, or the data is faulty.

- Visas are an important factor. Given as example is that in 2008 Israel dropped visa requirements, and in 2009 travel Russia-Israel doubled. However, numbers are small, and a percentage doubling is not always hard.

- **Movenpick:**

- Wants to create consistency in its brands. Until it reaches 100 hotels, expected for 2015, it does not want to make any changes to the brandname. It is not driven by growth.

- Has cluster approach for development. After opening in Thailand, it now plans six. And now it is in Paris, it has opportunities in the rest of France.

- It plans to open 15 hotels this year. 16 hotels have been moved out of the system over the past five years.

- The **Conrad and Waldorf-Astoria** brands, now together in a separate division in Hilton, have a sizeable development plan:

- 17 Conrads now; 18 due in next 12 months.

- 22 WAs now; eight due in next 12 months.

- Total expected to be 65 by 2013.

- Chicago and New York will have both Conrad and WA.

There seems likely to be brand conflict in the future, not helped by the fact there is one operating team for the two brands. Most Conrads are new build-ings, WA old. But revpar (revenue per available room) is similar, so the company tries to make a difference in service. Despite the similarities, only 2-3% of clients switch between brands.



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