

## Latest statistics on the outbound and inbound travel markets

### Outbound market

#### Levy income (sources: TIC and TICFMB)

##### Total amount deposited into levy accounts

	2020	2019	Difference
November (HK\$)	0	2,091,337	-100.0%
January - November (HK\$)	2,462,601	25,874,024	-90.5%
December (HK\$)	2,000	2,368,874	-99.9%
January - December (HK\$)	2,464,601	28,242,898	-91.3%

##### Total amount of levy paid by travel agents

	2020	2019	Difference
November (HK\$)	27,688	2,131,020	-98.7%
January - November (HK\$)	2,549,092	-	-
December (HK\$)	21,759	2,356,525	-99.1%
January - December (HK\$)	2,570,851	-	-

#### Air-ticket sales (source: IATA)

##### Total billing (BSP remittance)

	2020	2019	Difference
November (HK\$)	58 million	2,536 million	-97.7%
January - November (HK\$)	1,996 million	27,597 million	-92.8%
December (HK\$)	29 million	2,177 million	-98.7%
January - December (HK\$)	2,025 million	29,775 million	-93.2%

##### No. of transactions

	2020	2019	Difference
November	55,877	886,149	-93.7%
January - November	2,227,110	10,206,601	-78.2%
December	51,985	824,977	-93.7%
January - December	2,279,095	11,031,578	-79.3%

**Complaints** (source: TIC)

	2020	2019	Difference
November	3 (0)	35 (13)	-91.4%
January - November	278 (103)	589 (225)	-52.8%
December	4 (0)	35 (14)	-88.6%
January - December	282 (103)	624 (239)	-54.8%

Note: Figures in brackets denote the number of cases referred by the Consumer Council

**Requests for assistance** (source: TIC)

	2020	2019	Difference
November	99	47	+110.6%
January - November	2,263	915	+147.3%
December	61	50	+22.0%
January - December	2,324	965	+140.8%

**Enquiries** (source: TIC)

	2020	2019	Difference
November	130	209	-37.8%
January - November	6,254	2,568	+143.5%
December	87	319	-72.7%
January - December	6,341	2,887	+119.6%

**Inbound market****Arrivals** (source: HKTB)

	2020	2019	Difference
October	7,817	3,311,571	-99.8%
January - October	3,558,046	50,075,016	-92.9%
November	5,962	2,646,127	-99.8%
January - November	3,564,008	52,721,143	-93.2%

Arrivals from individual markets in October 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	4,855	-99.8%	62.1%
Philippines	645	-98.9%	8.3%
Taiwan	417	-99.6%	5.3%
India	356	-98.3%	4.6%
Indonesia	219	-98.9%	2.8%
Macao	136	-99.8%	1.7%
USA	122	-99.8%	1.6%

Arrivals from individual markets in January - October 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,700,394	-93.2%	75.9%
Macao	117,494	-89.0%	3.3%
Taiwan	104,445	-92.4%	2.9%
USA	80,540	-91.6%	2.3%
Philippines	61,745	-91.5%	1.7%
Japan	50,282	-94.8%	1.4%
Australia	47,178	-89.3%	1.3%

Arrivals from individual markets in November 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	3,571	-99.8%	59.9%
Philippines	490	-99.2%	8.2%
Taiwan	355	-99.5%	6.0%
India	196	-99.0%	3.3%
Indonesia	170	-99.1%	2.9%
USA	132	-99.8%	2.2%
Macao	115	-99.8%	1.9%

Arrivals from individual markets in January - November 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,703,965	-93.5%	75.9%
Macao	117,609	-89.6%	3.3%
Taiwan	104,800	-92.8%	2.9%
USA	80,672	-92.2%	2.3%
Philippines	62,235	-92.2%	1.7%
Japan	50,294	-95.1%	1.4%
Australia	47,224	-89.9%	1.3%

**Mainland inbound tour group registration** (source: TIC)

	2020	2019	Difference
November	0	1,171	-100.0%
January - November	317	50,776	-99.4%
December	0	861	-100.0%
January - December	317	51,637	-99.4%

**Mainland inbound tour group visitors** (source: TIC)

	2020	2019	Difference
November	0	32,383	-100%
January - November	8,283	1,454,304	-99.4%
December	0	23,332	-100%
January - December	8,283	1,477,636	-99.4%

**Complaints** (source: TIC)

	2020	2019	Difference
November	0	7 (6 CHN 1 SEA)	-100.0%
January - November	28 (26 CHN 1 KOR 1 SEA / 2 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	182 (181 CHN 1 SEA / 30 referred by Consumer Council, 1 referred by Tourism Commission, 17 referred by Hong Kong Tourism Board)	-84.6%
December	0	6 (ALL CHN / 1 referred by Consumer Council)	-100.0%
January - December	28 (26 CHN 1 KOR 1 SEA / 2 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	188 (187 CHN 1 SEA / 31 referred by Consumer Council, 1 referred by Tourism Commission, 17 referred by Hong Kong Tourism Board)	-85.1%

**Requests for assistance** (source: TIC)

	2020	2019	Difference
November	0	9 (8 CHN 1 SEA)	-100.0%
January - November	19 (ALL CHN / 1 referred by Consumer Council)	346 (342 CHN 1 TWN 2 SEA 1 OTH / 2 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-94.5%
December	1 (ALL CHN)	9 (ALL CHN / 1 referred by Consumer Council)	-88.9%
January - December	20 (ALL CHN / 1 referred by Consumer Council)	355 (351 CHN 1 TWN 2 SEA 1 OTH / 3 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-94.4%

**Enquiries** (source: TIC)

	2020	2019	Difference
November	7 (6 CHN 1 SEA)	82 (78 CHN 1 KOR 2 SEA 1 OTH)	-91.5%
January - November	232 (223 CHN 1 KOR 1 SIN 3 SEA 1 AUS 1 USA 2 OTH)	1,460 (1,433 CHN 4 KOR 14 SEA 2 EUR 1 USA 6 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	-84.1%
December	8 (ALL CHN)	72 (71 CHN 1 SEA)	-88.9%
January - December	240 (231 CHN 1 KOR 1 SIN 3 SEA 1 AUS 1 USA 2 OTH)	1,532 (1,504 CHN 4 KOR 15 SEA 2 EUR 1 USA 6 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	-84.3%