

**Latest statistics on the inbound and outbound travel markets and air-ticket sales**

**Outbound market**

**Levy income**

*(Source: TIC)*

November 2017	November 2016	Difference
HK\$2,020,257	HK\$2,450,532	-17.6%
January - November 2017	January - November 2016	Difference
HK\$25,485,573	HK\$24,106,351	+5.7%

**Air-ticket sales**

*(Source: IATA)*

**Total billing**

November 2017	November 2016	Difference
HK\$2,169 million	HK\$2,290million	-5.3%
January - November 2017	January - November 2016	Difference
HK\$24,620 million	HK\$25,025 million	-1.6%

**No. of transactions**

November 2017	November 2016	Difference
825,414	741,510	+11.3%
January - November 2017	January - November 2016	Difference
8,736,277	8,235,698	+6.1%

**Complaints**

*(Source: TIC)*

November 2017	November 2016	Difference
49 (46 referred by Consumer Council)	84 (25 referred by Consumer Council)	-41.7%
January - November 2017	January - November 2016	Difference
819 (372 referred by Consumer Council)	786 (300 referred by Consumer Council)	+4.2%

**Requests for assistance**

*(Source: TIC)*

November 2017	November 2016	Difference
99	81	+22.2%
January - November 2017	January - November 2016	Difference
673	799	-15.8%

## Enquiries

(Source: TIC)

November 2017	November 2016	Difference
250	482	-48.1%

January - November 2017	January - November 2016	Difference
2,813	4,141	-32.1%

## Inbound market

### Arrivals

(Source: HKTB)

October 2017	October 2016	Difference
5,278,677	4,953,705	+6.6%

January - October 2017	January - October 2016	Difference
47,913,854	46,671,938	+2.7%

### Arrivals from individual markets in October 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	4,033,473	+8.3%	76.4%
Taiwan	174,188	+7.6%	3.3%
South Korea	137,957	+24.0%	2.6%
USA	109,357	-5.7%	2.1%
Japan	93,902	+8.7%	1.8%
Macao	79,986	+2.0%	1.5%
Philippines	72,987	+6.6%	1.4%

### Arrivals from individual markets in January - October 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	36,532,092	+3.1%	76.2%
Taiwan	1,676,922	0.0%	3.5%
South Korea	1,227,587	+8.1%	2.6%
Japan	1,001,453	+15.2%	2.1%
USA	984,667	+0.9%	2.1%
Macao	804,936	0.0%	1.7%
Philippines	713,306	+14.4%	1.5%

### Mainland inbound tour group registration

(Source: TIC)

November 2017	November 2016	Difference
8,556	4,917	+74.0%

January - November 2017	January - November 2016	Difference
68,457	54,327	+26.0%

## Complaints

(Source: TIC)

November 2017	November 2016	Difference
17 (ALL CHN / 10 referred by Consumer Council)	16 (ALL CHN / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	+6.3%

January - November 2017	January - November 2016	Difference
188 (183 CHN 2 SEA 1 USA 2 OTH / 62 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 1 referred by Media)	145 (ALL CHN / 30 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	+29.7%

## Requests for assistance

(Source: TIC)

November 2017	November 2016	Difference
66 (ALL CHN / 1 referred by Consumer Council, 1 referred by Others)	35 (ALL CHN / 4 referred by Consumer Council)	+88.6%

January - November 2017	January - November 2016	Difference
479 (478 CHN 1 OTH / 6 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 1 referred by Others)	374 (372 CHN 1 SEA 1 OTH / 22 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 4 referred by Hong Kong Police, 5 referred by Others)	+28.1%

## Enquiries

(Source: TIC)

November 2017	November 2016	Difference
67 (66 CHN 1 USA / 3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Tourism Commission, 4 referred by Others)	100 (ALL CHN / 9 referred by Consumer Council, 1 referred by Others)	-33.0%

January - November 2017	January - November 2016	Difference
857 (852 CHN 1 SEA 1 UK 1 USA 2 OTH / 91 referred by Consumer Council, 8 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission, 11 referred by Hong Kong Police, 14 referred by Others)	915 (905 CHN 3 SEA 7 OTH / 39 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 4 referred by Tourism Commission, 1 referred by Hong Kong Police, 5 referred by Others)	-6.3%