

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

### Outbound market

#### Levy income (*source: TIC*)

|                      | 2018       | 2017       | Difference |
|----------------------|------------|------------|------------|
| May (HK\$)           | 3,040,080  | 2,693,637  | +12.9%     |
| January - May (HK\$) | 13,192,391 | 11,115,651 | +18.7%     |

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

##### Total billing

|                      | 2018           | 2017           | Difference |
|----------------------|----------------|----------------|------------|
| May (HK\$)           | 2,660 million  | 2,312 million  | +15.1%     |
| January - May (HK\$) | 11,957 million | 11,068 million | +8.0%      |

##### No. of transactions

|               | 2018      | 2017      | Difference |
|---------------|-----------|-----------|------------|
| May           | 971,861   | 798,943   | +21.6%     |
| January - May | 4,548,575 | 3,788,407 | +20.1%     |

#### Complaints (*source: TIC*)

|               | 2018      | 2017      | Difference |
|---------------|-----------|-----------|------------|
| May           | 80 (40)   | 89 (23)   | -10.1%     |
| January - May | 353 (163) | 356 (145) | -0.8%      |

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

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

|               | 2018 | 2017 | Difference |
|---------------|------|------|------------|
| May           | 73   | 56   | +30.4%     |
| January - May | 369  | 281  | +31.3%     |

#### Enquiries (*source: TIC*)

|               | 2018  | 2017  | Difference |
|---------------|-------|-------|------------|
| May           | 205   | 206   | -0.5%      |
| January - May | 1,334 | 1,065 | +25.3%     |

## **Inbound market**

### **Arrivals** (source: HKTB)

|                 | 2018       | 2017       | Difference |
|-----------------|------------|------------|------------|
| April           | 5,301,602  | 4,775,834  | +11.0%     |
| January - April | 20,911,257 | 19,018,613 | +10.0%     |

### Arrivals from individual markets in April 2018

|                | No. of visitors | Compared with 2017 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 4,056,097       | +15.2%             | 76.5%        |
| Taiwan         | 172,597         | +3.4%              | 3.3%         |
| USA            | 121,213         | +6.3%              | 2.3%         |
| South Korea    | 106,526         | -4.4%              | 2.0%         |
| Japan          | 90,170          | +15.0%             | 1.7%         |
| Philippines    | 79,832          | -9.3%              | 1.5%         |
| Macao          | 73,801          | -11.0%             | 1.4%         |

### Arrivals from individual markets in January - April 2018

|                | No. of visitors | Compared with 2017 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 16,237,409      | +13.2%             | 77.6%        |
| Taiwan         | 633,202         | -3.6%              | 3.0%         |
| South Korea    | 524,606         | -0.9%              | 2.5%         |
| USA            | 427,057         | +5.2%              | 2.0%         |
| Japan          | 416,815         | +4.7%              | 2.0%         |
| Macao          | 307,368         | -1.5%              | 1.5%         |
| Philippines    | 274,912         | -2.6%              | 1.3%         |

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

|               | 2018   | 2017   | Difference |
|---------------|--------|--------|------------|
| May           | 5,418  | 7,091  | -23.6%     |
| January - May | 24,703 | 23,016 | +7.3%      |

**Complaints** (source: TIC)

|               | 2018   | 2017  | Difference |
|---------------|--|---|------------|
| May           | 12<br>(11 CHN 1 SEA / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)   | 12<br>(ALL CHN / 6 referred by Consumer Council)  | 0.0%       |
| January - May | 60<br>(58 CHN 2 SEA / 14 referred by Consumer Council, 2 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department) | 79<br>(77 CHN 1 SEA 1 OTH / 27 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board) | -24.1%     |

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

|               | 2018   | 2017  | Difference |
|---------------|--|---|------------|
| May           | 43<br>(42 CHN 1 SEA / 1 referred by Consumer Council)  | 36<br>(ALL CHN)   | +19.4%     |
| January - May | 232<br>(230 CHN 1 USA 1 SEA / 3 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police) | 168<br>(167 CHN 1 OTH / 4 referred by Consumer Council) | +38.1%     |

**Enquiries** (source: TIC)

|               | 2018   | 2017   | Difference |
|---------------|--|--|------------|
| May           | 36<br>(34 CHN 2 SEA)   | 70<br>(69 CHN 1 UK / 5 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)  | -48.6%     |
| January - May | 202<br>(199 CHN 1 UK 2 SEA / 10 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 7 referred by Hong Kong Police) | 370<br>(368 CHN 1 UK 1 OTH / 11 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police) | -45.4%     |