

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

### **Outbound market**

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

	2018	2017	Difference
November (HK\$)	2,514,189	2,020,257	+24.4%
January - November (HK\$)	28,209,683	25,485,573	+10.7%

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

##### Total billing

	2018	2017	Difference
November (HK\$)	2,270 million	2,169 million	+4.7%
January - November (HK\$)	26,595 million	24,620 million	+8.0%

##### No. of transactions

	2018	2017	Difference
November	849,660	825,414	+2.9%
January - November	9,928,660	8,736,277	+13.6%

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

	2018	2017	Difference
November	68 (30)	49 (46)	+38.8%
January - November	721 (291)	819 (372)	-12.0%

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

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

	2018	2017	Difference
November	59	99	-40.4%
January - November	739	673	+9.8%

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

	2018	2017	Difference
November	252	250	+0.8%
January - November	2,936	2,813	+4.4%

## **Inbound market**

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

	2018	2017	Difference
October	5,884,512	5,278,677	+11.5%
January - October	52,566,260	47,913,854	+9.7%

### Arrivals from individual markets in October 2018

	No. of visitors	Compared with 2017	Market share
Mainland China	4,654,391	+15.4%	79.1%
Taiwan	155,625	-10.7%	2.6%
USA	122,699	+12.2%	2.1%
South Korea	111,400	-19.3%	1.9%
Japan	103,692	+10.4%	1.8%
Macao	88,762	+11.0%	1.5%
Philippines	75,478	+3.4%	1.3%

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

	No. of visitors	Compared with 2017	Market share
Mainland China	41,285,225	+13.0%	78.5%
Taiwan	1,595,806	-4.8%	3.0%
South Korea	1,155,858	-5.8%	2.2%
USA	1,049,318	+6.6%	2.0%
Japan	1,032,858	+3.1%	2.0%
Macao	810,068	+0.6%	1.5%
Philippines	701,901	-1.6%	1.3%

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

	2018	2017	Difference
November	10,078	8,556	+17.8%
January - November	63,863	68,457	-6.7%

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

	2018	2017	Difference
November	321,650	243,202	+32.3%
January - November	1,821,764	1,859,167	-2.0%

**Complaints** (source: TIC)

	2018	2017	Difference
November	11 (10 CHN 1 OTH / 5 referred by Consumer Council)	17 (ALL CHN / 10 referred by Consumer Council )	-35.3%
January - November	143 (138 CHN 4 SEA 1 OTH / 37 referred by Consumer Council, 3 referred by Tourism Commission, 8 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	188 (183 CHN 2 SEA 1 USA 2 OTH / 62 referred by Consumer Council, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 1 referred by Media)	-23.9%

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

	2018	2017	Difference
November	44 (ALL CHN)	66 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Police)	-33.3%
January - November	501 (499 CHN 1 SEA 1 USA / 5 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	479 (478 CHN 1 OTH / 6 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	+4.6%

**Enquiries** (source: TIC)

	2018	2017	Difference
November	138 (135 CHN 2 SEA 1 OTH / 1 referred by Consumer Council)	67 (66 CHN 1 USA / 3 referred by Consumer Council, 2 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board, 4 referred by Hong Kong Police)	+106.0%
January - November	755 (738 CHN 9 SEA 1 UK 2 CAN 5 OTH / 14 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 9 referred by Hong Kong Police)	857 (852 CHN 1 TWN 1 SEA 1 UK 1 USA 1 OTH / 91 referred by Consumer Council, 3 referred by Tourism Commission, 8 referred by Hong Kong Tourism Board, 22 referred by Hong Kong Police)	-11.9%