

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

### **Outbound market**

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

	2018	2017	Difference
December (HK\$)	1,838,555	2,317,183	-20.7%
January - December (HK\$)	30,048,238	27,802,756	+8.1%

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

##### Total billing

	2018	2017	Difference
December (HK\$)	1,934 million	2,050 million	-5.7%
January - December (HK\$)	28,529 million	26,670 million	+7.0%

##### No. of transactions

	2018	2017	Difference
December	799,404	757,707	+5.5%
January - December	10,728,064	9,493,984	+13.0%

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

	2018	2017	Difference
December	58 (18)	40 (30)	+45.0%
January - December	779 (309)	859 (402)	-9.3%

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

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

	2018	2017	Difference
December	77	157	-51.0%
January - December	816	830	-1.7%

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

	2018	2017	Difference
December	274	343	-20.1%
January - December	3,210	3,156	+1.7%

## **Inbound market**

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

	2018	2017	Difference
November	5,995,027	4,971,119	+20.6%
January - November	58,561,287	52,884,973	+10.7%

### Arrivals from individual markets in November 2018

	No. of visitors	Compared with 2017	Market share
Mainland China	4,631,378	+25.8%	77.3%
Taiwan	151,502	-4.7%	2.5%
USA	137,397	+13.4%	2.3%
South Korea	128,753	+0.4%	2.1%
Japan	128,720	+8.2%	2.1%
Macao	119,564	+46.8%	2.0%
Philippines	91,678	+2.2%	1.5%

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

	No. of visitors	Compared with 2017	Market share
Mainland China	45,916,603	+14.2%	78.4%
Taiwan	1,747,308	-4.8%	3.0%
South Korea	1,284,611	-5.2%	2.2%
USA	1,186,715	+7.3%	2.0%
Japan	1,161,578	+3.7%	2.0%
Macao	929,632	+4.9%	1.6%
Philippines	793,579	-1.2%	1.4%

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

	2018	2017	Difference
December	9,409	7,244	+29.9%
January - December	73,272	75,701	-3.2%

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

	2018	2017	Difference
December	287,833	202,729	+42.0%
January - December	2,109,597	2,061,896	+2.3%

**Complaints** (source: TIC)

	2018	2017	Difference
December	20 (17 CHN 2 SEA 1 AUS / 5 referred by Consumer Council)	15 (12 CHN 1 SEA 1 AUS 1 OTH / 4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	+33.3%
January - December	163 (155 CHN 6 SEA 1 AUS 1 OTH / 42 referred by Consumer Council, 3 referred by Tourism Commission, 8 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	203 (195 CHN 3 SEA 1 AUS 1 USA 3 OTH / 66 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 1 referred by Media)	-19.7%

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

	2018	2017	Difference
December	45 (ALL CHN / 1 referred by Hong Kong Tourism Board)	46 (ALL CHN / 1 referred by Consumer Council, 3 referred by Hong Kong Police)	-2.2%
January - December	546 (544 CHN 1 SEA 1 USA / 5 referred by Consumer Council, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	525 (524 CHN 1 OTH / 7 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 6 referred by Hong Kong Police)	+4.0%

**Enquiries** (source: TIC)

	2018	2017	Difference
December	123 (121 CHN 1 SEA 1 CAN / 1 referred by Consumer Council)	44 (43 CHN 1 USA / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	+179.5%
January - December	878 (859 CHN 10 SEA 1 UK 3 CAN 5 OTH / 15 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 9 referred by Hong Kong Police)	901 (895 CHN 1 TWN 1 SEA 1 UK 2 USA 1 OTH / 92 referred by Consumer Council, 3 referred by Tourism Commission, 9 referred by Hong Kong Tourism Board, 25 referred by Hong Kong Police)	-2.6%