

## Latest statistics on the outbound and inbound travel markets

### Outbound market

#### Levy income (source: TIC)

|                        | 2019      | 2018      | Difference |
|------------------------|-----------|-----------|------------|
| March (HK\$)           | 2,675,340 | 3,318,008 | -19.4%     |
| January - March (HK\$) | 7,057,509 | 7,562,880 | -6.7%      |

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

##### Total billing

|                        | 2019          | 2018          | Difference |
|------------------------|---------------|---------------|------------|
| March (HK\$)           | 2,801 million | 2,680 million | +4.5%      |
| January - March (HK\$) | 7,551 million | 6,870 million | +9.9%      |

##### No. of transactions

|                 | 2019      | 2018      | Difference |
|-----------------|-----------|-----------|------------|
| March           | 1,033,972 | 1,025,146 | +0.9%      |
| January - March | 2,741,110 | 2,670,260 | +2.7%      |

#### Complaints (source: TIC)

|                 | 2019     | 2018     | Difference |
|-----------------|----------|----------|------------|
| March           | 50 (19)  | 79 (32)  | -36.7%     |
| January - March | 152 (61) | 191 (95) | -20.4%     |

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

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

|                 | 2019 | 2018 | Difference |
|-----------------|------|------|------------|
| March           | 121  | 73   | +65.8%     |
| January - March | 458  | 196  | +133.7%    |

#### Enquiries (source: TIC)

|                 | 2019 | 2018 | Difference |
|-----------------|------|------|------------|
| March           | 241  | 409  | -41.1%     |
| January - March | 882  | 852  | +3.5%      |

## **Inbound market**

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

|                    | 2019       | 2018       | Difference |
|--------------------|------------|------------|------------|
| February           | 5,589,628  | 5,280,971  | +5.8%      |
| January - February | 12,374,034 | 10,614,533 | +16.6%     |

### Arrivals from individual markets in February 2019

|                | No. of visitors | Compared with 2018 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 4,560,963       | +3.7%              | 81.6%        |
| Taiwan         | 148,116         | +1.2%              | 2.6%         |
| South Korea    | 143,804         | +17.2%             | 2.6%         |
| Macao          | 119,124         | +61.4%             | 2.1%         |
| Japan          | 92,186          | +21.0%             | 1.6%         |
| USA            | 79,248          | +4.3%              | 1.4%         |
| Philippines    | 67,623          | +34.0%             | 1.2%         |

### Arrivals from individual markets in January - February 2019

|                | No. of visitors | Compared with 2018 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 10,103,859      | +18.7%             | 81.7%        |
| Taiwan         | 307,796         | +1.7%              | 2.5%         |
| South Korea    | 304,919         | +4.8%              | 2.5%         |
| Macao          | 233,375         | +56.6%             | 1.9%         |
| Japan          | 204,751         | +12.5%             | 1.7%         |
| USA            | 183,892         | +3.5%              | 1.5%         |
| Philippines    | 136,211         | +16.0%             | 1.1%         |

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

|                 | 2019   | 2018   | Difference |
|-----------------|--------|--------|------------|
| March           | 8,124  | 4,454  | +82.4%     |
| January - March | 18,275 | 13,368 | +36.7%     |

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

|                 | 2019    | 2018    | Difference |
|-----------------|---------|---------|------------|
| March           | 245,322 | 121,435 | +102.0%    |
| January - March | 537,806 | 365,525 | +47.1%     |

**Complaints** (source: TIC)

|                    | 2019   | 2018  | Difference |
|--------------------|--|---|------------|
| March              | 18<br>(ALL CHN / 1 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)  | 13<br>(ALL CHN / 2 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board)   | +38.5%     |
| January -<br>March | 81<br>(ALL CHN / 9 referred by Consumer Council, 10 referred by Hong Kong Tourism Board) | 40<br>(39 CHN 1 SEA / 5 referred by Consumer Council, 2 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department) | +102.5%    |

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

|                    | 2019  | 2018   | Difference |
|--------------------|---|--|------------|
| March              | 23<br>(ALL CHN / 1 referred by Consumer Council)  | 38<br>(37 CHN 1 USA / 1 referred by Hong Kong Tourism Board)   | -39.5%     |
| January -<br>March | 143<br>(ALL CHN / 1 referred by Consumer Council) | 150<br>(149 CHN 1 USA / 1 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police) | -4.7%      |

**Enquiries** (source: TIC)

|                    | 2019  | 2018   | Difference |
|--------------------|---|--|------------|
| March              | 150<br>(148 CHN 1 EUR 1 OTH)  | 43<br>(ALL CHN / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)  | +248.8%    |
| January -<br>March | 426<br>(419 CHN 3 SEA 2 EUR 1 USA 1 OTH / 1 referred by Tourism Commission) | 128<br>(ALL CHN / 7 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 5 referred by Hong Kong Police) | +232.8%    |