

Latest statistics on the outbound and inbound travel markets

Outbound market

Levy income (source: TIC)

	2019	2018	Difference
April (HK\$)	2,887,903	2,589,431	+11.5%
January - April (HK\$)	9,945,412	10,152,311	-2.0%

Air-ticket sales (source: IATA)

Total billing

	2019	2018	Difference
April (HK\$)	2,435 million	2,427 million	+0.3%
January - April (HK\$)	9,986 million	9,297 million	+7.4%

No. of transactions

	2019	2018	Difference
April	910,136	906,454	+0.4%
January - April	3,651,246	3,576,714	+2.1%

Complaints (source: TIC)

	2019	2018	Difference
April	57 (23)	82 (28)	-30.5%
January - April	209 (84)	273 (123)	-23.4%

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

Requests for assistance (source: TIC)

	2019	2018	Difference
April	89	100	-11.0%
January - April	547	296	+84.6%

Enquiries (source: TIC)

	2019	2018	Difference
April	242	277	-12.6%
January - April	1,124	1,129	-0.4%

Inbound market

Arrivals (source: HKTB)

	2019	2018	Difference
March	5,860,346	4,995,122	+17.3%
January - March	18,234,380	15,609,655	+16.8%

Arrivals from individual markets in March 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	4,478,389	+22.1%	76.4%
Taiwan	157,101	-0.6%	2.7%
Japan	154,586	+6.8%	2.6%
South Korea	136,225	+7.0%	2.3%
USA	126,252	-1.5%	2.2%
Macao	115,836	+37.0%	2.0%
Philippines	81,028	+4.3%	1.4%

Arrivals from individual markets in January - March 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	14,582,248	+19.7%	80.0%
Taiwan	464,897	+0.9%	2.5%
South Korea	441,144	+5.5%	2.4%
Japan	359,337	+10.0%	2.0%
Macao	349,211	+49.5%	1.9%
USA	310,144	+1.4%	1.7%
Philippines	217,239	+11.4%	1.2%

Mainland inbound tour group registration (source: TIC)

	2019	2018	Difference
April	8,381	5,917	+41.6%
January - April	26,656	19,285	+38.2%

Mainland inbound tour group visitors (source: TIC)

	2019	2018	Difference
April	243,355	165,230	+47.3%
January - April	781,161	530,755	+47.2%

Complaints (source: TIC)

	2019	2018	Difference
April	11 (ALL CHN / 3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	8 (ALL CHN / 5 referred by Consumer Council)	+37.5%
January - April	92 (ALL CHN / 12 referred by Consumer Council, 12 referred by Hong Kong Tourism Board)	48 (47 CHN 1 SEA / 10 referred by Consumer Council, 2 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	+91.7%

Requests for assistance (source: TIC)

	2019	2018	Difference
April	39 (38 CHN 1 TWN)	39 (ALL CHN / 1 referred by Hong Kong Tourism Board)	0%
January - April	182 (181 CHN 1 TWN / 1 referred by Consumer Council)	189 (188 CHN 1 USA / 1 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-3.7%

Enquiries (source: TIC)

	2019	2018	Difference
April	162 (156 CHN 3 SEA 2 KOR 1 OTH / 1 referred by Hong Kong Tourism Board)	38 (37 CHN 1 EUR / 3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	+326.3%
January - April	588 (575 CHN 6 SEA 2 KOR 2 EUR 1 USA 2 OTH / 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board)	166 (165 CHN 1 EUR / 10 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 7 referred by Hong Kong Police)	+254.2%