

Latest statistics on the outbound and inbound travel markets

Outbound market

Levy income (source: TIC)

	2019	2018	Difference
May (HK\$)	3,332,524	3,040,080	+9.6%
January - May (HK\$)	13,277,936	13,192,391	+0.6%

Air-ticket sales (source: IATA)

Total billing

	2019	2018	Difference
May (HK\$)	2,828 million	2,660 million	+6.3%
January - May (HK\$)	12,814 million	11,957 million	+7.2%

No. of transactions

	2019	2018	Difference
May	1,025,335	971,861	+5.5%
January - May	4,676,581	4,548,575	+2.8%

Complaints (source: TIC)

	2019	2018	Difference
May	82 (17)	80 (40)	+2.5%
January - May	291 (101)	353 (163)	-17.6%

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

Requests for assistance (source: TIC)

	2019	2018	Difference
May	77	73	+5.5%
January - May	624	369	+69.1%

Enquiries (source: TIC)

	2019	2018	Difference
May	322	205	+57.1%
January - May	1,446	1,334	+8.4%

Inbound market

Arrivals (source: HKTB)

	2019	2018	Difference
April	5,577,201	5,301,602	+5.2%
January - April	23,811,581	20,911,257	+13.9%

Arrivals from individual markets in April 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	4,272,755	+5.3%	76.6%
Taiwan	157,816	-8.6%	2.8%
USA	123,121	+1.6%	2.2%
Macao	117,660	+59.4%	2.1%
Japan	105,400	+16.9%	1.9%
South Korea	97,710	-8.3%	1.8%
Philippines	89,051	+11.5%	1.6%

Arrivals from individual markets in January - April 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	18,855,003	+16.1%	79.2%
Taiwan	622,713	-1.7%	2.6%
South Korea	538,854	+2.7%	2.3%
Macao	466,871	+51.9%	2.0%
Japan	464,737	+11.5%	2.0%
USA	433,265	+1.5%	1.8%
Philippines	306,290	+11.4%	1.3%

Mainland inbound tour group registration (source: TIC)

	2019	2018	Difference
May	7,035	5,418	+29.8%
January - May	33,691	24,703	+36.4%

Mainland inbound tour group visitors (source: TIC)

	2019	2018	Difference
May	197,896	151,440	+30.7%
January - May	979,057	682,195	+43.5%

Complaints (source: TIC)

	2019	2018	Difference
May	12 (ALL CHN / 4 referred by Consumer Council, 1 referred by Tourism Commission)	12 (11 CHN 1 SEA / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	0%
January - May	104 (ALL CHN / 16 referred by Consumer Council, 1 referred by Tourism Commission, 12 referred by Hong Kong Tourism Board)	60 (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)	+73.3%

Requests for assistance (source: TIC)

	2019	2018	Difference
May	34 (ALL CHN / 1 referred by Hong Kong Tourism Board)	43 (42 CHN 1 SEA / 1 referred by Consumer Council)	-20.9%
January - May	216 (215 CHN 1 TWN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	232 (230 CHN 1 SEA 1 USA / 3 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-6.9%

Enquiries (source: TIC)

	2019	2018	Difference
May	172 (170 CHN 1 SEA 1 OTH / 1 referred by Hong Kong Tourism Board)	36 (34 CHN 2 SEA)	+377.8%
January - May	760 (745 CHN 7 SEA 2 KOR 2 EUR 1 USA 3 OTH / 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	202 (199 CHN 2 SEA 1 EUR / 10 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 7 referred by Hong Kong Police)	+276.2%