

## Latest statistics on the outbound and inbound travel markets

### Outbound market

#### Levy income (source: TIC)

	2019	2018	Difference
July (HK\$)	2,023,149	2,416,441	-16.3%
January - July (HK\$)	18,098,703	18,547,324	-2.4%

	2019	2018	Difference
August (HK\$)	2,308,004	2,530,811	-8.8%
January - August (HK\$)	20,406,707	21,078,135	-3.2%

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

##### Total billing

	2019	2018	Difference
July (HK\$)	2,618 million	2,401 million	+9.0%
January - July (HK\$)	17,994 million	17,044 million	+5.6%

	2019	2018	Difference
August (HK\$)	2,227 million	2,436 million	-8.6%
January - August (HK\$)	20,220 million	19,480 million	+3.8%

##### No. of transactions

	2019	2018	Difference
July	988,430	904,927	+9.2%
January - July	6,620,104	6,391,896	+3.6%

	2019	2018	Difference
August	870,908	892,906	-2.5%
January - August	7,491,012	7,284,802	+2.8%

#### Complaints (source: TIC)

	2019	2018	Difference
July	53 (21)	61 (20)	-13.1%
January - July	379 (134)	471 (202)	-19.5%

	2019	2018	Difference
August	62 (30)	61 (18)	+1.6%
January - August	441 (164)	532 (220)	-17.1%

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

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

	2019	2018	Difference
July	49	57	-14.0%
January - July	731	481	+52.0%

	2019	2018	Difference
August	41	41	0%
January - August	772	522	+47.9%

**Enquiries (source: TIC)**

	2019	2018	Difference
July	186	207	-10.1%
January - July	1,804	1,757	+2.7%

	2019	2018	Difference
August	209	247	-15.4%
January - August	2,013	2,004	+0.4%

**Inbound market****Arrivals (source: HKTB)**

	2019	2018	Difference
June	5,143,734	4,741,779	+8.5%
January - June	34,871,856	30,606,039	+13.9%

	2019	2018	Difference
July	5,196,969	5,461,222	-4.8%
January - July	40,068,825	36,067,261	+11.1%

**Arrivals from individual markets in June 2019**

	No. of visitors	Compared with 2018	Market share
Mainland China	4,000,994	+10.1%	77.8%
Taiwan	155,363	-5.6%	3.0%
Macao	114,937	+54.4%	2.2%
USA	108,405	-4.2%	2.1%
Philippines	95,140	+14.1%	1.8%
Japan	94,264	+0.6%	1.8%
South Korea	92,229	-4.2%	1.8%

Arrivals from individual markets in January - June 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	27,573,517	+16.4%	79.1%
Taiwan	923,988	-2.6%	2.6%
South Korea	737,100	+0.6%	2.1%
Macao	698,765	+52.4%	2.0%
Japan	674,505	+9.5%	1.9%
USA	648,274	+0.7%	1.9%
Philippines	508,705	+13.3%	1.5%

Arrivals from individual markets in July 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	4,160,688	-5.5%	80.1%
Taiwan	152,560	-11.8%	2.9%
Macao	122,007	+32.6%	2.3%
USA	104,385	-1.2%	2.0%
Japan	89,908	+2.8%	1.7%
South Korea	78,210	-20.8%	1.5%
Philippines	67,636	+11.7%	1.3%

Arrivals from individual markets in January - July 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	31,734,205	+13.0%	79.2%
Taiwan	1,076,548	-4.0%	2.7%
Macao	820,772	+49.1%	2.0%
South Korea	815,310	-1.9%	2.0%
Japan	764,413	+8.7%	1.9%
USA	752,659	+0.4%	1.9%
Philippines	576,341	+13.2%	1.4%

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

	2019	2018	Difference
July	6,482	6,368	+1.8%
January - July	45,814	35,649	+28.5%
	2019	2018	Difference
August	2,655	7,251	-63.4%
January - August	48,469	42,900	+13.0%

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

	2019	2018	Difference
July	181,212	178,307	+1.6%
January - July	1,319,068	987,384	+33.6%
	2019	2018	Difference
August	72,918	206,016	-64.6%
January - August	1,391,986	1,193,400	+16.6%

**Complaints** (source: TIC)

	2019	2018	Difference
July	25 (ALL CHN / 7 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	13 (ALL CHN / 3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	+92.3%
January - July	140 (ALL CHN / 24 referred by Consumer Council, 1 referred by Tourism Commission, 14 referred by Hong Kong Tourism Board)	85 (83 CHN 2 SEA / 20 referred by Consumer Council, 3 referred by Tourism Commission, 7 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	+64.7%
	2019	2018	Difference
August	11 (ALL CHN / 3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	19 (ALL CHN / 6 referred by Consumer Council)	-42.1%
January - August	151 (ALL CHN / 27 referred by Consumer Council, 1 referred by Tourism Commission, 16 referred by Hong Kong Tourism Board)	104 (102 CHN 2 SEA / 26 referred by Consumer Council, 3 referred by Tourism Commission, 7 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	+45.2%

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

	2019	2018	Difference
July	39 (38 CHN 1 SEA)	44 (ALL CHN / 1 referred by Consumer Council)	-11.4%
January - July	282 (280 CHN 1 TWN 1 SEA / 1 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)	309 (307 CHN 1 SEA 1 USA / 4 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-8.7%

	2019	2018	Difference
August	30 (29 CHN 1 OTH / 1 referred by Hong Kong Tourism Board)	69 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Police)	-56.5%
January - August	312 (309 CHN 1 TWN 1 SEA 1 OTH / 1 referred by Consumer Council, 4 referred by Hong Kong Tourism Board)	378 (376 CHN 1 SEA 1 USA / 5 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	-17.5%

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

	2019	2018	Difference
July	193 (192 CHN 1 OTH / 2 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	50 (49 CHN 1 OTH / 3 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board)	+286.0%
January - July	1,069 (1,050 CHN 9 SEA 2 KOR 2 EUR 1 USA 5 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	277 (272 CHN 3 SEA 1 EUR 1 OTH / 13 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 7 referred by Hong Kong Police)	+285.9%

	2019	2018	Difference
August	147 (146 CHN 1 KOR)	116 (112 CHN 1 SEA 1 CAN 2 OTH / 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	+26.7%
January - August	1,216 (1,196 CHN 9 SEA 3 KOR 2 EUR 1 USA 5 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	393 (384 CHN 4 SEA 1 CAN 1 EUR 3 OTH / 13 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 8 referred by Hong Kong Police)	+209.4%