

Latest statistics on the outbound and inbound travel markets

Outbound market

Levy income (source: TIC)

	2019	2018	Difference
September (HK\$)	1,135,140	1,824,209	-37.8%
January - September (HK\$)	21,541,847	22,902,344	-5.9%

Air-ticket sales (source: IATA)

Total billing (BSP remittance)

	2019	2018	Difference
September (HK\$)	2,407 million	2,218 million	+8.5%
January - September (HK\$)	22,627 million	21,697 million	+4.3%

No. of transactions

	2019	2018	Difference
September	919,614	863,748	+6.5%
January - September	8,410,626	8,148,550	+3.2%

Complaints (source: TIC)

	2019	2018	Difference
September	61 (25)	46 (11)	+32.6%
January - September	502 (189)	578 (231)	-13.1%

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

Requests for assistance (source: TIC)

	2019	2018	Difference
September	49	101	-51.5%
January - September	821	623	+31.8%

Enquiries (source: TIC)

	2019	2018	Difference
September	144	446	-67.7%
January - September	2,157	2,450	-12.0%

Inbound market

Arrivals (source: HKTB)

	2019	2018	Difference
August	3,590,571	5,895,951	-39.1%
January - August	43,659,396	41,963,212	+4.0%

Arrivals from individual markets in August 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	2,782,897	-42.3%	77.5%
Taiwan	107,702	-35.8%	3.0%
Macao	106,591	+6.9%	3.0%
Japan	89,120	-25.2%	2.5%
South Korea	72,166	-36.1%	2.0%
USA	66,364	-25.5%	1.8%
Philippines	47,488	-22.2%	1.3%

Arrivals from individual markets in January - August 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	34,517,102	+4.9%	79.1%
Taiwan	1,184,250	-8.2%	2.7%
Macao	927,363	+42.6%	2.1%
South Korea	887,476	-6.0%	2.0%
Japan	853,533	+3.7%	2.0%
USA	819,023	-2.3%	1.9%
Philippines	623,829	+9.4%	1.4%

Mainland inbound tour group registration (source: TIC)

	2019	2018	Difference
September	424	4,947	-91.4%
January - September	48,893	47,847	+2.2%

Mainland inbound tour group visitors (source: TIC)

	2019	2018	Difference
September	10,660	137,736	-92.3%
January - September	1,402,646	1,331,136	+5.4%

Complaints (source: TIC)

	2019	2018	Difference
September	12 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	16 (15 CHN 1 SEA / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-25.0%
January - September	163 (ALL CHN / 28 referred by Consumer Council, 1 referred by Tourism Commission, 17 referred by Hong Kong Tourism Board)	120 (117 CHN 3 SEA / 30 referred by Consumer Council, 3 referred by Tourism Commission, 8 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	+35.8%

Requests for assistance (source: TIC)

	2019	2018	Difference
September	16 (ALL CHN / 1 referred by Hong Kong Police)	48 (ALL CHN)	-66.7%
January - September	328 (325 CHN 1 TWN 1 SEA 1 OTH / 1 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	426 (424 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)	-23.0%

Enquiries (source: TIC)

	2019	2018	Difference
September	80 (79 CHN 1 SEA)	79 (77 CHN 1 SEA 1 OTH)	+1.3%
January - September	1,296 (1,275 CHN 10 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)	472 (461 CHN 5 SEA 1 CAN 1 EUR 4 OTH / 13 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 8 referred by Hong Kong Police)	+174.6%