

## Latest statistics on the outbound and inbound travel markets

### Outbound market

#### Levy income (source: TIC)

	2019	2018	Difference
October (HK\$)	2,240,840	2,793,150	-19.8%
January - October (HK\$)	23,782,687	25,695,494	-7.4%

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

##### Total billing (BSP remittance)

	2019	2018	Difference
October (HK\$)	2,434 million	2,627 million	-7.3%
January - October (HK\$)	25,061 million	24,325 million	+3.0%

##### No. of transactions

	2019	2018	Difference
October	909,826	930,450	-2.2%
January - October	9,320,452	9,079,000	+2.7%

#### Complaints (source: TIC)

	2019	2018	Difference
October	52 (23)	75 (30)	-30.7%
January - October	554 (212)	653 (261)	-15.2%

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

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

	2019	2018	Difference
October	47	57	-17.5%
January - October	868	680	+27.6%

#### Enquiries (source: TIC)

	2019	2018	Difference
October	202	234	-13.7%
January - October	2,359	2,684	-12.1%

## **Inbound market**

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

	2019	2018	Difference
September	3,104,049	4,718,536	-34.2%
January - September	46,763,445	46,681,748	+0.2%

### Arrivals from individual markets in September 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	2,412,459	-35.0%	77.7%
Taiwan	94,497	-37.3%	3.0%
Macao	74,886	+5.5%	2.4%
Japan	64,624	-39.3%	2.1%
USA	60,642	-31.2%	2.0%
Philippines	45,903	-18.1%	1.5%
South Korea	40,684	-59.4%	1.3%

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

	No. of visitors	Compared with 2018	Market share
Mainland China	36,929,561	+0.8%	79.0%
Taiwan	1,278,747	-11.2%	2.7%
Macao	1,002,249	+38.9%	2.1%
South Korea	928,160	-11.1%	2.0%
Japan	918,157	-1.2%	2.0%
USA	879,665	-5.1%	1.9%
Philippines	669,732	+6.9%	1.4%

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

	2019	2018	Difference
October	712	5,938	-88.0%
January - October	49,605	53,785	-7.8%

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

	2019	2018	Difference
October	19,275	168,978	-88.6%
January - October	1,421,921	1,500,114	-5.2%

**Complaints** (source: TIC)

	2019	2018	Difference
October	12 (ALL CHN / 2 referred by Consumer Council)	12 (11 CHN 1 SEA / 2 referred by Consumer Council)	0%
January - October	175 (ALL CHN / 30 referred by Consumer Council, 1 referred by Tourism Commission, 17 referred by Hong Kong Tourism Board)	132 (128 CHN 4 SEA / 32 referred by Consumer Council, 3 referred by Tourism Commission, 8 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	+32.6%

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

	2019	2018	Difference
October	9 (ALL CHN / 1 referred by Consumer Council)	31 (ALL CHN / 1 referred by Hong Kong Police)	-71.0%
January - October	337 (334 CHN 1 TWN 1 SEA 1 OTH / 2 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	457 (455 CHN 1 SEA 1 USA / 5 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	-26.3%

**Enquiries** (source: TIC)

	2019	2018	Difference
October	82 (80 CHN 2 SEA)	145 (142 CHN 2 SEA 1 CAN / 1 referred by Hong Kong Police)	-43.4%
January - October	1,378 (1,355 CHN 12 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)	617 (603 CHN 7 SEA 1 EUR 2 CAN 4 OTH / 13 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 9 referred by Hong Kong Police)	+123.3%