

## Latest statistics on the outbound and inbound travel markets

### Outbound market

#### **Levy income** (source: TIC)

	2019	2018	Difference
November (HK\$)	2,091,337	2,514,189	-16.8%
January – November (HK\$)	25,874,024	28,209,683	-8.3%

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

##### Total billing (BSP remittance)

	2019	2018	Difference
November (HK\$)	2,536 million	2,270 million	+11.7%
January – November (HK\$)	27,597 million	26,595 million	+3.8%

##### No. of transactions

	2019	2018	Difference
November	886,149	849,660	+4.3%
January - November	10,206,601	9,928,660	+2.8%

#### **Complaints** (source: TIC)

	2019	2018	Difference
November	35 (13)	68 (30)	-48.5%
January - November	589 (225)	721 (291)	-18.3%

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

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

	2019	2018	Difference
November	47	59	-20.3%
January - November	915	739	+23.8%

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

	2019	2018	Difference
November	209	252	-17.1%
January - November	2,568	2,936	-12.5%

## **Inbound market**

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

	2019	2018	Difference
October	3,311,571	5,884,512	-43.7%
January - October	50,075,016	52,566,260	-4.7%

### Arrivals from individual markets in October 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	2,519,243	-45.9%	76.1%
Taiwan	98,734	-36.6%	3.0%
USA	75,867	-38.2%	2.3%
Macao	67,215	-24.3%	2.0%
Philippines	60,694	-19.6%	1.8%
Japan	57,179	-44.9%	1.7%
United Kingdom	46,605	-14.6%	1.4%

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

	No. of visitors	Compared with 2018	Market share
Mainland China	39,448,804	-4.4%	78.8%
Taiwan	1,377,481	-13.7%	2.8%
Macao	1,069,464	+32.0%	2.1%
Japan	975,336	-5.6%	1.9%
South Korea	973,751	-15.8%	1.9%
USA	955,532	-8.9%	1.9%
Philippines	730,426	+4.1%	1.5%

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

	2019	2018	Difference
November	1,171	10,078	-88.4%
January - November	50,776	63,863	-20.5%

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

	2019	2018	Difference
November	32,383	321,650	-89.9%
January - November	1,454,304	1,821,764	-20.2%

**Complaints** (source: TIC)

	2019	2018	Difference
November	7 (6 CHN 1 SEA)	11 (10 CHN 1 OTH / 5 referred by Consumer Council)	-36.4%
January - November	182 (181 CHN 1 SEA / 30 referred by Consumer Council, 1 referred by Tourism Commission, 17 referred by Hong Kong Tourism Board)	143 (138 CHN 4 SEA 1 OTH / 37 referred by Consumer Council, 3 referred by Tourism Commission, 8 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	+27.3%

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

	2019	2018	Difference
November	9 (8 CHN 1SEA)	44 (ALL CHN)	-79.5%
January - November	346 (342 CHN 1 TWN 2 SEA 1 OTH / 2 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	501 (499 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)	-30.9%

**Enquiries** (source: TIC)

	2019	2018	Difference
November	82 (78 CHN 2 SEA 1 KOR 1 OTH)	138 (135 CHN 2 SEA 1 OTH / 1 referred by Consumer Council)	-40.6%
January - November	1,460 (1,433 CHN 14 SEA 4 KOR 2 EUR 1 USA 6 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	755 (738 CHN 9 SEA 1 EUR 2 CAN 5 OTH / 14 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 9 referred by Hong Kong Police)	+93.4%