

## Latest statistics on the outbound and inbound travel markets

### Outbound market

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

	2019	2018	Difference
December (HK\$)	2,368,874	1,838,555	+28.8%
January – December (HK\$)	28,242,898	30,048,238	-6.0%

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

##### Total billing (BSP remittance)

	2019	2018	Difference
December (HK\$)	2,177 million	1,934 million	+12.6%
January – December (HK\$)	29,775 million	28,529 million	+4.4%

##### No. of transactions

	2019	2018	Difference
December	824,977	799,404	+3.2%
January - December	11,031,578	10,728,064	+2.8%

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

	2019	2018	Difference
December	35 (14)	58 (18)	-39.7%
January - December	624 (239)	779 (309)	-19.9%

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

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

	2019	2018	Difference
December	50	77	-35.1%
January - December	965	816	+18.3%

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

	2019	2018	Difference
December	319	274	+16.4%
January - December	2,887	3,210	-10.1%

## **Inbound market**

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

	2019	2018	Difference
November	2,646,127	5,995,027	-55.9%
January - November	52,721,143	58,561,287	-10.0%

### Arrivals from individual markets in November 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	1,927,649	-58.4%	72.8%
Taiwan	78,484	-48.2%	3.0%
USA	77,811	-43.4%	2.9%
Macao	66,054	-44.8%	2.5%
Philippines	65,178	-28.9%	2.5%
Japan	52,467	-59.2%	2.0%
United Kingdom	39,750	-31.2%	1.5%

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

	No. of visitors	Compared with 2018	Market share
Mainland China	41,376,453	-9.9%	78.5%
Taiwan	1,455,965	-16.7%	2.8%
Macao	1,135,518	+22.1%	2.2%
USA	1,033,343	-12.9%	2.0%
Japan	1,027,803	-11.5%	1.9%
South Korea	1,009,153	-21.4%	1.9%
Philippines	795,604	+0.3%	1.5%

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

	2019	2018	Difference
December	861	9,409	-90.8%
January - December	51,637	73,272	-29.5%

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

	2019	2018	Difference
December	23,332	287,833	-91.9%
January - December	1,477,636	2,109,597	-30.0%

**Complaints** (source: TIC)

	2019	2018	Difference
December	6 (ALL CHN / 1 referred by Consumer Council)	20 (17 CHN 2 SEA 1 AUS / 5 referred by Consumer Council)	-70.0%
January - December	188 (187 CHN 1 SEA / 31 referred by Consumer Council, 1 referred by Tourism Commission, 17 referred by Hong Kong Tourism Board)	163 (155 CHN 6 SEA 1 AUS 1 OTH / 42 referred by Consumer Council, 3 referred by Tourism Commission, 8 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	+15.3%

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

	2019	2018	Difference
December	9 (ALL CHN / 1 referred by Consumer Council)	45 (ALL CHN / 1 referred by Hong Kong Tourism Board)	-80.0%
January - December	355 (351 CHN 1 TWN 2 SEA 1 OTH / 3 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	546 (544 CHN 1 SEA 1 USA / 5 referred by Consumer Council, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	-35.0%

**Enquiries** (source: TIC)

	2019	2018	Difference
December	72 (71 CHN 1 SEA)	123 (121 CHN 1 SEA 1 CAN / 1 referred by Consumer Council)	-41.5%
January - December	1,532 (1,504 CHN 15 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)	878 (859 CHN 10 SEA 1 EUR 3 CAN 5 OTH / 15 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 9 referred by Hong Kong Police)	+74.5%