

Latest statistics on the outbound and inbound travel markets

Outbound market

Levy income (source: TIC)

	2020	2019	Difference
January (HK\$)	1,930,260	2,558,565	-24.6%

Air-ticket sales (source: IATA)

Total billing (BSP remittance)

	2020	2019	Difference
January (HK\$)	2,168 million	2,757 million	-21.4%

No. of transactions

	2020	2019	Difference
January	784,446	942,413	-16.8%

Complaints (source: TIC)

	2020	2019	Difference
January	47 (17)	53 (20)	-11.3%

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

Requests for assistance (source: TIC)

	2020	2019	Difference
January	87	249	-65.1%

Enquiries (source: TIC)

	2020	2019	Difference
January	703	360	+95.3%

Inbound market

Arrivals (source: HKTB)

	2019	2018	Difference
December	3,191,466	6,586,268	-51.5%
January - December	55,912,609	65,147,555	-14.2%

Arrivals from individual markets in December 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	2,398,232	-53.2%	75.1%
Macao	103,262	-37.5%	3.2%
Taiwan	82,950	-53.4%	2.6%
Philippines	80,293	-20.7%	2.5%
USA	73,822	-37.2%	2.3%
Japan	51,033	-59.6%	1.6%
Australia	38,314	-37.3%	1.2%

Arrivals from individual markets in January - December 2019

	No. of visitors	Compared with 2018	Market share
Mainland China	43,774,685	-14.2%	78.3%
Taiwan	1,538,915	-20.1%	2.8%
Macao	1,238,780	+13.1%	2.2%
USA	1,107,165	-15.1%	2.0%
Japan	1,078,836	-16.2%	1.9%
South Korea	1,042,540	-26.7%	1.9%
Philippines	875,897	-2.1%	1.6%

Mainland inbound tour group registration (source: TIC)

	2020	2019	Difference
January	317	6,349	-95.0%

Mainland inbound tour group visitors (source: TIC)

	2020	2019	Difference
January	8,283	183,982	-95.5%

Complaints (source: TIC)

	2020	2019	Difference
January	12 (11 CHN 1 SEA / 1 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	24 (ALL CHN / 6 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-50.0%

Requests for assistance (source: TIC)

	2020	2019	Difference
January	11 (11 CHN)	72 (ALL CHN)	-84.7%

Enquiries (source: TIC)

	2020	2019	Difference
January	60 (59 CHN 1 SEA)	143 (140 CHN 2 SEA 1 EUR)	-58.0%