

Latest statistics on the outbound and inbound travel markets

Outbound market

Levy income (sources: TIC and TICFMB)

Total amount deposited into levy accounts

	2020	2019	Difference
February (HK\$)	336,000	1,823,604	-81.6%
January (HK\$)	1,930,260	2,558,565	-24.6%

Total amount of levy paid by travel agents

	2020	2019	Difference
February (HK\$)	380,784	-	-
January (HK\$)	1,784,751	-	-

Air-ticket sales (source: IATA)

Total billing (BSP remittance)

	2020	2019	Difference
February (HK\$)	454 million	1,993 million	-77.2%
January - February (HK\$)	2,622 million	4,750 million	-44.8%

No. of transactions

	2020	2019	Difference
February	428,379	764,725	-44.0%
January - February	1,212,825	1,707,138	-29.0%

Complaints (source: TIC)

	2020	2019	Difference
February	48 (25)	49 (22)	-2.0%
January - February	95 (42)	102 (42)	-6.9%

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

Requests for assistance (source: TIC)

	2020	2019	Difference
February	408	88	+363.6%
January - February	495	337	+46.9%

Enquiries (source: TIC)

	2020	2019	Difference
February	1,138	281	+305.0%
January - February	1,841	641	+187.2%

Inbound market

Arrivals (source: HKTB)

	2020	2019	Difference
January	3,207,802	6,784,406	-52.7%

Arrivals from individual markets in January 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,536,768	-54.2%	79.1%
Taiwan	86,297	-46.0%	2.7%
Macao	80,565	-29.5%	2.5%
USA	68,025	-35.0%	2.1%
Philippines	49,701	-27.5%	1.5%
Japan	42,592	-62.2%	1.3%
South Korea	35,908	-77.7%	1.1%

Mainland inbound tour group registration (source: TIC)

	2020	2019	Difference
February	0	3,802	-100.0%
January - February	317	10,151	-96.9%

Mainland inbound tour group visitors (source: TIC)

	2020	2019	Difference
February	0	183,982	-100%
January - February	8,283	292,484	-97.2%

Complaints (source: TIC)

	2020	2019	Difference
February	5 (4 CHN 1 KOR)	39 (ALL CHN / 2 referred by Consumer Council, 7 referred by Hong Kong Tourism Board)	-87.2%
January - February	17 (15 CHN 1 KOR 1 SEA / 1 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	63 (ALL CHN / 8 referred by Consumer Council, 8 referred by Hong Kong Tourism Board)	-73.0%

Requests for assistance (source: TIC)

	2020	2019	Difference
February	1 (ALL CHN)	48 (ALL CHN)	-97.9%
January - February	12 (ALL CHN)	120 (ALL CHN)	-90.0%

Enquiries (source: TIC)

	2020	2019	Difference
February	28 (27 CHN 1 USA)	133 (131 CHN 1 SEA 1 USA / 1 referred by Tourism Commission)	-78.9%
January - February	88 (86 CHN 1 SEA 1 USA)	276 (271 CHN 3 SEA 1 EUR 1 USA / 1 referred by Tourism Commission)	-68.1%