

## 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
March (HK\$)	123,311	2,675,340	-95.4%
February (HK\$)	336,000	1,823,604	-81.6%

##### Total amount of levy paid by travel agents

	2020	2019	Difference
March (HK\$)	170,405	-	-
February (HK\$)	380,784	-	-

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

##### Total billing (BSP remittance)

	2020	2019	Difference
March (HK\$)	-51 million	2,801 million	-101.8%
January - March (HK\$)	2,570 million	7,551 million	-66.0%

##### No. of transactions

	2020	2019	Difference
March	376,562	1,033,972	-63.6%
January - March	1,589,387	2,741,110	-42.0%

#### Complaints (source: TIC)

	2020	2019	Difference
March	45 (18)	50 (19)	-10.0%
January - March	140 (60)	152 (61)	-7.9%

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

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

	2020	2019	Difference
March	494	121	+308.3%
January - March	989	458	+115.9%

#### Enquiries (source: TIC)

	2020	2019	Difference
March	1,787	241	+641.5%
January - March	3,628	882	+311.3%

## **Inbound market**

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

	2020	2019	Difference
February	199,123	5,589,628	-96.4%
January - February	3,406,925	12,374,034	-72.5%

### Arrivals from individual markets in February 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	98,804	-97.8%	49.6%
Macao	19,236	-83.9%	9.7%
USA	8,298	-89.5%	4.2%
Taiwan	8,029	-94.6%	4.0%
United Kingdom	7,017	-84.0%	3.5%
Japan	6,350	-93.1%	3.2%
Thailand	5,283	-86.7%	2.7%

### Arrivals from individual markets in January - February 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,635,572	-73.9%	77.4%
Macao	99,801	-57.2%	2.9%
Taiwan	94,326	-69.4%	2.8%
USA	76,323	-58.5%	2.2%
Philippines	52,725	-61.3%	1.5%
Japan	48,942	-76.1%	1.4%
Australia	45,174	-50.9%	1.3%

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

	2020	2019	Difference
March	0	8,124	-100.0%
January - March	317	18,275	-98.3%

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

	2020	2019	Difference
March	0	245,322	-100%
January - March	8,283	537,806	-98.5%

**Complaints** (source: TIC)

	2020	2019	Difference
March	3 (ALL CHN)	18 (ALL CHN / 1 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	-83.3%
January - March	20 (18 CHN 1 KOR 1 SEA / 1 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	81 (ALL CHN / 9 referred by Consumer Council, 10 referred by Hong Kong Tourism Board)	-75.3%

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

	2020	2019	Difference
March	0	23 (ALL CHN / 1 referred by Consumer Council)	-100.0%
January - March	12 (ALL CHN)	143 (ALL CHN / 1 referred by Consumer Council)	-91.6%

**Enquiries** (source: TIC)

	2020	2019	Difference
March	30 (28 CHN 1 SEA 1 AUS)	150 (148 CHN 1 EUR 1 OTH)	-80.0%
January - March	118 (114 CHN 2 SEA 1 AUS 1 USA)	426 (419 CHN 3 SEA 2 EUR 1 USA 1 OTH / 1 referred by Tourism Commission)	-72.3%