

## 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 |
|------------------------|-----------|-----------|------------|
| April (HK\$)           | 12,000    | 2,887,903 | -99.6%     |
| January - April (HK\$) | 2,401,571 | 9,945,412 | -75.9%     |

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

|                        | 2020      | 2019 | Difference |
|------------------------|-----------|------|------------|
| April (HK\$)           | 38,232    | -    | -          |
| January - April (HK\$) | 2,374,172 | -    | -          |

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

##### Total billing (BSP remittance)

|                        | 2020          | 2019          | Difference |
|------------------------|---------------|---------------|------------|
| April (HK\$)           | -361 million  | 2,435 million | -114.8%    |
| January - April (HK\$) | 2,209 million | 9,986 million | -77.9%     |

##### No. of transactions

|                 | 2020      | 2019      | Difference |
|-----------------|-----------|-----------|------------|
| April           | 149,243   | 910,136   | -83.6%     |
| January - April | 1,738,630 | 3,651,246 | -52.4%     |

#### Complaints (source: TIC)

|                 | 2020     | 2019     | Difference |
|-----------------|----------|----------|------------|
| April           | 46 (20)  | 57 (23)  | -19.3%     |
| January - April | 186 (80) | 209 (84) | -11.0%     |

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

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

|                 | 2020  | 2019 | Difference |
|-----------------|-------|------|------------|
| April           | 290   | 89   | +225.8%    |
| January - April | 1,279 | 547  | +133.8%    |

#### Enquiries (source: TIC)

|                 | 2020  | 2019  | Difference |
|-----------------|-------|-------|------------|
| April           | 631   | 242   | +160.7%    |
| January - April | 4,259 | 1,124 | +278.9%    |

## **Inbound market**

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

|                 | 2020      | 2019       | Difference |
|-----------------|-----------|------------|------------|
| March           | 82,285    | 5,860,346  | -98.6%     |
| January - March | 3,489,210 | 18,234,380 | -80.9%     |

### Arrivals from individual markets in March 2020

|                | No. of visitors | Compared with 2019 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 30,370          | -99.3%             | 36.9%        |
| Macao          | 16,919          | -85.4%             | 20.6%        |
| Taiwan         | 7,319           | -95.3%             | 8.9%         |
| Philippines    | 3,209           | -96.0%             | 3.9%         |
| United Kingdom | 3,107           | -95.0%             | 3.8%         |
| USA            | 2,530           | -98.0%             | 3.1%         |
| Australia      | 1,556           | -96.8%             | 1.9%         |

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

|                | No. of visitors | Compared with 2019 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 2,665,942       | -81.7%             | 76.4%        |
| Macao          | 116,720         | -66.6%             | 3.3%         |
| Taiwan         | 101,645         | -78.1%             | 2.9%         |
| USA            | 78,853          | -74.6%             | 2.3%         |
| Philippines    | 55,934          | -74.3%             | 1.6%         |
| Japan          | 50,051          | -86.1%             | 1.4%         |
| Australia      | 46,730          | -66.8%             | 1.3%         |

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

|                 | 2020 | 2019   | Difference |
|-----------------|------|--------|------------|
| April           | 0    | 8,381  | -100.0%    |
| January - April | 317  | 26,656 | -98.8%     |

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

|                 | 2020  | 2019    | Difference |
|-----------------|-------|---------|------------|
| April           | 0     | 243,355 | -100%      |
| January - April | 8,283 | 781,161 | -98.9%     |

**Complaints** (source: TIC)

|                 | 2020                                                                                                                                    | 2019                                                                                       | Difference |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------|
| April           | 1<br>(ALL CHN)                                                                                                                          | 11<br>(ALL CHN / 3 referred by Consumer Council,<br>2 referred by Hong Kong Tourism Board) | -90.9%     |
| January - April | 21<br>(19 CHN 1 KOR 1 SEA /<br>1 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board) | 92<br>(ALL CHN / 12 referred by Consumer Council, 12 referred by Hong Kong Tourism Board)  | -77.2%     |

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

|                 | 2020            | 2019                                                       | Difference |
|-----------------|-----------------|------------------------------------------------------------|------------|
| April           | 0               | 39<br>(38 CHN 1 TWN)                                       | -100.0%    |
| January - April | 12<br>(ALL CHN) | 182<br>(181 CHN 1 TWN /<br>1 referred by Consumer Council) | -93.4%     |

**Enquiries** (source: TIC)

|                 | 2020                               | 2019                                                                                                                        | Difference |
|-----------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------|
| April           | 18<br>(ALL CHN)                    | 162<br>(156 CHN 2 KOR 3 SEA 1 OTH /<br>1 referred by Hong Kong Tourism Board)                                               | -88.9%     |
| January - April | 136<br>(132 CHN 2 SEA 1 AUS 1 USA) | 588<br>(575 CHN 2 KOR 6 SEA 2 EUR<br>1 USA 2 OTH / 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board) | -76.9%     |