

## 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
May (HK\$)	7,500	3,332,524	-99.8%
January - May (HK\$)	2,409,071	13,277,936	-81.9%

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

	2020	2019	Difference
May (HK\$)	30,204	-	-
January - May (HK\$)	2,404,376	-	-

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

##### Total billing (BSP remittance)

	2020	2019	Difference
May (HK\$)	-137 million	2,828 million	-104.8%
January - May (HK\$)	2,072 million	12,814 million	-83.8%

##### No. of transactions

	2020	2019	Difference
May	82,025	1,025,335	-92.0%
January - May	1,820,655	4,676,581	-61.1%

#### Complaints (source: TIC)

	2020	2019	Difference
May	26 (6)	82 (17)	-68.3%
January - May	212 (86)	291 (101)	-27.1%

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

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

	2020	2019	Difference
May	235	77	+205.2%
January - May	1,514	624	+142.6%

#### Enquiries (source: TIC)

	2020	2019	Difference
May	538	322	+67.1%
January - May	4,797	1,446	+231.7%

## **Inbound market**

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

	2020	2019	Difference
April	4,125	5,577,201	-99.9%
January - April	3,493,335	23,811,581	-85.3%

### Arrivals from individual markets in April 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,947	-99.9%	71.4%
Taiwan	213	-99.9%	5.2%
Philippines	205	-99.8%	5.0%
USA	151	-99.9%	3.7%
Indonesia	68	-99.8%	1.6%
United Kingdom	56	-99.9%	1.4%
Macao	46	-100.0%	1.1%

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

	No. of visitors	Compared with 2019	Market share
Mainland China	2,668,889	-85.8%	76.4%
Macao	116,766	-75.0%	3.3%
Taiwan	101,858	-83.6%	2.9%
USA	79,004	-81.8%	2.3%
Philippines	56,139	-81.7%	1.6%
Japan	50,064	-89.2%	1.4%
Australia	46,766	-77.2%	1.3%

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

	2020	2019	Difference
May	0	7,035	-100.0%
January - May	317	33,691	-99.1%

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

	2020	2019	Difference
May	0	197,896	-100%
January - May	8,283	979,057	-99.2%

**Complaints** (source: TIC)

	2020	2019	Difference
May	2 (ALL CHN)	12 (ALL CHN / 4 referred by Consumer Council, 1 referred by Tourism Commission)	-83.3%
January - May	23 (21 CHN 1 KOR 1 SEA / 1 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	104 (ALL CHN / 16 referred by Consumer Council, 1 referred by Tourism Commission, 12 referred by Hong Kong Tourism Board)	-77.9%

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

	2020	2019	Difference
May	4 (ALL CHN / 1 referred by Consumer Council)	34 (ALL CHN / 1 referred by Hong Kong Tourism Board)	-88.2%
January - May	16 (ALL CHN / 1 referred by Consumer Council)	216 (215 CHN 1 TWN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-92.6%

**Enquiries** (source: TIC)

	2020	2019	Difference
May	11 (10 CHN 1 OTH)	172 (170 CHN 1 SEA 1 OTH / 1 referred by Hong Kong Tourism Board)	-93.6%
January - May	147 (142 CHN 2 SEA 1 AUS 1 USA 1 OTH)	760 (745 CHN 2 KOR 7 SEA 2 EUR 1 USA 3 OTH / 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	-80.7%