

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
June (HK\$)	11,230	2,797,618	-99.6%
January - June (HK\$)	2,420,301	16,075,554	-84.9%

Total amount of levy paid by travel agents

	2020	2019	Difference
June (HK\$)	28,202	-	-
January - June (HK\$)	2,432,578	-	-

Air-ticket sales (source: IATA)

Total billing (BSP remittance)

	2020	2019	Difference
June (HK\$)	-103 million	2,562 million	-104.0%
January - June (HK\$)	1,969 million	15,376 million	-87.2%

No. of transactions

	2020	2019	Difference
June	79,551	955,093	-91.7%
January - June	1,900,206	5,631,674	-66.3%

Complaints (source: TIC)

	2020	2019	Difference
June	22 (6)	35 (12)	-37.1%
January - June	234 (92)	326 (113)	-28.2%

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

Requests for assistance (source: TIC)

	2020	2019	Difference
June	158	58	+172.4%
January - June	1,672	682	+145.2%

Enquiries (source: TIC)

	2020	2019	Difference
June	410	172	+138.4%
January - June	5,207	1,618	+221.8%

Inbound market**Arrivals** (source: HKTB)

	2020	2019	Difference
May	8,139	5,916,541	-99.9%
January - May	3,501,474	29,728,122	-88.2%

Arrivals from individual markets in May 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	5,670	-99.9%	69.7%
Taiwan	455	-99.7%	5.6%
USA	240	-99.8%	2.9%
Philippines	189	-99.8%	2.3%
Canada	115	-99.6%	1.4%
Macao	103	-99.9%	1.3%
Indonesia	95	-99.7%	1.2%

Arrivals from individual markets in January - May 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,674,559	-88.7%	76.4%
Macao	116,869	-80.0%	3.3%
Taiwan	102,313	-86.7%	2.9%
USA	79,244	-85.3%	2.3%
Japan	50,094	-91.4%	1.4%
Australia	46,851	-81.4%	1.3%
United Kingdom	43,563	-83.2%	1.2%

Mainland inbound tour group registration (source: TIC)

	2020	2019	Difference
June	0	5,641	-100.0%
January - June	317	39,332	-99.2%

Mainland inbound tour group visitors (source: TIC)

	2020	2019	Difference
June	0	158,799	-100%
January - June	8,283	1,137,856	-99.3%

Complaints (source: TIC)

	2020	2019	Difference
June	4 (ALL CHN)	11 (ALL CHN / 1 referred by Consumer Council)	-63.6%
January - June	27 (25 CHN 1 KOR 1 SEA / 1 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	115 (ALL CHN / 17 referred by Consumer Council, 1 referred by Tourism Commission, 12 referred by Hong Kong Tourism Board)	-76.5%

Requests for assistance (source: TIC)

	2020	2019	Difference
June	2 (ALL CHN)	27 (ALL CHN / 2 referred by Hong Kong Tourism Board)	-92.6%
January - June	18 (ALL CHN / 1 referred by Consumer Council)	243 (242 CHN 1 TWN / 1 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)	-92.6%

Enquiries (source: TIC)

	2020	2019	Difference
June	15 (14 CHN 1 OTH)	116 (113 CHN 2 SEA 1 OTH)	-87.1%
January - June	162 (156 CHN 2 SEA 1 AUS 1 USA 2 OTH)	876 (858 CHN 2 KOR 9 SEA 2 EUR 1 USA 4 OTH / 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	-81.5%