

## 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
July (HK\$)	1,200	2,023,149	-99.9%
January - July (HK\$)	2,421,501	18,098,703	-86.6%
August (HK\$)	5,600	2,308,004	-99.8%
January - August (HK\$)	2,427,101	20,406,707	-88.1%

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

	2020	2019	Difference
July (HK\$)	15,144	2,529,189	-99.4%
January - July (HK\$)	2,447,722	-	-
August (HK\$)	20,580	2,107,781	-99.0%
January - August (HK\$)	2,468,302	-	-

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

##### Total billing (BSP remittance)

	2020	2019	Difference
July (HK\$)	-42 million	2,618 million	-101.6%
January - July (HK\$)	1,927 million	17,994 million	-89.3%
August (HK\$)	-7 million	2,226 million	-100.3%
January - August (HK\$)	1,920 million	20,220 million	-90.5%

##### No. of transactions

	2020	2019	Difference
July	82,633	988,430	-91.6%
January - July	1,982,839	6,620,104	-70.0%
August	66,555	870,908	-92.4%
January - August	2,049,394	7,491,012	-72.6%

#### Complaints (source: TIC)

	2020	2019	Difference
July	5 (1)	53 (21)	-90.6%
January - July	239 (93)	379 (134)	-36.9%
August	4 (1)	62 (30)	-93.5%
January - August	243 (94)	441 (164)	-44.9%

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

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

	2020	2019	Difference
July	163	49	+232.7%
January - July	1,835	731	+151.0%
August	127	41	+209.8%
January - August	1,962	772	+154.1%

**Enquiries (source: TIC)**

	2020	2019	Difference
July	300	186	+61.3%
January - July	5,507	1,804	+205.3%
August	212	209	+1.4%
January - August	5,719	2,013	+184.1%

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

	2020	2019	Difference
June	14,606	5,143,734	-99.7%
January - June	3,516,080	34,871,856	-89.9%
July	20,568	5,196,969	-99.6%
January - July	3,536,648	40,068,825	-91.2%

**Arrivals from individual markets in June 2020**

	No. of visitors	Compared with 2019	Market share
Mainland China	6,682	-99.8%	45.7%
Philippines	1,174	-98.8%	8.0%
India	839	-98.0%	5.7%
Taiwan	495	-99.7%	3.4%
USA	422	-99.6%	2.9%
Middle East	269	-97.5%	1.8%
Indonesia	255	-99.6%	1.7%

**Arrivals from individual markets in January - June 2020**

	No. of visitors	Compared with 2019	Market share
Mainland China	2,681,241	-90.3%	76.3%
Macao	116,986	-83.3%	3.3%
Taiwan	102,808	-88.9%	2.9%
USA	79,666	-87.7%	2.3%
Philippines	57,502	-88.7%	1.6%
Japan	50,144	-92.6%	1.4%
Australia	46,977	-84.1%	1.3%

#### Arrivals from individual markets in July 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	5,735	-99.9%	27.9%
India	2,891	-88.7%	14.1%
Philippines	2,679	-96.0%	13.0%
Taiwan	552	-99.6%	2.7%
Middle East	540	-95.9%	2.6%
USA	486	-99.5%	2.4%
Indonesia	388	-98.8%	1.9%

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

	No. of visitors	Compared with 2019	Market share
Mainland China	2,686,976	-91.5%	76.0%
Macao	117,130	-85.7%	3.3%
Taiwan	103,360	-90.4%	2.9%
USA	80,152	-89.4%	2.3%
Philippines	60,181	-89.6%	1.7%
Japan	50,199	-93.4%	1.4%
Australia	47,065	-86.0%	1.3%

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

	2020	2019	Difference
July	0	6,482	-100.0%
January - July	317	45,814	-99.3%
August	0	2,655	-100.0%
January - August	317	48,469	-99.3%

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

	2020	2019	Difference
July	0	181,212	-100%
January - July	8,283	1,319,068	-99.4%
August	0	72,918	-100%
January - August	8,283	1,391,986	-99.4%

**Complaints** (source: TIC)

	2020	2019	Difference
July	0	25 (ALL CHN / 7 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	-100.0%
January - July	27 (25 CHN 1 KOR 1 SEA / 1 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	140 (ALL CHN / 24 referred by Consumer Council, 1 referred by Tourism Commission, 14 referred by Hong Kong Tourism Board)	-80.7%
August	1 (ALL CHN / 1 referred by Consumer Council)	11 (ALL CHN / 3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	-90.9%
January - August	28 (26 CHN 1 KOR 1 SEA / 2 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	151 (ALL CHN / 27 referred by Consumer Council, 1 referred by Tourism Commission, 16 referred by Hong Kong Tourism Board)	-81.5%

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

	2020	2019	Difference
July	1 (ALL CHN)	39 (38 CHN 1 SEA)	-97.4%
January - July	19 (ALL CHN / 1 referred by Consumer Council)	282 (280 CHN 1 TWN 1 SEA / 1 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)	-93.9%
August	0	30 (29 CHN 1 OTH / 1 referred by Hong Kong Tourism Board)	-100.0%
January - August	19 (ALL CHN / 1 referred by Consumer Council)	312 (309 CHN 1 TWN 1 SEA 1 OTH / 1 referred by Consumer Council, 4 referred by Hong Kong Tourism Board)	-93.9%

**Enquiries** (source: TIC)

	2020	2019	Difference
July	18 (ALL CHN)	193 (192 CHN 1 OTH / 2 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	-90.7%
January - July	180 (174 CHN 2 SEA 1 AUS 1 USA 2 OTH)	1,069 (1,050 CHN 2 KOR 9 SEA 2 EUR 1 USA 5 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	-83.2%
August	10 (ALL CHN)	147 (146 CHN 1 KOR)	-93.2%
January - August	190 (184 CHN 2 SEA 1 AUS 1 USA 2 OTH)	1,216 (1,196 CHN 3 KOR 9 SEA 2 EUR 1 USA 5 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	-84.4%