

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
September (HK\$)	4,500	1,135,140	-99.6%
January - September (HK\$)	2,431,601	21,541,847	-88.7%
October (HK\$)	31,000	2,240,840	-98.6%
January - October (HK\$)	2,462,601	23,782,687	-89.6%

Total amount of levy paid by travel agents

	2020	2019	Difference
September (HK\$)	17,767	2,136,323	-99.2%
January - September (HK\$)	2,486,069	-	-
October (HK\$)	35,335	2,203,874	-98.4%
January - October (HK\$)	2,521,404	-	-

Air-ticket sales (source: IATA)

Total billing (BSP remittance)

	2020	2019	Difference
September (HK\$)	-9 million	2,407 million	-100.4%
January - September (HK\$)	1,912 million	22,627 million	-91.5%
October (HK\$)	26 million	2,434 million	-98.9%
January - October (HK\$)	1,938 million	25,061 million	-92.3%

No. of transactions

	2020	2019	Difference
September	67,985	919,614	-92.6%
January - September	2,117,379	8,410,626	-74.8%
October	53,854	909,826	-94.1%
January - October	2,171,233	9,320,452	-76.7%

Complaints (source: TIC)

	2020	2019	Difference
September	24 (7)	61 (25)	-60.7%
January - September	267 (101)	502 (189)	-46.8%
October	8 (2)	52 (23)	-84.6%
January - October	275 (103)	554 (212)	-50.4%

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

Requests for assistance (source: TIC)

	2020	2019	Difference
September	107	49	+118.4%
January - September	2,069	821	+152.0%
October	95	47	+102.1%
January - October	2,164	868	+149.3%

Enquiries (source: TIC)

	2020	2019	Difference
September	201	144	+39.6%
January - September	5,920	2,157	+174.5%
October	204	202	+1.0%
January - October	6,124	2,359	+159.6%

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

	2020	2019	Difference
August	4,449	3,590,571	-99.9%
January - August	3,541,097	43,659,396	-91.9%
September	9,132	3,104,049	-99.7%
January - September	3,550,229	46,763,445	-92.4%

Arrivals from individual markets in August 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,337	-99.9%	52.5%
India	297	-98.5%	6.7%
Taiwan	265	-99.8%	6.0%
Philippines	239	-99.5%	5.4%
Macao	138	-99.9%	3.1%
USA	125	-99.8%	2.8%
United Kingdom	86	-99.8%	1.9%

Arrivals from individual markets in January - August 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,689,313	-92.2%	75.9%
Macao	117,268	-87.4%	3.3%
Taiwan	103,625	-91.2%	2.9%
USA	80,277	-90.2%	2.3%
Philippines	60,420	-90.3%	1.7%
Japan	50,218	-94.1%	1.4%
Australia	47,104	-87.2%	1.3%

Arrivals from individual markets in September 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	6,226	-99.7%	68.2%
Philippines	680	-98.5%	7.4%
Taiwan	403	-99.6%	4.4%
India	376	-98.4%	4.1%
USA	141	-99.8%	1.5%
Indonesia	113	-99.5%	1.2%
Canada	90	-99.4%	1.0%
Macao	90	-99.9%	1.0%

Arrivals from individual markets in January - September 2020

	No. of visitors	Compared with 2019	Market share
Mainland China	2,695,539	-92.7%	75.9%
Macao	117,358	-88.3%	3.3%
Taiwan	104,028	-91.9%	2.9%
USA	80,418	-90.9%	2.3%
Philippines	61,100	-90.9%	1.7%
Japan	50,242	-94.5%	1.4%
Australia	47,141	-88.3%	1.3%

Mainland inbound tour group registration (source: TIC)

	2020	2019	Difference
September	0	424	-100.0%
January - September	317	48,893	-99.4%
October	0	712	-100.0%
January - October	317	49,605	-99.4%

Mainland inbound tour group visitors (source: TIC)

	2020	2019	Difference
September	0	10,660	-100%
January - September	8,283	1,402,646	-99.4%
October	0	19,275	-100%
January - October	8,283	1,421,921	-99.4%

Complaints (source: TIC)

	2020	2019	Difference
September	0	12 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-100.0%
January - September	28 (26 CHN 1 KOR 1 SEA / 2 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	163 (ALL CHN / 28 referred by Consumer Council, 1 referred by Tourism Commission, 17 referred by Hong Kong Tourism Board)	-82.8%
October	0	12 (ALL CHN / 2 referred by Consumer Council)	-100.0%
January - October	28 (26 CHN 1 KOR 1 SEA / 2 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board)	175 (ALL CHN / 30 referred by Consumer Council, 1 referred by Tourism Commission, 17 referred by Hong Kong Tourism Board)	-84.0%

Requests for assistance (source: TIC)

	2020	2019	Difference
September	0	16 (ALL CHN / 1 referred by Hong Kong Police)	-100.0%
January - September	19 (ALL CHN / 1 referred by Consumer Council)	328 (325 CHN 1 TWN 1 SEA 1 OTH / 1 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-94.2%
October	0	9 (ALL CHN / 1 referred by Consumer Council)	-100.0%
January - October	19 (ALL CHN / 1 referred by Consumer Council)	337 (334 CHN 1 TWN 1 SEA 1 OTH / 2 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-94.4%

Enquiries (source: TIC)

	2020	2019	Difference
September	24 (22 CHN 1 KOR 1 SIN)	80 (79 CHN 1 SEA)	-70.0%
January - September	214 (206 CHN / 1 KOR 1 SIN 2 SEA 1 AUS 1 USA 2 OTH)	1,296 (1,275 CHN 3 KOR 10 SEA 2 EUR 1 USA 5 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	-83.5%
October	11 (ALL CHN)	82 (80 CHN 2 SEA)	-86.6%
January - October	225 (217 CHN / 1 KOR 1 SIN 2 SEA 1 AUS 1 USA 2 OTH)	1,378 (1,355 CHN 3 KOR 12 SEA 2 EUR 1 USA 5 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	-83.7%