

## Latest statistics on the inbound and outbound travel markets

### Outbound market

#### Levy income

January 2016	January 2015	Difference
HK\$2,437,591	HK\$2,027,140	+20.2%

#### Complaints

January 2016	January 2015	Difference
69 (30 referred by Consumer Council)	61 (20 referred by Consumer Council)	+13.1%

#### Requests for assistance

January 2016	January 2015	Difference
62	79	-21.5%

#### Enquiries

January 2016	January 2015	Difference
225	201	+11.9%

### Inbound market

#### Arrivals

(Source: HKTB)

December 2015	December 2014	Difference
5,061,064	5,666,362	-10.7%

January - December 2015	January - December 2014	Difference
59,307,596	60,838,836	-2.5%

Arrivals from individual markets in December 2015:

	No. of visitors	Compared with 2014	Market share
Mainland China	3,721,049	-15.5%	73.5%
Taiwan	179,937	+6.3%	3.6%
South Korea	119,238	+8.8%	2.4%
Macau	108,922	-0.1%	2.2%
USA	102,209	+8.4%	2.0%
Japan	100,783	+9.1%	2.0%
Singapore	95,808	+4.0%	1.9%

Arrivals from individual markets in January - December 2015:

	No. of visitors	Compared with 2014	Market share
Mainland China	45,842,360	-3.0%	77.3%
Taiwan	2,015,797	-0.8%	3.4%
South Korea	1,243,293	-0.6%	2.1%
USA	1,181,024	+4.5%	2.0%
Japan	1,049,272	-2.7%	1.8%
Macau	1,021,441	+2.0%	1.7%
Philippines	704,082	+10.9%	1.2%

**Mainland inbound tour group registration**

January 2016	January 2015	Difference
3,729	11,575	-67.8%

**Complaints**

January 2016	January 2015	Difference
9 (All CHN / 1 referred by Consumer Council)	23 (22 CHN 1 SEA / 4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Customs and Excise Department)	-60.9%

**Requests for assistance**

January 2016	January 2015	Difference
24 (23 CHN 1 SEA / 3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	73 (ALL CHN / 13 referred by Consumer Council, 3 referred by Tourism Commission)	-67.1%

**Enquiries**

January 2016	January 2015	Difference
33 (All CHN / 1 referred by Tourism Commission)	75 (74 CHN 1 OTH / 2 referred by Consumer Council)	-56.0%