

Latest statistics on the outbound and inbound travel markets and air-ticket sales

Outbound market

Levy income

(Source: TIC)

| | | |
|-------------------------|-------------------------|------------|
| February 2016 | February 2015 | Difference |
| HK\$1,434,795 | HK\$1,649,372 | -13.0% |
| January - February 2016 | January - February 2015 | Difference |
| HK\$3,872,386 | HK\$3,676,512 | +5.3% |

Air ticket sales

(Source: IATA)

Total billing

| | | |
|------------------------------|------------------------------|------------|
| 1 - 15 February 2016 | 1 - 15 February 2015 | Difference |
| HK\$826 million | HK\$1,016 million | -18.7% |
| 1 January - 15 February 2016 | 1 January - 15 February 2015 | Difference |
| HK\$3,124 million | HK\$3,411 million | -8.4% |

No. of transactions

| | | |
|------------------------------|------------------------------|------------|
| 1 - 15 February 2016 | 1 - 15 February 2015 | Difference |
| 268,661 | 326,366 | -17.7% |
| 1 January - 15 February 2016 | 1 January - 15 February 2015 | Difference |
| 1,005,957 | 1,012,771 | -0.7% |

Complaints

(Source: TIC)

| | | |
|--|--|------------|
| February 2016 | February 2015 | Difference |
| 40 (21 referred by Consumer Council) | 47 (14 referred by Consumer Council) | -14.9% |
| January - February 2016 | January - February 2015 | Difference |
| 109 (51 referred by Consumer Council) | 108 (34 referred by Consumer Council) | +0.9% |

Requests for assistance

(Source: TIC)

| | | |
|-------------------------|-------------------------|------------|
| February 2016 | February 2015 | Difference |
| 56 | 72 | -22.2% |
| January - February 2016 | January - February 2015 | Difference |
| 118 | 151 | -21.9% |

Enquiries

(Source: TIC)

| February 2016 | February 2015 | Difference |
|---------------|---------------|------------|
| 194 | 224 | -13.4% |

| January - February 2016 | January - February 2015 | Difference |
|-------------------------|-------------------------|------------|
| 419 | 425 | -1.4% |

Inbound market

Arrivals

(Source: HKTB)

| January 2016 | January 2015 | Difference |
|--------------|--------------|------------|
| 5,225,578 | 5,609,698 | -6.8% |

Arrivals from individual markets in January 2016

| | No. of visitors | Compared with 2015 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 4,043,000 | -10.0% | 77.4% |
| Taiwan | 174,325 | +11.9% | 3.3% |
| South Korea | 146,962 | -0.4% | 2.8% |
| USA | 96,727 | +4.0% | 1.9% |
| Japan | 91,340 | +11.3% | 1.7% |
| Macau | 76,903 | -4.3% | 1.5% |
| Philippines | 57,246 | +14.1% | 1.1% |

Mainland inbound tour group registration

(Source: TIC)

| February 2016 | February 2015 | Difference |
|---------------|---------------|------------|
| 3,147 | 7,751 | -59.4% |

| January - February 2016 | January - February 2015 | Difference |
|-------------------------|-------------------------|------------|
| 6,876 | 19,326 | -64.4% |

Complaints

(Source: TIC)

| February 2016 | February 2015 | Difference |
|--|--|------------|
| 12 (All CHN / 3 referred by Consumer Council) | 26 (25 CHN 1 OTH / 3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board) | -53.8% |

| January - February 2016 | January - February 2015 | Difference |
|--|--|------------|
| 21 (All CHN / 4 referred by Consumer Council) | 49 (47 CHN 1 SEA 1 OTH / 7 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Customs and Excise Department) | -57.1% |

Requests for assistance*(Source: TIC)*

| February 2016 | February 2015 | Difference |
|--|---|------------|
| 28 (ALL CHN / 1 referred by Consumer Council) | 50 (ALL CHN / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | -44.0% |

| January - February 2016 | January - February 2015 | Difference |
|--|---|------------|
| 52 (51 CHN 1 SEA / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | 123 (ALL CHN / 17 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission) | -57.7% |

Enquiries*(Source: TIC)*

| February 2016 | February 2015 | Difference |
|--|--|------------|
| 33 (All CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Police) | 62 (61 CHN 1 SEA / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | -46.8% |

| January - February 2016 | January - February 2015 | Difference |
|--|--|------------|
| 66 (ALL CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Police, 1 referred by Tourism Commission) | 137 (135 CHN 1 SEA 1 OTH / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | -51.8% |