

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

**Outbound market**

**Levy income**

(Source: TIC)

March 2016	March 2015	Difference
HK\$2,323,926	HK\$2,220,433	+4.7%

January - March 2016	January - March 2015	Difference
HK\$6,196,312	HK\$5,896,945	+5.1%

**Air-ticket sales**

(Source: IATA)

**Total billing**

1 - 15 March 2016	1 - 15 March 2015	Difference
HK\$1,232 million	HK\$1,197 million	+2.9%

1 January - 15 March 2016	1 January - 15 March 2015	Difference
HK\$5,406 million	HK\$5,256 million	+2.9%

**No. of transactions**

1 - 15 March 2016	1 - 15 March 2015	Difference
421,820	400,770	+5.3%

1 January - 15 March 2016	1 January - 15 March 2015	Difference
1,795,921	1,620,618	+10.8%

**Complaints**

(Source: TIC)

March 2016	March 2015	Difference
73 (34 referred by Consumer Council)	66 (12 referred by Consumer Council)	+10.6%

January - March 2016	January - March 2015	Difference
182 (85 referred by Consumer Council)	174 (46 referred by Consumer Council)	+4.6%

### Requests for assistance

(Source: TIC)

March 2016	March 2015	Difference
109	107	+1.9%

January - March 2016	January - March 2015	Difference
227	258	-12.0%

### Enquiries

(Source: TIC)

March 2016	March 2015	Difference
874	341	+156.3%

January - March 2016	January - March 2015	Difference
1,293	766	+68.8%

### Inbound market

#### Arrivals

(Source: HKTB)

February 2016	February 2015	Difference
4,295,731	5,405,689	-20.5%

January - February 2016	January - February 2015	Difference
9,521,309	11,015,387	-13.6%

#### Arrivals from individual markets in February 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,367,736	-26.0%	78.4%
Taiwan	160,592	+2.9%	3.7%
South Korea	127,996	+7.8%	3.0%
Macao	75,069	+1.9%	1.7%
USA	71,858	+1.1%	1.7%
Japan	71,105	+12.2%	1.7%
Philippines	50,504	+27.2%	1.2%

#### Arrivals from individual markets in January - February 2016:

	No. of visitors	Compared with 2015	Market share
Mainland China	7,410,736	-18.0%	77.8%
Taiwan	334,917	+7.4%	3.5%
South Korea	274,958	+3.3%	2.9%
USA	168,585	+2.8%	1.8%
Japan	162,445	+11.7%	1.7%
Macao	151,972	-1.3%	1.6%
Philippines	107,750	+19.9%	1.1%

## Mainland inbound tour group registration

(Source: TIC)

March 2016	March 2015	Difference
4,789	9,350	-48.8%

January - March 2016	January - March 2015	Difference
11,665	28,676	-59.3%

## Complaints

(Source: TIC)

March 2016	March 2015	Difference
12 (All CHN / 1 referred by Consumer Council)	20 (ALL CHN / 3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-40.0%

January - March 2016	January - March 2015	Difference
33 (All CHN / 5 referred by Consumer Council)	69 (67 CHN 1 SEA 1 OTH / 10 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Customs and Excise Department )	-52.2%

## Requests for assistance

(Source: TIC)

March 2016	March 2015	Difference
31 (ALL CHN / 3 referred by Consumer Council, 2 referred by Hong Kong Customs and Excise Department, 1 referred by Shenzhen TV)	47 (ALL CHN / 6 referred by Consumer Council)	-34.0%

January - March 2016	January - March 2015	Difference
83 (82 CHN 1 SEA / 7 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Customs and Excise Department, 1 referred by Shenzhen TV)	170 (ALL CHN / 23 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission)	-51.2%

## Enquiries

(Source: TIC)

March 2016	March 2015	Difference
28 (All CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	78 (ALL CHN / 4 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 2 referred by Hong Kong Customs and Excise Department)	-64.1%

January - March 2016	January - March 2015	Difference
<p style="text-align: center;">94</p> <p>(ALL CHN / 3 referred by Consumer Council, 1 referred by Hong Kong Police, 1 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)</p>	<p style="text-align: center;">215</p> <p>(213 CHN 1 SEA 1 OTH / 8 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 2 referred by Hong Kong Customs and Excise Department)</p>	-56.3%