

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

**Outbound market**

**Levy income**

*(Source: TIC)*

April 2016	April 2015	Difference
HK\$2,357,414	HK\$2,306,297	+2.2%

January - April 2016	January - April 2015	Difference
HK\$8,553,726	HK\$8,203,242	+4.3%

**Air-ticket sales**

*(Source: IATA)*

**Total billing**

1 - 15 April 2016	1 - 15 April 2015	Difference
HK\$1,056 million	HK\$935 million	+12.9%

1 January - 15 April 2016	1 January - 15 April 2015	Difference
HK\$7,642 million	HK\$7,612 million	+0.4%

**No. of transactions**

1 - 15 April 2016	1 - 15 April 2015	Difference
362,422	331,069	+9.5%

1 January - 15 April 2016	1 January - 15 April 2015	Difference
2,544,019	2,421,294	+5.1%

**Complaints**

*(Source: TIC)*

April 2016	April 2015	Difference
92 (39 referred by Consumer Council)	82 (24 referred by Consumer Council)	+12.2%

January - April 2016	January - April 2015	Difference
274 (124 referred by Consumer Council)	256 (70 referred by Consumer Council)	+7.0%

**Requests for assistance**

*(Source: TIC)*

April 2016	April 2015	Difference
63	100	-37.0%

January - April 2016	January - April 2015	Difference
290	358	-19.0%

## Enquiries

(Source: TIC)

April 2016	April 2015	Difference
435	284	+53.2%

January - April 2016	January - April 2015	Difference
1,728	1,050	+64.6%

## Inbound market

### Arrivals

(Source: HKTB)

March 2016	March 2015	Difference
4,213,801	4,405,298	-4.3%

January - March 2016	January - March 2015	Difference
13,735,110	15,420,685	-10.9%

### Arrivals from individual markets in March 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,017,173	-6.9%	71.6%
Taiwan	149,242	-3.1%	3.5%
USA	110,741	+0.3%	2.6%
Japan	101,981	-0.8%	2.4%
South Korea	97,043	-1.9%	2.3%
Macao	75,764	+1.6%	1.8%
United Kingdom	62,775	+1.2%	1.5%

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

	No. of visitors	Compared with 2015	Market share
Mainland China	10,427,909	-15.1%	75.9%
Taiwan	484,159	+3.9%	3.5%
South Korea	372,001	+1.9%	2.7%
USA	279,326	+1.8%	2.0%
Japan	264,426	+6.5%	1.9%
Macao	227,736	-0.4%	1.7%
Philippines	169,629	+18.9%	1.2%

## Mainland inbound tour group registration

(Source: TIC)

April 2016	April 2015	Difference
6,494	11,963	-45.7%

January - April 2016	January - April 2015	Difference
18,159	40,639	-55.3%

## Complaints

(Source: TIC)

April 2016	April 2015	Difference
10 (All CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	23 (All CHN / 5 referred by Consumer Council, 1 referred by Hong Kong Customs and Excise Department)	-56.5%

January - April 2016	January - April 2015	Difference
43 (All CHN / 7 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	92 (90 CHN 1 SEA 1 OTH / 15 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department )	-53.3%

## Requests for assistance

(Source: TIC)

April 2016	April 2015	Difference
30 (All CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Police)	46 (All CHN / 7 referred by Consumer Council, 1 referred by Hong Kong Police)	-34.8%

January - April 2016	January - April 2015	Difference
113 (112 CHN 1 SEA / 8 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police, 2 referred by Hong Kong Customs and Excise Department, 1 referred by Shenzhen TV)	216 (All CHN / 30 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission, 1 referred by Hong Kong Police)	-47.7%

## Enquiries

(Source: TIC)

April 2016	April 2015	Difference
106 (98 CHN 2 SEA 6 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission)	32 (All CHN / 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	+231.3%

January - April 2016	January - April 2015	Difference
200 (192 CHN 2 SEA 6 OTH / 5 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police, 2 referred by Tourism Commission)	247 (245 CHN 1 SEA 1 OTH / 8 referred by Consumer Council, 6 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 2 referred by Hong Kong Police, 2 referred by Hong Kong Customs and Excise Department)	-19.0%