

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

Outbound market

Levy income

(Source: TIC)

June 2016	June 2015	Difference
HK\$2,491,616	HK\$2,602,892	-4.3%
January - June 2016	January - June 2015	Difference
HK\$13,114,630	HK\$12,990,146	+1.0%

Air-ticket sales

(Source: IATA)

Total billing

1 - 15 June 2016	1 - 15 June 2015	Difference
HK\$1,289 million	HK\$1,413 million	-8.8%
1 January - 15 June 2016	1 January - 15 June 2015	Difference
HK\$12,506 million	HK\$13,068 million	-4.3%

No. of transactions

1 - 15 June 2016	1 - 15 June 2015	Difference
412,784	436,127	-5.4%
1 January - 15 June 2016	1 January - 15 June 2015	Difference
4,122,105	4,131,653	-0.2%

Complaints

(Source: TIC)

June 2016	June 2015	Difference
79 (25 referred by Consumer Council)	73 (34 referred by Consumer Council)	+8.2%
January - June 2016	January - June 2015	Difference
413 (172 referred by Consumer Council)	383 (124 referred by Consumer Council)	+7.8%

Requests for assistance

(Source: TIC)

June 2016	June 2015	Difference
93	314	-70.4%
January - June 2016	January - June 2015	Difference
448	768	-41.7%

Enquiries

(Source: TIC)

June 2016	June 2015	Difference
312	1,231	-74.7%

January - June 2016	January - June 2015	Difference
2,312	2,534	-8.8%

Inbound market

Arrivals

(Source: HKTB)

May 2016	May 2015	Difference
4,453,118	4,756,215	-6.4%

January - May 2016	January - May 2015	Difference
22,874,544	24,966,012	-8.4%

Arrivals from individual markets in May 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,322,758	-8.3%	74.6%
Taiwan	150,573	-1.8%	3.4%
South Korea	106,857	-8.3%	2.4%
USA	98,331	-0.7%	2.2%
Japan	82,455	-4.1%	1.9%
Philippines	80,084	+12.3%	1.8%
Macao	77,062	-5.5%	1.7%

Arrivals from individual markets in January - May 2016:

	No. of visitors	Compared with 2015	Market share
Mainland China	17,209,667	-11.8%	75.2%
Taiwan	810,750	+2.7%	3.5%
South Korea	582,153	+0.5%	2.5%
USA	490,424	+0.9%	2.1%
Japan	425,136	+4.7%	1.9%
Macao	377,015	-3.6%	1.6%
Philippines	318,434	+14.1%	1.4%

Mainland inbound tour group registration

(Source: TIC)

June 2016	June 2015	Difference
4,577	8,735	-47.6%

January - June 2016	January - June 2015	Difference
27,959	61,523	-54.6%

Complaints

(Source: TIC)

June 2016	June 2015	Difference
15 (All CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	25 (All CHN / 7 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-40.0%

January - June 2016	January - June 2015	Difference
75 (All CHN / 11 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	137 (135 CHN 1 SEA 1 OTH / 25 referred by Consumer Council, 6 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department)	-45.3%

Requests for assistance

(Source: TIC)

June 2016	June 2015	Difference
28 (All CHN / 3 referred by Consumer Council, 1 referred by Hong Kong Police)	42 (All CHN)	-33.3%

January - June 2016	January - June 2015	Difference
172 (171 CHN 1 SEA / 12 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 2 referred by Hong Kong Customs and Excise Department, 1 referred by Shenzhen TV)	299 (All CHN / 31 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission, 2 referred by Hong Kong Police)	-42.5%

Enquiries

(Source: TIC)

June 2016	June 2015	Difference
111 (All CHN / 5 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Tourism Commission)	36 (All CHN / 7 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	+208.3%

January - June 2016	January - June 2015	Difference
419 (411 CHN 2 SEA 6 OTH / 11 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police, 4 referred by Tourism Commission)	334 (331 CHN 2 SEA 1 OTH / 24 referred by Consumer Council, 8 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 2 referred by Hong Kong Police, 3 referred by Hong Kong Customs and Excise Department)	+25.4%