

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

Outbound market

Levy income

(Source: TIC)

July 2016	July 2015	Difference
HK\$2,575,758	HK\$2,484,912	+3.7%
January - July 2016	January - July 2015	Difference
HK\$15,690,388	HK\$15,475,058	+1.4%
August 2016	August 2015	Difference
HK\$1,948,396	HK\$2,140,959	-9.0%
January - August 2016	January - August 2015	Difference
HK\$17,638,784	HK\$17,616,017	+0.1%

Air-ticket sales

(Source: IATA)

Total billing

July 2016	July 2015	Difference
HK\$2,319 million	HK\$2,584 million	-10.3%
January - July 2016	January - July 2015	Difference
HK\$16,388 million	HK\$17,156 million	-4.5%
August 2016	August 2015	Difference
HK\$2,017 million	HK\$2,612 million	-22.8%
January - August 2016	January - August 2015	Difference
HK\$18,405 million	HK\$19,769 million	-6.9%

No. of transactions

July 2016	July 2015	Difference
803,560	793,860	+1.2%
January - July 2016	January - July 2015	Difference
5,360,767	5,374,381	-0.3%
August 2016	August 2015	Difference
703,348	807,739	-12.9%
January - August 2016	January - August 2015	Difference
6,064,115	6,182,120	-1.9%

Complaints

(Source: TIC)

July 2016	July 2015	Difference
76 (25 referred by Consumer Council)	73 (28 referred by Consumer Council)	+4.1%

January - July 2016	January - July 2015	Difference
489 (197 referred by Consumer Council)	456 (152 referred by Consumer Council)	+7.2%

August 2016	August 2015	Difference
75 (36 referred by Consumer Council)	94 (35 referred by Consumer Council)	-20.2%

January - August 2016	January - August 2015	Difference
564 (233 referred by Consumer Council)	550 (187 referred by Consumer Council)	+2.5%

Requests for assistance

(Source: TIC)

July 2016	July 2015	Difference
74	95	-22.1%

January - July 2016	January - July 2015	Difference
522	863	-39.5%

August 2016	August 2015	Difference
72	170	-57.6%

January - August 2016	January - August 2015	Difference
594	1,033	-42.5%

Enquiries

(Source: TIC)

July 2016	July 2015	Difference
322	329	-2.1%

January - July 2016	January - July 2015	Difference
2,634	2,863	-8.0%

August 2016	August 2015	Difference
451	545	-17.2%

January - August 2016	January - August 2015	Difference
3,085	3,408	-9.5%

Inbound market

Arrivals

(Source: HKTB)

June 2016	June 2015	Difference
4,285,730	4,361,228	-1.7%

January - June 2016	January - June 2015	Difference
27,160,274	29,327,240	-7.4%

July 2016	July 2015	Difference
5,049,022	4,923,431	+2.6%

January - July 2016	January - July 2015	Difference
32,209,296	34,250,671	-6.0%

Arrivals from individual markets in June 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,206,043	-3.8%	74.8%
Taiwan	176,169	+5.0%	4.1%
South Korea	105,083	+52.3%	2.5%
USA	101,179	+3.7%	2.4%
Macao	77,482	-3.4%	1.8%
Japan	74,366	-6.5%	1.7%
Philippines	67,914	+24.4%	1.6%

Arrivals from individual markets in January - June 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	20,415,710	-10.6%	75.2%
Taiwan	986,919	+3.1%	3.6%
South Korea	687,236	+6.0%	2.5%
USA	591,603	+1.4%	2.2%
Japan	499,502	+2.8%	1.8%
Macao	454,497	-3.6%	1.7%
Philippines	386,348	+15.8%	1.4%

Arrivals from individual markets in July 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,930,526	+2.2%	77.8%
Taiwan	185,051	-1.3%	3.7%
South Korea	109,094	+32.4%	2.2%
Macao	96,753	+4.8%	1.9%
USA	93,153	+0.6%	1.8%
Japan	80,593	+0.8%	1.6%
Indonesia	61,176	+2.1%	1.2%

Arrivals from individual markets in January - July 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	24,346,236	-8.8%	75.6%
Taiwan	1,171,970	+2.4%	3.6%
South Korea	796,330	+9.0%	2.5%
USA	684,756	+1.3%	2.1%
Japan	580,095	+2.6%	1.8%
Macao	551,250	-2.2%	1.7%
Philippines	447,510	+16.3%	1.4%

Mainland inbound tour group registration

(Source: TIC)

July 2016	July 2015	Difference
6,208	9,882	-37.2%

January - July 2016	January - July 2015	Difference
34,167	71,405	-52.2%

August 2016	August 2015	Difference
5,766	12,325	-53.2%

January - August 2016	January - August 2015	Difference
39,933	83,730	-52.3%

Complaints

(Source: TIC)

July 2016	July 2015	Difference
8 (All CHN / 2 referred by Consumer Council)	13 (All CHN / 4 referred by Consumer Council)	-38.5%

January - July 2016	January - July 2015	Difference
83 (All CHN / 13 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board)	150 (148 CHN 1 SEA 1 OTH / 29 referred by Consumer Council, 6 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department)	-44.7%

August 2016	August 2015	Difference
16 (All CHN / 6 referred by Consumer Council)	19 (All CHN / 6 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-15.8%

January - August 2016	January - August 2015	Difference
99 (All CHN / 19 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board)	169 (167 CHN 1 SEA 1 OTH / 35 referred by Consumer Council, 7 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department)	-41.4%

Requests for assistance

(Source: TIC)

July 2016	July 2015	Difference
36 (All CHN / 1 referred by Consumer Council, 3 referred by Hong Kong Police)	75 (74 CHN 1 SEA / 4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	-52.0%

January - July 2016	January - July 2015	Difference
208 (207 CHN 1 SEA / 13 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 5 referred by Hong Kong Police, 2 referred by Hong Kong Customs and Excise Department, 1 referred by Shenzhen TV)	374 (373 CHN 1 SEA / 35 referred by Consumer Council, 3 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	-44.4%

August 2016	August 2015	Difference
49 (48 CHN 1 OTH / 1 referred by Consumer Council, 1 referred by Travel Agents Registry)	77 (76 CHN 1 OTH / 1 referred by Consumer Council, 1 referred by Hong Kong Police)	-36.4%

January - August 2016	January - August 2015	Difference
257 (255 CHN 1 SEA 1 OTH / 14 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Hong Kong Tourism Board, 5 referred by Hong Kong Police, 2 referred by Hong Kong Customs and Excise Department, 1 referred by Shenzhen TV)	451 (449 CHN 1 SEA 1 OTH / 36 referred by Consumer Council, 3 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	-43.0%

Enquiries

(Source: TIC)

July 2016	July 2015	Difference
95 (94 CHN 1 OTH / 6 referred by Consumer Council)	46 (44 CHN 1 AUS 1 OTH / 7 referred by Consumer Council)	+107.0%

January - July 2016	January - July 2015	Difference
514 (505 CHN 2 SEA 7 OTH / 17 referred by Consumer Council, 4 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	380 (375 CHN 2 SEA 1 AUS 2 OTH / 31 referred by Consumer Council, 1 referred by Travel Agents Registry, 8 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 3 referred by Hong Kong Customs and Excise Department)	+35.3%

August 2016	August 2015	Difference
111 (All CHN / 4 referred by Consumer Council)	67 (66 CHN 1 OTH / 9 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Hong Kong Tourism Commission, 2 referred by Hong Kong Tourism Board)	+65.7%

January - August 2016	January - August 2015	Difference
625 (616 CHN 2 SEA 7 OTH / 21 referred by Consumer Council, 4 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	447 (441 CHN 2 SEA 1 AUS 3 OTH / 40 referred by Consumer Council, 2 referred by Travel Agents Registry, 1 referred by Hong Kong Tourism Commission, 10 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 3 referred by Hong Kong Customs and Excise Department)	+39.8%