

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

Outbound market

Levy income

(Source: TIC)

October 2016	October 2015	Difference
HK\$2,022,664	HK\$2,027,536	-0.2%
January - October 2016	January - October 2015	Difference
HK\$21,655,819	HK\$21,347,148	+1.4%

Air-ticket sales

(Source: IATA)

Total billing

1 - 15 October 2016	1 - 15 October 2015	Difference
HK\$941 million	HK\$1,126 million	-16.4%
1 January - 15 October 2016	1 January - 15 October 2015	Difference
HK\$21,546 million	HK\$23,325 million	-7.6%

No. of transactions

1 - 15 October 2016	1 - 15 October 2015	Difference
324,849	351,001	-7.5%
1 January - 15 October 2016	1 January - 15 October 2015	Difference
7,098,641	7,256,388	-2.2%

Complaints

(Source: TIC)

October 2016	October 2015	Difference
83 (26 referred by Consumer Council)	79 (35 referred by Consumer Council)	+5.1%
January - October 2016	January - October 2015	Difference
702 (275 referred by Consumer Council)	717 (262 referred by Consumer Council)	-2.1%

Requests for assistance

(Source: TIC)

October 2016	October 2015	Difference
68	87	-21.8%
January - October 2016	January - October 2015	Difference
718	1,235	-41.9%

Enquiries

(Source: TIC)

October 2016	October 2015	Difference
268	264	+1.5%

January - October 2016	January - October 2015	Difference
3,659	3,951	-7.4%

Inbound market

Arrivals

(Source: HKTB)

September 2016	September 2015	Difference
4,422,441	4,558,800	-3.0%

January - September 2016	January - September 2015	Difference
41,718,233	44,424,323	-6.1%

Arrivals from individual markets in September 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,333,627	-5.0%	75.4%
Taiwan	168,311	+1.5%	3.8%
South Korea	113,351	+31.8%	2.6%
Japan	101,276	-3.0%	2.3%
USA	93,313	+5.0%	2.1%
Macao	74,482	-3.5%	1.7%
Singapore	53,630	+4.1%	1.2%

Arrivals from individual markets in January - September 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	31,716,868	-8.7%	76.0%
Taiwan	1,514,622	+1.0%	3.6%
South Korea	1,024,408	+12.1%	2.5%
USA	860,051	+1.5%	2.1%
Japan	783,270	+2.4%	1.9%
Macao	726,819	-3.8%	1.7%
Philippines	555,059	+14.1%	1.3%

Mainland inbound tour group registration

(Source: TIC)

October 2016	October 2015	Difference
5,025	10,633	-52.7%

January - October 2016	January - October 2015	Difference
49,410	103,294	-52.2%

Complaints

(Source: TIC)

October 2016	October 2015	Difference
16 (All CHN / 3 referred by Consumer Council)	33 (All CHN / 9 referred by Consumer Council, 5 referred by Hong Kong Tourism Board)	-51.5%

January - October 2016	January - October 2015	Difference
129 (ALL CHN / 26 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board)	227 (225 CHN 1 SEA 1 OTH / 50 referred by Consumer Council, 13 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department, 1 referred by Others)	-43.2%

Requests for assistance

(Source: TIC)

October 2016	October 2015	Difference
46 (ALL CHN / 2 referred by Consumer Council)	49 (48 CHN 1 OTH / 2 referred by Consumer Council)	-6.1%

January - October 2016	January - October 2015	Difference
339 (337 CHN 1 SEA 1 OTH / 18 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)	573 (570 CHN 1 SEA 2 OTH / 42 referred by Consumer Council, 3 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	-40.8%

Enquiries

(Source: TIC)

October 2016	October 2015	Difference
115 (ALL CHN / 7 referred by Consumer Council, 2 referred by Others)	63 (62 CHN 1 SEA / 6 referred by Consumer Council, 3 referred by Hong Kong Tourism Board)	+82.5%

January - October 2016	January - October 2015	Difference
815 (805 CHN 3 SEA 7 OTH / 30 referred by Consumer Council, 4 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police, 2 referred by Others)	566 (559 CHN 3 SEA 1 AUS 3 OTH / 54 referred by Consumer Council, 2 referred by Travel Agents Registry, 1 referred by Hong Kong Tourism Commission, 14 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 3 referred by Hong Kong Customs and Excise Department)	+44.0%

