

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

Outbound market

Levy income

(Source: TIC)

November 2016	November 2015	Difference
HK\$2,450,532	HK\$1,866,540	+31.3%

January - November 2016	January - November 2015	Difference
HK\$24,106,351	HK\$23,213,688	+3.8%

Air-ticket sales

(Source: IATA)

Total billing

November 2016	November 2015	Difference
HK\$2,290 million	HK\$2,417 million	-5.3%

January - November 2016	January - November 2015	Difference
HK\$25,025 million	HK\$27,036 million	-7.4%

No. of transactions

November 2016	November 2015	Difference
741,510	793,366	-6.5%

January - November 2016	January - November 2015	Difference
8,235,698	8,462,035	-2.7%

Complaints

(Source: TIC)

November 2016	November 2015	Difference
84 (25 referred by Consumer Council)	77 (14 referred by Consumer Council)	+9.1%

January - November 2016	January - November 2015	Difference
786 (300 referred by Consumer Council)	794 (276 referred by Consumer Council)	-1.0%

Requests for assistance

(Source: TIC)

November 2016	November 2015	Difference
81	98	-17.3%

January - November 2016	January - November 2015	Difference
799	1,333	-40.1%

Enquiries

(Source: TIC)

November 2016	November 2015	Difference
482	315	+53.0

January - November 2016	January - November 2015	Difference
4,141	4,266	-2.9%

Inbound market

Arrivals

(Source: HKTB)

October 2016	October 2015	Difference
4,953,705	5,073,494	-2.4%

January - October 2016	January - October 2015	Difference
46,671,938	49,497,817	-5.7%

Arrivals from individual markets in October 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,723,837	-3.5%	75.2%
Taiwan	161,813	-7.6%	3.3%
USA	115,961	+0.8%	2.3%
South Korea	111,226	+9.2%	2.2%
Japan	86,409	+0.5%	1.7%
Macao	78,390	-2.7%	1.6%
Philippines	68,458	+9.4%	1.4%

Arrivals from individual markets in January - October 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	35,440,705	-8.2%	75.9%
Taiwan	1,676,435	+0.1%	3.6%
South Korea	1,135,634	+11.9%	2.4%
USA	976,012	+1.4%	2.1%
Japan	869,679	+2.2%	1.9%
Macao	805,209	-3.7%	1.7%
Philippines	623,517	+13.6%	1.3%

Mainland inbound tour group registration

(Source: TIC)

November 2016	November 2015	Difference
4,917	9,302	-47.1%

January - November 2016	January - November 2015	Difference
54,327	112,596	-51.8%

Complaints

(Source: TIC)

November 2016	November 2015	Difference
16 (All CHN / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	20 (All CHN / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-20.0%

January - November 2016	January - November 2015	Difference
145 (ALL CHN / 30 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board)	247 (245 CHN 1 SEA 1 OTH / 54 referred by Consumer Council, 14 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department, 1 referred by Others)	-41.3%

Requests for assistance

(Source: TIC)

November 2016	November 2015	Difference
35 (ALL CHN / 4 referred by Consumer Council)	17 (ALL CHN / 2 referred by Consumer Council, 1 referred by Others)	+105.9%

January - November 2016	January - November 2015	Difference
374 (372 CHN 1 SEA 1 OTH / 22 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)	590 (587 CHN 1 SEA 2 OTH / 44 referred by Consumer Council, 3 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police, 1 referred by Others)	-36.6%

Enquiries

(Source: TIC)

November 2016	November 2015	Difference
100 (ALL CHN / 9 referred by Consumer Council, 1 referred by Others)	32 (30 CHN 1 SEA 1 AUS / 7 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Others)	+212.5%

January - November 2016	January - November 2015	Difference
<p style="text-align: center;">915</p> <p>(905 CHN 3 SEA 7 OTH / 39 referred by Consumer Council, 4 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police, 3 referred by Others)</p>	<p style="text-align: center;">598</p> <p>(589 CHN 4 SEA 2 AUS 3 OTH / 61 referred by Consumer Council, 2 referred by Travel Agents Registry, 1 referred by Hong Kong Tourism Commission, 16 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 3 referred by Hong Kong Customs and Excise Department, 2 referred by Others)</p>	<p style="text-align: center;">+53.0%</p>