

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

**Outbound market**

**Levy income**

(Source: TIC)

|                      |                      |            |
|----------------------|----------------------|------------|
| April 2017           | April 2016           | Difference |
| HK\$2,075,632        | HK\$2,357,414        | -12.0%     |
| January - April 2017 | January - April 2016 | Difference |
| HK\$8,422,014        | HK\$8,553,726        | -1.5%      |

**Air-ticket sales**

(Source: IATA)

**Total billing**

|                           |                           |            |
|---------------------------|---------------------------|------------|
| 1-15 April 2017           | 1-15 April 2016           | Difference |
| HK\$970 million           | HK\$1,056 million         | -8.1%      |
| 1 January - 15 April 2017 | 1 January - 15 April 2016 | Difference |
| HK\$7,613 million         | HK\$7,642 million         | -0.4%      |

**No. of transactions**

|                           |                           |            |
|---------------------------|---------------------------|------------|
| 1-15 April 2017           | 1-15 April 2016           | Difference |
| 356,041                   | 362,422                   | -1.8%      |
| 1 January - 15 April 2017 | 1 January - 15 April 2016 | Difference |
| 2,618,350                 | 2,544,019                 | +2.9%      |

**Complaints**

(Source: TIC)

|   |   |            |
|---|---|------------|
| April 2017                                | April 2016                                | Difference |
| 72<br>(23 referred by Consumer Council)   | 92<br>(39 referred by Consumer Council)   | -21.7%     |
| January - April 2017                      | January - April 2016                      | Difference |
| 267<br>(122 referred by Consumer Council) | 274<br>(124 referred by Consumer Council) | -2.6%      |

**Requests for assistance**

(Source: TIC)

|                      |                      |            |
|----------------------|----------------------|------------|
| April 2017           | April 2016           | Difference |
| 66                   | 63                   | +4.8%      |
| January - April 2017 | January - April 2016 | Difference |
| 225                  | 290                  | -22.4%     |

## Enquiries

(Source: TIC)

| April 2017 | April 2016 | Difference |
|------------|------------|------------|
| 225        | 435        | -48.3%     |

| January - April 2017 | January - April 2016 | Difference |
|----------------------|----------------------|------------|
| 859                  | 1,728                | -50.3%     |

## Inbound market

### Arrivals

(Source: HKTB)

| March 2017 | March 2016 | Difference |
|------------|------------|------------|
| 4,586,186  | 4,213,801  | +8.8%      |

| January - March 2017 | January - March 2016 | Difference |
|----------------------|----------------------|------------|
| 14,242,779           | 13,735,110           | +3.7%      |

### Arrivals from individual markets in March 2017

|                | No. of visitors | Compared with 2016 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 3,330,769       | +10.4%             | 72.6%        |
| Taiwan         | 160,589         | +7.6%              | 3.5%         |
| Japan          | 131,082         | +28.5%             | 2.9%         |
| South Korea    | 121,401         | +25.1%             | 2.6%         |
| USA            | 114,515         | +3.4%              | 2.5%         |
| Macao          | 72,732          | -4.0%              | 1.6%         |
| Philippines    | 72,563          | +17.3%             | 1.6%         |

### Arrivals from individual markets in January - March 2017

|                | No. of visitors | Compared with 2016 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 10,823,002      | +3.8%              | 76.0%        |
| Taiwan         | 489,792         | +1.2%              | 3.4%         |
| South Korea    | 417,953         | +12.4%             | 2.9%         |
| Japan          | 319,772         | +20.9%             | 2.2%         |
| USA            | 291,745         | +4.4%              | 2.0%         |
| Macao          | 229,121         | +0.6%              | 1.6%         |
| Philippines    | 194,153         | +14.5%             | 1.4%         |

## Mainland inbound tour group registration

(Source: TIC)

| April 2017 | April 2016 | Difference |
|------------|------------|------------|
| 5,427      | 6,494      | -16.4%     |

| January - April 2017 | January - April 2016 | Difference |
|----------------------|----------------------|------------|
| 15,925               | 18,159               | -12.3%     |

## Complaints

(Source: TIC)

| April 2017                                       | April 2016  | Difference |
|--|---|------------|
| 14<br>(ALL CHN / 6 referred by Consumer Council) | 10<br>(ALL CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | +40.0%     |

| January - April 2017  | January - April 2016  | Difference |
|---|---|------------|
| 67<br>(65 CHN 1 SEA 1 OTH / 21 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission) | 43<br>(ALL CHN / 7 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | +55.8%     |

## Requests for assistance

(Source: TIC)

| April 2017                                       | April 2016   | Difference |
|--|--|------------|
| 29<br>(ALL CHN / 1 referred by Consumer Council) | 30<br>(ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Police) | -3.3%      |

| January - April 2017                                    | January - April 2016   | Difference |
|---|--|------------|
| 132<br>(131 CHN 1 OTH / 4 referred by Consumer Council) | 113<br>(112 CHN 1 SEA / 8 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police, 4 referred by Others) | +16.8%     |

## Enquiries

(Source: TIC)

| April 2017  | April 2016   | Difference |
|---|--|------------|
| 63<br>(ALL CHN / 1 referred by Hong Kong Tourism Board) | 106<br>(98 CHN 2 SEA 6 OTH / 2 referred by Consumer Council, 1 referred by Tourism Commission) | -40.6%     |

| January - April 2017   | January - April 2016   | Difference |
|--|--|------------|
| 300<br>(299 CHN 1 OTH / 6 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police) | 200<br>(192 CHN 2 SEA 6 OTH / 5 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Tourism Commission, 1 referred by Hong Kong Police) | +50.0%     |