

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

Outbound market

Levy income

(Source: TIC)

May 2017	May 2016	Difference
HK\$2,693,637	HK\$2,069,288	+30.2%

January - May 2017	January - May 2016	Difference
HK\$11,115,651	HK\$10,623,014	+4.6%

Air-ticket sales

(Source: IATA)

Total billing

May 2017	May 2016	Difference
HK\$2,312 million	HK\$2,417 million	-4.3%

January - May 2017	January - May 2016	Difference
HK\$11,068 million	HK\$11,217 million	-1.3%

No. of transactions

May 2017	May 2016	Difference
798,943	785,310	+1.7%

January - May 2017	January - May 2016	Difference
3,788,407	3,709,321	+2.1%

Complaints

(Source: TIC)

May 2017	May 2016	Difference
89 (23 referred by Consumer Council)	60 (23 referred by Consumer Council)	+48.3%

January - May 2017	January - May 2016	Difference
356 (145 referred by Consumer Council)	334 (147 referred by Consumer Council)	+6.6%

Requests for assistance

(Source: TIC)

May 2017	May 2016	Difference
56	65	-13.8%

January - May 2017	January - May 2016	Difference
281	355	-20.8%

Enquiries

(Source: TIC)

May 2017	May 2016	Difference
206	272	-24.3%

January - May 2017	January - May 2016	Difference
1,065	2,000	-46.8%

Inbound market

Arrivals

(Source: HKTB)

April 2017	April 2016	Difference
4,775,834	4,686,316	+1.9%

January - April 2017	January - April 2016	Difference
19,018,613	18,421,426	+3.2%

Arrivals from individual markets in April 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	3,521,932	+1.8%	73.7%
Taiwan	166,892	-5.2%	3.5%
USA	114,030	+1.1%	2.4%
South Korea	111,391	+7.8%	2.3%
Philippines	88,044	+28.1%	1.8%
Macao	82,943	+14.9%	1.7%
Japan	78,433	+0.2%	1.6%

Arrivals from individual markets in January - April 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	14,344,934	+3.3%	75.4%
Taiwan	656,684	-0.5%	3.5%
South Korea	529,344	+11.4%	2.8%
USA	405,775	+3.5%	2.1%
Japan	398,205	+16.2%	2.1%
Macao	312,064	+4.0%	1.6%
Philippines	282,197	+18.4%	1.5%

Mainland inbound tour group registration

(Source: TIC)

May 2017	May 2016	Difference
7,091	5,223	+35.8%

January - May 2017	January - May 2016	Difference
23,016	23,382	-1.6%

Complaints

(Source: TIC)

May 2017	May 2016	Difference
12 (ALL CHN / 6 referred by Consumer Council)	17 (ALL CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	-29.4%

January - May 2017	January - May 2016	Difference
79 (77 CHN 1 SEA 1 OTH / 27 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)	60 (ALL CHN / 9 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	+31.7%

Requests for assistance

(Source: TIC)

May 2017	May 2016	Difference
36 (ALL CHN)	31 (ALL CHN / 1 referred by Consumer Council)	+16.1%

January - May 2017	January - May 2016	Difference
168 (167 CHN 1 OTH / 4 referred by Consumer Council)	144 (143 CHN 1 SEA / 9 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police, 4 referred by Others)	+16.7%

Enquiries

(Source: TIC)

May 2017	May 2016	Difference
70 (69 CHN 1 UK / 5 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	108 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Others)	-35.2%

January - May 2017	January - May 2016	Difference
370 (368 CHN 1 UK 1 OTH / 11 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	308 (300 CHN 2 SEA 6 OTH / 6 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Tourism Commission, 1 referred by Hong Kong Police, 2 referred by Others)	+20.1%