

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

**Outbound market**

**Levy income**

(Source: TIC)

| June 2017     | June 2016     | Difference |
|---------------|---------------|------------|
| HK\$2,933,265 | HK\$2,491,616 | +17.7%     |

| January - June 2017 | January - June 2016 | Difference |
|---------------------|---------------------|------------|
| HK\$14,048,916      | HK\$13,114,630      | +7.1%      |

**Air-ticket sales**

(Source: IATA)

**Total billing**

| June 2017         | June 2016         | Difference |
|-------------------|-------------------|------------|
| HK\$2,591 million | HK\$2,853 million | -9.2%      |

| January - June 2017 | January - June 2016 | Difference |
|---------------------|---------------------|------------|
| HK\$13,659 million  | HK\$14,069 million  | -2.9%      |

**No. of transactions**

| June 2017 | June 2016 | Difference |
|-----------|-----------|------------|
| 850,418   | 847,886   | +0.3%      |

| January - June 2017 | January - June 2016 | Difference |
|---------------------|---------------------|------------|
| 4,638,825           | 4,557,207           | +1.8%      |

**Complaints**

(Source: TIC)

| June 2017                               | June 2016                               | Difference |
|---|---|------------|
| 71<br>(29 referred by Consumer Council) | 79<br>(25 referred by Consumer Council) | -10.1%     |

| January - June 2017                       | January - June 2016                       | Difference |
|---|---|------------|
| 427<br>(174 referred by Consumer Council) | 413<br>(172 referred by Consumer Council) | +3.4%      |

**Requests for assistance**

(Source: TIC)

| June 2017 | June 2016 | Difference |
|-----------|-----------|------------|
| 72        | 93        | -22.6%     |

| January - June 2017 | January - June 2016 | Difference |
|---------------------|---------------------|------------|
| 353                 | 448                 | -21.2%     |

## Enquiries

(Source: TIC)

|           |           |            |
|-----------|-----------|------------|
| June 2017 | June 2016 | Difference |
| 228       | 312       | -26.9%     |

|                     |                     |            |
|---------------------|---------------------|------------|
| January - June 2017 | January - June 2016 | Difference |
| 1,293               | 2,312               | -44.1%     |

## Inbound market

### Arrivals

(Source: HKTB)

|           |           |            |
|-----------|-----------|------------|
| May 2017  | May 2016  | Difference |
| 4,587,014 | 4,453,118 | +3.0%      |

|                    |                    |            |
|--------------------|--------------------|------------|
| January - May 2017 | January - May 2016 | Difference |
| 23,605,627         | 22,874,544         | +3.2%      |

### Arrivals from individual markets in May 2017

|                | No. of visitors | Compared with 2016 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 3,450,028       | +3.8%              | 75.2%        |
| Taiwan         | 166,827         | +10.8%             | 3.6%         |
| South Korea    | 115,183         | +7.8%              | 2.5%         |
| Japan          | 97,850          | +18.7%             | 2.1%         |
| USA            | 96,974          | -1.4%              | 2.1%         |
| Philippines    | 89,590          | +11.9%             | 2.0%         |
| Macao          | 75,980          | -1.4%              | 1.7%         |

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

|                | No. of visitors | Compared with 2016 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 17,794,962      | +3.4%              | 75.4%        |
| Taiwan         | 823,511         | +1.6%              | 3.5%         |
| South Korea    | 644,527         | +10.7%             | 2.7%         |
| USA            | 502,749         | +2.5%              | 2.1%         |
| Japan          | 496,055         | +16.7%             | 2.1%         |
| Macao          | 388,044         | +2.9%              | 1.6%         |
| Philippines    | 371,787         | +16.8%             | 1.6%         |

## Mainland inbound tour group registration

(Source: TIC)

|           |           |            |
|-----------|-----------|------------|
| June 2017 | June 2016 | Difference |
| 5,887     | 4,577     | +28.6%     |

|                     |                     |            |
|---------------------|---------------------|------------|
| January - June 2017 | January - June 2016 | Difference |
| 28,903              | 27,959              | +3.4%      |

## Complaints

(Source: TIC)

| June 2017   | June 2016   | Difference |
|---|---|------------|
| 14<br>(13 CHN 1 OTH / 2 referred by Consumer Council) | 15<br>(ALL CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | -6.7%      |

| January - June 2017   | January - June 2016  | Difference |
|---|--|------------|
| 93<br>(90 CHN 1 SEA 2 OTH / 29 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission) | 75<br>(ALL CHN / 11 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission) | +24.0%     |

## Requests for assistance

(Source: TIC)

| June 2017   | June 2016  | Difference |
|---|--|------------|
| 40<br>(ALL CHN / 1 referred by Hong Kong Tourism Board) | 28<br>(ALL CHN / 3 referred by Consumer Council, 1 referred by Others) | +42.9%     |

| January - June 2017  | January - June 2016   | Difference |
|--|---|------------|
| 208<br>(207 CHN 1 OTH / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | 172<br>(171 CHN 1 SEA / 12 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police, 5 referred by Others) | +20.9%     |

## Enquiries

(Source: TIC)

| June 2017   | June 2016  | Difference |
|---|--|------------|
| 57<br>(ALL CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police) | 111<br>(ALL CHN / 5 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Tourism Commission) | -48.6%     |

| January - June 2017  | January - June 2016   | Difference |
|--|---|------------|
| 427<br>(425 CHN 1 UK 1 OTH / 13 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 5 referred by Hong Kong Police) | 419<br>(411 CHN 2 SEA 6 OTH / 11 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 4 referred by Tourism Commission, 1 referred by Hong Kong Police, 2 referred by Others) | +1.9%      |