

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

Outbound market

Levy income

(Source: TIC)

May 2016	May 2015	Difference
HK\$2,069,288	HK\$2,184,012	-5.3%

January - May 2016	January - May 2015	Difference
HK\$10,623,014	HK\$10,387,254	+2.3%

Air-ticket sales

(Source: IATA)

Total billing

May 2016	May 2015	Difference
HK\$2,417 million	HK\$2,719 million	-11.1%

January - May 2016	January - May 2015	Difference
HK\$11,217 million	HK\$11,655 million	-3.8%

No. of transactions

May 2016	May 2015	Difference
785,310	840,806	-6.6%

January - May 2016	January - May 2015	Difference
3,709,321	3,695,526	+0.4%

Complaints

(Source: TIC)

May 2016	May 2015	Difference
60 (23 referred by Consumer Council)	54 (20 referred by Consumer Council)	+11.1%

January - May 2016	January - May 2015	Difference
334 (147 referred by Consumer Council)	310 (90 referred by Consumer Council)	+7.7%

Requests for assistance

(Source: TIC)

May 2016	May 2015	Difference
65	96	-32.3%

January - May 2016	January - May 2015	Difference
355	454	-21.8%

Enquiries

(Source: TIC)

May 2016	May 2015	Difference
272	253	+7.5%

January - May 2016	January - May 2015	Difference
2,000	1,303	+53.5%

Inbound market

Arrivals

(Source: HKTB)

April 2016	April 2015	Difference
4,686,316	4,789,112	-2.1%

January - April 2016	January - April 2015	Difference
18,421,426	20,209,797	-8.8%

Arrivals from individual markets in April 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,459,000	-4.0%	73.8%
Taiwan	176,018	+3.6%	3.8%
USA	112,767	+0.4%	2.4%
South Korea	103,295	+5.7%	2.2%
Japan	78,255	+8.9%	1.7%
Macao	72,217	-10.8%	1.5%
Philippines	68,721	+5.4%	1.5%

Arrivals from individual markets in January - April 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	13,886,909	-12.6%	75.4%
Taiwan	660,177	+3.8%	3.6%
South Korea	475,296	+2.7%	2.6%
USA	392,093	+1.4%	2.1%
Japan	342,681	+7.1%	1.9%
Macao	299,953	-3.1%	1.6%
Philippines	238,350	+14.7%	1.3%

Mainland inbound tour group registration

(Source: TIC)

May 2016	May 2015	Difference
5,223	12,149	-57.0%

January - May 2016	January - May 2015	Difference
23,382	52,788	-55.7%

Complaints

(Source: TIC)

May 2016	May 2015	Difference
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)	20 (All CHN / 3 referred by Consumer Council)	-15.0%

January - May 2016	January - May 2015	Difference
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)	112 (110 CHN 1 SEA 1 OTH / 18 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department)	-46.4%

Requests for assistance

(Source: TIC)

May 2016	May 2015	Difference
31 (All CHN / 1 referred by Consumer Council)	41 (All CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-24.4%

January - May 2016	January - May 2015	Difference
144 (143 CHN 1 SEA / 9 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police, 2 referred by Hong Kong Customs and Excise Department, 1 referred by Shenzhen TV)	257 (All CHN / 31 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission, 2 referred by Hong Kong Police)	-44.0%

Enquiries

(Source: TIC)

May 2016	May 2015	Difference
108 (All CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	51 (50 CHN 1 SEA / 9 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs and Excise Department)	+111.8%

January - May 2016	January - May 2015	Difference
<p style="text-align: center;">308</p> <p>(300 CHN 2 SEA 6 OTH / 6 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police, 2 referred by Tourism Commission)</p>	<p style="text-align: center;">298</p> <p>(295 CHN 2 SEA 1 OTH / 17 referred by Consumer Council, 7 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 2 referred by Hong Kong Police, 3 referred by Hong Kong Customs and Excise Department)</p>	<p style="text-align: center;">+3.4%</p>