

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

**Outbound market**

**Levy income**

(Source: TIC)

December 2016	December 2015	Difference
HK\$2,559,514	HK\$2,040,005	+25.5%

January - December 2016	January - December 2015	Difference
HK\$26,665,865	HK\$25,253,693	+5.6%

**Air-ticket sales**

(Source: IATA)

**Total billing**

December 2016	December 2015	Difference
HK\$1,998 million	HK\$2,172 million	-8.0%

January - December 2016	January - December 2015	Difference
HK\$27,023 million	HK\$29,208 million	-7.5%

**No. of transactions**

December 2016	December 2015	Difference
685,166	736,068	-6.9%

January - December 2016	January - December 2015	Difference
8,920,864	9,198,103	-3.0%

**Complaints**

(Source: TIC)

December 2016	December 2015	Difference
56 (22 referred by Consumer Council)	72 (37 referred by Consumer Council)	-22.2%

January - December 2016	January - December 2015	Difference
842 (322 referred by Consumer Council)	866 (313 referred by Consumer Council)	-2.8%

**Requests for assistance**

(Source: TIC)

December 2016	December 2015	Difference
64	78	-17.9%

January - December 2016	January - December 2015	Difference
863	1,411	-38.8%

## Enquiries

(Source: TIC)

December 2016	December 2015	Difference
255	240	+6.3%

January - December 2016	January - December 2015	Difference
4,396	4,506	-2.4%

## Inbound market

### Arrivals

(Source: HKTB)

November 2016	November 2015	Difference
4,646,938	4,748,715	-2.1%

January - November 2016	January - November 2015	Difference
51,318,876	54,246,532	-5.4%

### Arrivals from individual markets in November 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	3,388,958	-3.5%	72.9%
Taiwan	153,844	-4.3%	3.3%
South Korea	123,855	+13.8%	2.7%
USA	123,254	+5.8%	2.7%
Japan	111,487	+14.5%	2.4%
Philippines	77,779	+4.6%	1.7%
Macao	74,552	-2.7%	1.6%

### Arrivals from individual markets in January - November 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	38,829,663	-7.8%	75.7%
Taiwan	1,830,279	-0.3%	3.6%
South Korea	1,259,489	+12.0%	2.5%
USA	1,099,266	+1.9%	2.1%
Japan	981,166	+3.4%	1.9%
Macao	879,761	-3.6%	1.7%
Philippines	701,296	+12.5%	1.4%

## Mainland inbound tour group registration

(Source: TIC)

December 2016	December 2015	Difference
4,668	6,519	-28.4%

January - December 2016	January - December 2015	Difference
58,995	119,115	-50.5%

## Complaints

(Source: TIC)

December 2016	December 2015	Difference
17 (16 CHN 1 OTH / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	15 (ALL CHN / 4 referred by Consumer Council)	+13.3%

January - December 2016	January - December 2015	Difference
162 (161 CHN 1 OTH / 34 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board)	262 (260 CHN 1 SEA 1 OTH / 58 referred by Consumer Council, 14 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department, 1 referred by Others)	-38.2%

## Requests for assistance

(Source: TIC)

December 2016	December 2015	Difference
45 (ALL CHN / 1 referred by Hong Kong Tourism Board)	38 (ALL CHN / 3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	+18.4%

January - December 2016	January - December 2015	Difference
419 (417 CHN 1 SEA 1 OTH / 22 referred by Consumer Council, 1 referred by Travel Agents Registry, 2 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)	628 (625 CHN 1 SEA 2 OTH / 47 referred by Consumer Council, 3 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police, 1 referred by Others)	-33.3%

## Enquiries

(Source: TIC)

December 2016	December 2015	Difference
82 (81 CHN 1 OTH / 6 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Others)	34 (32 CHN 1 UK 1 US / 2 referred by Hong Kong Tourism Board, 1 referred by Others)	+141.2%

January - December 2016	January - December 2015	Difference
<p style="text-align: center;">997</p> <p>(986 CHN 3 SEA 8 OTH / 45 referred by Consumer Council, 4 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police, 4 referred by Others)</p>	<p style="text-align: center;">632</p> <p>(621 CHN 4 SEA 2 AUS 1 UK 1 US 3 OTH / 61 referred by Consumer Council, 2 referred by Travel Agents Registry, 1 referred by Hong Kong Tourism Commission, 18 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 3 referred by Hong Kong Customs and Excise Department, 3 referred by Others)</p>	<p>+57.8%</p>