

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

Outbound market

Levy income

(Source: TIC)

October 2017	October 2016	Difference
HK\$2,320,549	HK\$2,022,664	+14.7%
January - October 2017	January - October 2016	Difference
HK\$23,465,316	HK\$21,655,819	+8.4%

Air-ticket sales

(Source: IATA)

Total billing

October 2017	October 2016	Difference
HK\$2,109 million	HK\$2,131 million	-1.0%
January - October 2017	January - October 2016	Difference
HK\$22,451 million	HK\$22,736 million	-1.3%

No. of transactions

October 2017	October 2016	Difference
796,987	720,396	+10.6%
January - October 2017	January - October 2016	Difference
7,910,863	7,494,188	+5.6%

Complaints

(Source: TIC)

October 2017	October 2016	Difference
71 (40 referred by Consumer Council)	83 (26 referred by Consumer Council)	-14.5%
January - October 2017	January - October 2016	Difference
770 (326 referred by Consumer Council)	702 (275 referred by Consumer Council)	+9.7%

Requests for assistance

(Source: TIC)

October 2017	October 2016	Difference
58	68	-14.7%
January - October 2017	January - October 2016	Difference
574	718	-20.1%

Enquiries

(Source: TIC)

October 2017	October 2016	Difference
269	268	+0.4%

January - October 2017	January - October 2016	Difference
2,563	3,659	-30.0%

Inbound market

Arrivals

(Source: HKTB)

September 2017	September 2016	Difference
4,635,161	4,422,441	+4.8%

January - September 2017	January - September 2016	Difference
42,635,177	41,718,233	+2.2%

Arrivals from individual markets in September 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	3,572,769	+7.2%	77.1%
Taiwan	157,363	-6.5%	3.4%
Japan	117,878	+16.4%	2.5%
South Korea	102,433	-9.6%	2.2%
USA	85,766	-8.1%	1.9%
Macao	75,953	+2.0%	1.6%
Philippines	63,826	+19.7%	1.4%

Arrivals from individual markets in January - September 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	32,498,619	+2.5%	76.2%
Taiwan	1,502,734	-0.8%	3.5%
South Korea	1,089,630	+6.4%	2.6%
Japan	907,551	+15.9%	2.1%
USA	875,310	+1.8%	2.1%
Macao	724,950	-0.3%	1.7%
Philippines	640,319	+15.4%	1.5%

Mainland inbound tour group registration

(Source: TIC)

October 2017	October 2016	Difference
7,176	5,025	+42.8%

January - October 2017	January - October 2016	Difference
59,901	49,410	+21.2%

Complaints

(Source: TIC)

October 2017	October 2016	Difference
16 (ALL CHN / 4 referred by Consumer Council)	16 (ALL CHN / 3 referred by Consumer Council)	0.0%

January - October 2017	January - October 2016	Difference
171 (166 CHN 2 SEA 1 USA 2 OTH / 52 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 1 referred by Media)	129 (ALL CHN / 26 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	+32.6%

Requests for assistance

(Source: TIC)

October 2017	October 2016	Difference
40 (ALL CHN)	46 (ALL CHN / 2 referred by Consumer Council)	-13.0%

January - October 2017	January - October 2016	Difference
413 (412 CHN 1 OTH / 5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	339 (337 CHN 1 SEA 1 OTH / 18 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 4 referred by Hong Kong Police, 5 referred by Others)	+21.8%

Enquiries

(Source: TIC)

October 2017	October 2016	Difference
71 (ALL CHN / 3 referred by Consumer Council, 10 referred by Others)	115 (ALL CHN / 7 referred by Consumer Council, 2 referred by Others)	-38.3%

January - October 2017	January - October 2016	Difference
790 (786 CHN 1 SEA 1 UK 2 OTH / 88 referred by Consumer Council, 7 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 11 referred by Hong Kong Police, 10 referred by Others)	815 (805 CHN 3 SEA 7 OTH / 30 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 4 referred by Tourism Commission, 1 referred by Hong Kong Police, 4 referred by Others)	-3.1%