

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

### Outbound market

#### Levy income (source: TIC)

	2018	2017	Difference
February (HK\$)	1,612,245	1,175,230	+37.2%
January - February (HK\$)	4,244,872	3,264,770	+30.0%

#### Air-ticket sales (source: IATA)

##### Total billing

	2018	2017	Difference
February (HK\$)	1,812 million	1,899 million	-4.6%
January - February (HK\$)	4,190 million	4,076 million	+2.8%

##### No. of transactions

	2018	2017	Difference
February	700,234	691,577	+1.3%
January - February	1,645,114	1,377,824	+19.4%

#### Complaints (source: TIC)

	2018	2017	Difference
February	35 (22)	61 (25)	-42.6%
January - February	112 (63)	132 (60)	-15.2%

Note: Figures in brackets denote the number of cases referred by the Consumer Council

#### Requests for assistance (source: TIC)

	2018	2017	Difference
February	44	42	+4.8%
January - February	123	86	+43.0%

#### Enquiries (source: TIC)

	2018	2017	Difference
February	219	192	+14.1%
January - February	443	413	+7.3%

## **Inbound market**

### **Arrivals** (source: HKTB)

	2018	2017	Difference
January	5,333,562	5,475,176	-2.6%

### Arrivals from individual markets in January 2018

	No. of visitors	Compared with 2017	Market share
Mainland China	4,113,241	-5.5%	77.1%
South Korea	168,152	+14.9%	3.2%
Taiwan	156,300	-4.7%	2.9%
Japan	105,771	+22.8%	2.0%
USA	101,744	+4.5%	1.9%
Macao	75,203	-9.6%	1.4%
Philippines	66,932	+7.7%	1.3%

### **Mainland inbound tour group registration** (source: TIC)

	2018	2017	Difference
February	2,867	2,887	-0.7%
January - February	8,914	6,161	+44.7%

### **Complaints** (source: TIC)

	2018	2017	Difference
February	13 (12 CHN 1 SEA / 1 referred by Hong Kong Tourism Board)	14 (ALL CHN / 3 referred by Consumer Council)	-7.1%
January - February	27 (26 CHN 1 SEA / 3 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	38 (36 CHN 1 SEA 1 OTH / 12 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-28.9%

### **Requests for assistance** (source: TIC)

	2018	2017	Difference
February	43 (ALL CHN)	32 (ALL CHN)	+34.4%
January - February	112 (ALL CHN / 1 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Police)	72 (71 CHN 1 OTH / 1 referred by Consumer Council)	+55.6%

**Enquiries** (source: TIC)

	2018	2017	Difference
February	32 (ALL CHN / 1 referred by Hong Kong Tourism Board)	77 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-58.4%
January - February	85 (ALL CHN / 3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	136 (135 CHN 1 OTH / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	-37.5%