

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

### Outbound market

#### Levy income (source: TIC)

	2018	2017	Difference
July (HK\$)	2,416,441	2,245,633	+7.6%
January - July (HK\$)	18,547,324	16,294,549	+13.8%

	2018	2017	Difference
August (HK\$)	2,530,811	2,558,737	-1.1%
January - August (HK\$)	21,078,135	18,853,286	+11.8%

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

##### Total billing

	2018	2017	Difference
July (HK\$)	2,401 million	2,235 million	+7.4%
January - July (HK\$)	17,044 million	15,894 million	+7.2%

	2018	2017	Difference
August (HK\$)	2,436 million	2,177 million	+11.9%
January - August (HK\$)	19,480 million	18,071 million	+7.8%

##### No. of transactions

	2018	2017	Difference
July	904,927	830,410	+9.0%
January - July	6,391,896	5,469,235	+16.9%

	2018	2017	Difference
August	892,906	822,973	+8.5%
January - August	7,284,802	6,292,208	+15.8%

#### Complaints (source: TIC)

	2018	2017	Difference
July	61 (20)	75 (35)	-18.7%
January - July	471 (202)	502 (209)	-6.2%

	2018	2017	Difference
August	61 (18)	109 (45)	-44.0%
January - August	532 (220)	611 (254)	-12.9%

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

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

	2018	2017	Difference
July	57	43	+32.6%
January - July	481	396	+21.5%

	2018	2017	Difference
August	41	63	-34.9%
January - August	522	459	+13.7%

**Enquiries (source: TIC)**

	2018	2017	Difference
July	207	242	-14.5%
January - July	1,757	1,535	+14.5%

	2018	2017	Difference
August	247	481	-48.6%
January - August	2,004	2,016	-0.6%

**Inbound market****Arrivals (source: HKTB)**

	2018	2017	Difference
June	4,741,779	4,203,256	+12.8%
January - June	30,606,039	27,808,883	+10.1%

	2018	2017	Difference
July	5,461,222	5,167,700	+5.7%
January - July	36,067,261	32,976,583	+9.4%

**Arrivals from individual markets in June 2018**

	No. of visitors	Compared with 2017	Market share
Mainland China	3,634,089	+17.3%	76.6%
Taiwan	164,497	+0.6%	3.5%
USA	113,117	+7.3%	2.4%
South Korea	96,260	-13.2%	2.0%
Japan	93,742	+7.9%	2.0%
Philippines	83,369	+13.8%	1.8%
Macao	74,459	+1.6%	1.6%

Arrivals from individual markets in January - June 2018

	No. of visitors	Compared with 2017	Market share
Mainland China	23,688,868	+13.4%	77.4%
Taiwan	948,759	-3.9%	3.1%
South Korea	732,604	-3.0%	2.4%
USA	643,768	+5.8%	2.1%
Japan	616,051	+5.7%	2.0%
Macao	458,550	-0.6%	1.5%
Philippines	448,818	+0.8%	1.5%

Arrivals from individual markets in July 2018

	No. of visitors	Compared with 2017	Market share
Mainland China	4,402,955	+8.0%	80.6%
Taiwan	172,884	-4.1%	3.2%
USA	105,698	+7.1%	1.9%
South Korea	98,776	-10.8%	1.8%
Macao	92,036	-2.9%	1.7%
Japan	87,439	+2.0%	1.6%
Philippines	60,535	-13.4%	1.1%

Arrivals from individual markets in January - July 2018

	No. of visitors	Compared with 2017	Market share
Mainland China	28,091,823	+12.5%	77.9%
Taiwan	1,121,643	-3.9%	3.1%
South Korea	831,380	-4.0%	2.3%
USA	749,466	+6.0%	2.1%
Japan	703,490	+5.2%	2.0%
Macao	550,586	-1.0%	1.5%
Philippines	509,353	-1.1%	1.4%

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

	2018	2017	Difference
July	6,368	8,895	-28.4%
January - July	35,649	37,798	-5.7%

  

	2018	2017	Difference
August	7,251	8,133	-10.8%
January - August	42,900	45,931	-6.6%

**Mainland inbound tour group visitors** (source: TIC)

	2018	2017	Difference
July	178,307	246,888	-27.8%
January - July	987,384	1,008,700	-2.1%

  

	2018	2017	Difference
August	206,016	223,674	-7.9%
January - August	1,193,400	1,232,374	-3.2%

**Complaints** (source: TIC)

	2018	2017	Difference
July	13 (ALL CHN / 3 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	33 (32 CHN 1 SEA / 5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Media)	-60.6%
January - July	85 (83 CHN 2 SEA / 20 referred by Consumer Council, 3 referred by Tourism Commission, 7 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	126 (122 CHN 2 SEA 2 OTH / 34 referred by Consumer Council, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 1 referred by Media)	-32.5%

	2018	2017	Difference
August	19 (ALL CHN / 6 referred by Consumer Council)	16 (15 CHN 1 USA / 5 referred by Consumer Council)	+18.8%
January - August	104 (102 CHN 2 SEA / 26 referred by Consumer Council, 3 referred by Tourism Commission, 7 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department)	142 (137 CHN 2 SEA 1 USA 2 OTH / 39 referred by Consumer Council, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 1 referred by Media)	-26.8%

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

	2018	2017	Difference
July	44 (ALL CHN / 1 referred by Consumer Council)	66 (ALL CHN / 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	-33.3%
January - July	309 (307 CHN 1 SEA 1 USA / 4 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	274 (273 CHN 1 OTH / 4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	+12.8%

	2018	2017	Difference
August	69 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Police)	55 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Police)	+25.5%
January - August	378 (376 CHN 1 SEA 1 USA / 5 referred by Consumer Council, 1 referred by Tourism Commission, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	329 (328 CHN 1 OTH / 5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	+14.9%

### Enquiries (source: TIC)

	2018	2017	Difference
July	50 (49 CHN 1 OTH / 3 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board)	93 (91 CHN 1 TWN 1 SEA / 8 referred by Consumer Council, 2 referred by Hong Kong Police)	-46.2%
January - July	277 (272 CHN 3 SEA 1 UK 1 OTH / 13 referred by Consumer Council, 1 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 7 referred by Hong Kong Police)	520 (516 CHN 1 TWN 1 SEA 1 UK 1 OTH / 21 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 4 referred by Hong Kong Police)	-46.7%

	2018	2017	Difference
August	116 (112 CHN 1 SEA 1 CAN 2 OTH / 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	138 (ALL CHN / 62 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 4 referred by Hong Kong Police)	-15.9%
January - August	393 (384 CHN 4 SEA 1 UK 1 CAN 3 OTH / 13 referred by Consumer Council, 1 referred by Tourism Commission, 5 referred by Hong Kong Tourism Board, 8 referred by Hong Kong Police)	658 (654 CHN 1 TWN 1 SEA 1 UK 1 OTH / 83 referred by Consumer Council, 7 referred by Hong Kong Tourism Board, 8 referred by Hong Kong Police)	-40.3%