

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

Outbound market

Levy income

(Source: TIC)

July 2017	July 2016	Difference
HK\$2,245,633	HK\$2,575,758	-12.8%
January - July 2017	January - July 2016	Difference
HK\$16,294,549	HK\$15,690,388	+3.9%
August 2017	August 2016	Difference
HK\$2,558,737	HK\$1,948,396	+31.3%
January - August 2017	January - August 2016	Difference
HK\$18,853,286	HK\$17,638,784	+6.9%

Air-ticket sales

(Source: IATA)

Total billing

July 2017	July 2016	Difference
HK\$2,235 million	HK\$2,319 million	-3.6%
January - July 2017	January - July 2016	Difference
HK\$15,894 million	HK\$16,388 million	-3.0%
August 2017	August 2016	Difference
HK\$2,177 million	HK\$2,017 million	+7.9%
January - August 2017	January - August 2016	Difference
HK\$18,071 million	HK\$18,405 million	-1.8%

No. of transactions

July 2017	July 2016	Difference
830,410	803,560	+3.3%
January - July 2017	January - July 2016	Difference
5,469,235	5,360,767	+2.0%
August 2017	August 2016	Difference
822,973	703,348	+17.0%
January - August 2017	January - August 2016	Difference
6,292,208	6,064,115	+3.8%

Complaints

(Source: TIC)

July 2017	July 2016	Difference
75 (35 referred by Consumer Council)	76 (25 referred by Consumer Council)	-1.3%

January - July 2017	January - July 2016	Difference
502 (209 referred by Consumer Council)	489 (197 referred by Consumer Council)	+2.7%

August 2017	August 2016	Difference
109 (45 referred by Consumer Council)	75 (36 referred by Consumer Council)	+45.3%

January - August 2017	January - August 2016	Difference
611 (254 referred by Consumer Council)	564 (233 referred by Consumer Council)	+8.3%

Requests for assistance

(Source: TIC)

July 2017	July 2016	Difference
43	74	-41.9%

January - July 2017	January - July 2016	Difference
396	522	-24.1%

August 2017	August 2016	Difference
63	72	-12.5%

January - August 2017	January - August 2016	Difference
459	594	-22.7%

Enquiries

(Source: TIC)

July 2017	July 2016	Difference
242	322	-24.8%

January - July 2017	January - July 2016	Difference
1,535	2,634	-41.7%

August 2017	August 2016	Difference
481	451	+6.7%

January - August 2017	January - August 2016	Difference
2,016	3,085	-34.7%

Inbound market

Arrivals

(Source: HKTB)

June 2017	June 2016	Difference
4,203,256	4,285,730	-1.9%

January - June 2017	January - June 2016	Difference
27,808,883	27,160,274	+2.4%

July 2017	July 2016	Difference
5,167,700	5,049,022	+2.4%

January - July 2017	January - July 2016	Difference
32,976,583	32,209,296	+2.4%

Arrivals from individual markets in June 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	3,097,716	-3.4%	73.7%
Taiwan	163,588	-7.1%	3.9%
South Korea	110,875	+5.5%	2.6%
USA	105,460	+4.2%	2.5%
Japan	86,867	+16.8%	2.1%
Macao	73,304	-5.4%	1.7%
Philippines	73,282	+7.9%	1.7%

Arrivals from individual markets in January - June 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	20,892,678	+2.3%	75.1%
Taiwan	987,099	0.0%	3.5%
South Korea	755,402	+9.9%	2.7%
USA	608,209	+2.8%	2.2%
Japan	582,922	+16.7%	2.1%
Macao	461,348	+1.5%	1.7%
Philippines	445,069	+15.2%	1.6%

Arrivals from individual markets in July 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	4,077,183	+3.7%	78.9%
Taiwan	180,352	-2.5%	3.5%
South Korea	110,754	+1.5%	2.1%
USA	98,731	+6.0%	1.9%
Macao	94,764	-2.1%	1.8%
Japan	85,733	+6.4%	1.7%
Philippines	69,864	+14.2%	1.4%

Arrivals from individual markets in January - July 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	24,969,861	+2.6%	75.7%
Taiwan	1,167,451	-0.4%	3.5%
South Korea	866,156	+8.8%	2.6%
USA	706,940	+3.2%	2.1%
Japan	668,655	+15.3%	2.0%
Macao	556,112	+0.9%	1.7%
Philippines	514,933	+15.1%	1.6%

Mainland inbound tour group registration

(Source: TIC)

July 2017	July 2016	Difference
8,895	6,208	+43.3%

January - July 2017	January - July 2016	Difference
37,798	34,167	+10.6%

August 2017	August 2016	Difference
8,133	5,766	+41.1%

January - August 2017	January - August 2016	Difference
45,931	39,933	+15.0%

Complaints

(Source: TIC)

July 2017	July 2016	Difference
33 (32 CHN 1 SEA / 5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Media)	8 (ALL CHN / 2 referred by Consumer Council)	+312.5%

January - July 2017	January - July 2016	Difference
126 (122 CHN 2 SEA 2 OTH / 34 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 1 referred by Media)	83 (ALL CHN / 13 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	+51.8%

August 2017	August 2016	Difference
16 (15 CHN 1 USA / 5 referred by Consumer Council)	16 (ALL CHN / 6 referred by Consumer Council)	0%

January - August 2017	January - August 2016	Difference
142 (137 CHN 2 SEA 1 USA 2 OTH / 39 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 1 referred by Media)	99 (ALL CHN / 19 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	+43.4%

Requests for assistance

(Source: TIC)

July 2017	July 2016	Difference
66 (ALL CHN / 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	36 (ALL CHN / 1 referred by Consumer Council, 3 referred by Hong Kong Police)	+83.3%

January - July 2017	January - July 2016	Difference
274 (273 CHN 1 OTH / 4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police)	208 (207 CHN 1 SEA / 13 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 4 referred by Hong Kong Police, 5 referred by Others)	+31.7%

August 2017	August 2016	Difference
55 (ALL CHN / 1 referred by Consumer Council, 1 referred by Hong Kong Police)	49 (48 CHN 1 OTH / 1 referred by Consumer Council, 1 referred by Travel Agents Registry)	+12.2%

January - August 2017	January - August 2016	Difference
329 (328 CHN 1 OTH / 5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	257 (255 CHN 1 SEA 1 OTH / 14 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)	+28.0%

Enquiries

(Source: TIC)

July 2017	July 2016	Difference
93 (91 CHN 1 SEA 1 OTH / 8 referred by Consumer Council, 2 referred by Hong Kong Police)	95 (94 CHN 1 OTH / 6 referred by Consumer Council)	-2.1%

January - July 2017	January - July 2016	Difference
520 (516 CHN 1 SEA 1 UK 2 OTH / 21 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 7 referred by Hong Kong Police)	514 (505 CHN 2 SEA 7 OTH / 17 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 4 referred by Tourism Commission, 1 referred by Hong Kong Police, 2 referred by Others)	+1.2%

August 2017	August 2016	Difference
138 (ALL CHN / 62 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 4 referred by Hong Kong Police)	111 (ALL CHN / 4 referred by Consumer Council)	+24.3%

January - August 2017	January - August 2016	Difference
658 (654 CHN 1 SEA 1 UK 2 OTH / 83 referred by Consumer Council, 7 referred by Hong Kong Tourism Board, 11 referred by Hong Kong Police)	625 (616 CHN 2 SEA 7 OTH / 21 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 4 referred by Tourism Commission, 1 referred by Hong Kong Police, 2 referred by Others)	+5.3%