

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

Outbound market

Levy income

(Source: TIC)

September 2017	September 2016	Difference
HK\$2,291,481	HK\$1,994,371	+14.9%
January - September 2017	January - September 2016	Difference
HK\$21,144,767	HK\$19,633,155	+7.7%

Air-ticket sales

(Source: IATA)

Total billing

September 2017	September 2016	Difference
HK\$2,271 million	HK\$2,200 million	+3.2%
January - September 2017	January - September 2016	Difference
HK\$20,342 million	HK\$20,605 million	-1.3%

No. of transactions

September 2017	September 2016	Difference
821,668	709,677	+15.8%
January - September 2017	January - September 2016	Difference
7,113,876	6,773,792	+5.0%

Complaints

(Source: TIC)

September 2017	September 2016	Difference
88 (32 referred by Consumer Council)	55 (16 referred by Consumer Council)	+60.0%
January - September 2017	January - September 2016	Difference
699 (286 referred by Consumer Council)	619 (249 referred by Consumer Council)	+12.9%

Requests for assistance

(Source: TIC)

September 2017	September 2016	Difference
57	56	+1.8%
January - September 2017	January - September 2016	Difference
516	650	-20.6%

Enquiries

(Source: TIC)

September 2017	September 2016	Difference
278	306	-9.2%

January - September 2017	January - September 2016	Difference
2,294	3,391	-32.4%

Inbound market

Arrivals

(Source: HKTB)

August 2017	August 2016	Difference
5,023,433	5,086,496	-1.2%

January - August 2017	January - August 2016	Difference
38,000,016	37,295,792	+1.9%

Arrivals from individual markets in August 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	3,955,989	-2.0%	78.8%
Taiwan	177,920	+2.1%	3.5%
South Korea	121,041	+5.5%	2.4%
Japan	121,018	+18.8%	2.4%
Macao	92,885	-8.1%	1.8%
USA	82,604	+0.8%	1.6%
Philippines	61,560	+13.5%	1.2%

Arrivals from individual markets in January - August 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	28,925,850	+1.9%	76.1%
Taiwan	1,345,371	-0.1%	3.5%
South Korea	987,197	+8.4%	2.6%
Japan	789,673	+15.8%	2.1%
USA	789,544	+3.0%	2.1%
Macao	648,997	-0.5%	1.7%
Philippines	576,493	+14.9%	1.5%

Mainland inbound tour group registration

(Source: TIC)

September 2017	September 2016	Difference
6,794	4,452	+52.6%

January - September 2017	January - September 2016	Difference
52,725	44,385	+18.8%

Complaints

(Source: TIC)

September 2017	September 2016	Difference
13 (ALL CHN / 9 referred by Consumer Council)	14 (ALL CHN / 4 referred by Consumer Council)	-7.1%

January - September 2017	January - September 2016	Difference
155 (150 CHN 2 SEA 1 USA 2 OTH / 48 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 1 referred by Media)	113 (ALL CHN / 23 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	+37.2%

Requests for assistance

(Source: TIC)

September 2017	September 2016	Difference
44 (ALL CHN)	36 (ALL CHN / 2 referred by Consumer Council)	+22.2%

January - September 2017	January - September 2016	Difference
373 (372 CHN 1 OTH / 5 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police)	293 (291 CHN 1 SEA 1 OTH / 16 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)	+27.3%

Enquiries

(Source: TIC)

September 2017	September 2016	Difference
61 (ALL CHN / 2 referred by Consumer Council, 1 referred by Tourism Commission)	75 (74 CHN 1 SEA / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-18.7%

January - September 2017	January - September 2016	Difference
719 (715 CHN 1 SEA 1 UK 2 OTH / 85 referred by Consumer Council, 7 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 11 referred by Hong Kong Police)	700 (690 CHN 3 SEA 7 OTH / 23 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 4 referred by Tourism Commission, 1 referred by Hong Kong Police, 2 referred by Others)	+2.7%