

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

### **Outbound market**

#### **Levy income** (source: TIC)

	2017	2016	Difference
December (HK\$)	2,317,183	2,559,514	-9.5%
January - December (HK\$)	27,802,756	26,665,865	+4.3%

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

##### Total billing

	2017	2016	Difference
1 - 15 December (HK\$)	1,252 million	1,077 million	+16.3%
1 January - 15 December (HK\$)	25,872 million	26,102 million	-0.9%

##### No. of transactions

	2017	2016	Difference
1 - 15 December	420,556	366,756	+14.7%
1 January - 15 December	9,156,833	8,602,454	+6.4%

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

	2017	2016	Difference
December	40 (30)	56 (22)	-28.6%
January - December	859 (402)	842 (322)	+2.0%

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

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

	2017	2016	Difference
December	157	64	+145.3%
January - December	830	863	-3.8%

#### **Enquiries** (source: TIC)

	2017	2016	Difference
December	343	255	+34.5%
January - December	3,156	4,396	-28.2%

## **Inbound market**

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

	2017	2016	Difference
November	4,971,119	4,646,938	+7.0%
January - November	52,884,973	51,318,876	+3.1%

### Arrivals from individual markets in November 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	3,680,755	+8.6%	74.0%
Taiwan	159,009	+3.4%	3.2%
South Korea	128,185	+3.5%	2.6%
USA	121,179	-1.7%	2.4%
Japan	118,985	+6.7%	2.4%
Philippines	89,711	+15.3%	1.8%
Macao	81,459	+9.3%	1.6%

### Arrivals from individual markets in January - November 2017

	No. of visitors	Compared with 2016	Market share
Mainland China	40,212,847	+3.6%	76.0%
Taiwan	1,835,931	+0.3%	3.5%
South Korea	1,355,772	+7.6%	2.6%
Japan	1,120,438	+14.2%	2.1%
USA	1,105,846	+0.6%	2.1%
Macao	886,395	+0.8%	1.7%
Philippines	803,017	+14.5%	1.5%

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

	2017	2016	Difference
December	7,244	4,668	+55.2%
January - December	75,701	58,995	+28.3%

**Complaints** (source: TIC)

	2017	2016	Difference
December	15 (12 CHN 1 SEA 1 AUS 1 OTH / 4 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	17 (16 CHN 1 OTH / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	-11.8%
January - December	203 (195 CHN 3 SEA 1 AUS 1 USA 3 OTH / 66 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 1 referred by Media)	162 (161 CHN 1 OTH / 34 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission)	+25.3%

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

	2017	2016	Difference
December	46 (ALL CHN / 1 referred by Consumer Council, 3 referred by Others)	45 (ALL CHN / 1 referred by Hong Kong Tourism Board)	+2.2%
January - December	525 (524 CHN 1 OTH / 7 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 4 referred by Others)	419 (417 CHN 1 SEA 1 OTH / 22 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Travel Agents Registry, 4 referred by Hong Kong Police, 5 referred by Others)	+25.3%

**Enquiries** (source: TIC)

	2017	2016	Difference
December	44 (43 CHN 1 USA / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 3 referred by Others)	82 (81 CHN 1 OTH / 6 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Others)	-46.3%
January - December	901 (895 CHN 1 SEA 1 UK 2 USA 2 OTH / 92 referred by Consumer Council, 9 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission, 11 referred by Hong Kong Police, 17 referred by Others)	997 (986 CHN 3 SEA 8 OTH / 45 referred by Consumer Council, 5 referred by Hong Kong Tourism Board, 4 referred by Tourism Commission, 1 referred by Hong Kong Police, 6 referred by Others)	-9.6%