

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

Outbound market

Levy income (source: TIC)

| | 2018 | 2017 | Difference |
|------------------------|-----------|-----------|------------|
| March (HK\$) | 3,318,008 | 3,081,612 | +7.7% |
| January - March (HK\$) | 7,562,880 | 6,346,382 | +19.2% |

Air-ticket sales (source: IATA)

Total billing

| | 2018 | 2017 | Difference |
|------------------------|---------------|---------------|------------|
| March (HK\$) | 2,680 million | 2,567 million | +4.4% |
| January - March (HK\$) | 6,870 million | 6,643 million | +3.4% |

No. of transactions

| | 2018 | 2017 | Difference |
|-----------------|-----------|-----------|------------|
| March | 1,025,146 | 884,485 | +15.9% |
| January - March | 2,670,260 | 2,262,309 | +18.0% |

Complaints (source: TIC)

| | 2018 | 2017 | Difference |
|-----------------|----------|----------|------------|
| March | 79 (32) | 63 (39) | +25.4% |
| January - March | 191 (95) | 195 (99) | -2.1% |

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

Requests for assistance (source: TIC)

| | 2018 | 2017 | Difference |
|-----------------|------|------|------------|
| March | 73 | 73 | 0.0% |
| January - March | 196 | 159 | +23.3% |

Enquiries (source: TIC)

| | 2018 | 2017 | Difference |
|-----------------|------|------|------------|
| March | 409 | 221 | +85.1% |
| January - March | 852 | 634 | +34.4% |

Inbound market

Arrivals (source: HKTB)

| | 2018 | 2017 | Difference |
|--------------------|------------|-----------|------------|
| February | 5,280,971 | 4,181,417 | +26.3% |
| January - February | 10,614,533 | 9,656,593 | +9.9% |

Arrivals from individual markets in February 2018

| | No. of visitors | Compared with 2017 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 4,399,696 | +40.2% | 83.3% |
| Taiwan | 146,308 | -11.4% | 2.8% |
| South Korea | 122,667 | -18.3% | 2.3% |
| Japan | 76,165 | -25.8% | 1.4% |
| USA | 75,975 | -4.9% | 1.4% |
| Macao | 73,790 | +0.8% | 1.4% |
| Philippines | 50,471 | -15.1% | 1.0% |

Arrivals from individual markets in January - February 2018

| | No. of visitors | Compared with 2017 | Market share |
|----------------|-----------------|--------------------|--------------|
| Mainland China | 8,512,937 | +13.6% | 80.2% |
| Taiwan | 302,608 | -8.1% | 2.9% |
| South Korea | 290,819 | -1.9% | 2.7% |
| Japan | 181,936 | -3.6% | 1.7% |
| USA | 177,719 | +0.3% | 1.7% |
| Macao | 148,993 | -4.7% | 1.4% |
| Philippines | 117,403 | -3.4% | 1.1% |

Mainland inbound tour group registration (source: TIC)

| | 2018 | 2017 | Difference |
|-----------------|--------|--------|------------|
| March | 4,454 | 4,337 | +2.7% |
| January - March | 13,368 | 10,498 | +27.3% |

Complaints (source: TIC)

| | 2018 | 2017 | Difference |
|-----------------|---|---|------------|
| March | 13 (ALL CHN / 2 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board) | 15 (ALL CHN / 3 referred by Consumer Council, 1 referred by Tourism Commission) | -13.3% |
| January - March | 40 (39 CHN 1 SEA / 5 referred by Consumer Council, 2 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Customs & Excise Department) | 53 (51 CHN 1 SEA 1 OTH / 15 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board) | -24.5% |

Requests for assistance (source: TIC)

| | 2018 | 2017 | Difference |
|-----------------|--|---|------------|
| March | 38 (37 CHN 1 USA / 1 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | 31 (ALL CHN / 2 referred by Consumer Council) | +22.6% |
| January - March | 150 (149 CHN 1 USA / 2 referred by Consumer Council, 1 referred by Tourism Commission, 1 referred by Hong Kong Tourism Board, 1 referred by Hong Kong Police) | 103 (102 CHN 1 OTH / 3 referred by Consumer Council) | +45.6% |

Enquiries (source: TIC)

| | 2018 | 2017 | Difference |
|-----------------|--|--|------------|
| March | 43 (ALL CHN / 4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police) | 101 (ALL CHN / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | -57.4% |
| January - March | 128 (ALL CHN / 7 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 5 referred by Hong Kong Police) | 237 (236 CHN 1 OTH / 6 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police) | -46.0% |