

總幹事報告

Executive Director's report

一 零二零年是危機深重的一
二 年，不僅對香港旅遊業如
是，對全球旅遊業也無二致。

早於今年一月底，二零一九冠狀病毒病就已令所有出入境內地的旅行團全數取消。接著不到兩個月，外遊業與入境業已告完全停擺，結果不僅會員頓失收入，業界從業員也要面對裁員、收入銳減等困境，而議會也因印花徵費收入驟失而陷入嚴峻財務危機。

議會雖然資源緊絀，而且因為實行裁員、自然流失等節流措施後人手變得不足，但仍勉力執行政府為業界推出的多項紓困措施。

例如「旅行社鼓勵計劃(出境)」，議會至今已處理了七百多家會員的二千多個申請，涉及將近港幣三千萬元現金鼓勵。此外，無論是「綠色生活本地遊鼓勵計劃」還是「旅行代理商及從業員支援計劃(主業為導遊及領隊的自由作業持證導遊及領隊)」，以至十月底推行的有條件豁免持牌旅行社舉辦本地遊旅行團的安排及持證導遊與領隊的免費病毒檢測，議會都為會員及業界做了大量工作。

至於議會本身推出的措施，例如免收一半會費、延長印花徵費退

2 020 is an *annus horribilis* not only for the local travel industry, but for the global travel industry as well.

All package tours to and from mainland China were cancelled due to Covid-19 as early as late January this year, and in less than two months, the entire inbound and outbound industries had come to a complete stop, with the result that members have found their income vaporised, trade practitioners have had to face redundancies and drops in earnings, and the TIC has been mired in a critical financial crisis because of a sudden loss of levy income.

Despite its tight resources and insufficient manpower because of measures to reduce costs such as redundancy and natural wastage, the TIC has tried its best to implement the various relief measures launched by the Government to help the trade.

For example, under the Travel Agents Incentive Scheme (Outbound), the TIC has so far processed more than 2,000 applications from over 700 members, involving cash incentives close to HK\$30 million. Apart from that, the TIC has carried out a large amount of work for members and the trade in relation to the Green Lifestyle Local Tour Incentive Scheme, the Travel Agents and Practitioners Support Scheme (Freelance Accredited Tourist Guides and Tour Escorts whose Main Occupations are Tourist Guides and Tour Escorts), and the conditional exemption for licensed travel agents to organise local group tours and free Covid-19 testing for accredited tourist guides and tour escorts, launched in late October.

As for the measures introduced by the TIC such as waiving half of the subscription fees, extending the time limit for levy refund applications, relaxing the requirements for premises and extending the validity period of a

款申請的期限、放寬營業處所規定、延長特定組別導遊證的有效期等等，儘管不能扭轉乾坤，但那已是竭力而為了。

展望將來，業界與議會仍難關重重。但願大家咬緊牙關應付，疫情可早日放緩，旅遊業能再現活力。最後，我感謝議會的理事、委員及辦事處的同事，以及多個政府部門與組織，在這艱困一年的支持與幫助。



總幹事
陳張樂怡

二零二零年十一月六日

designated group of Tourist Guide Passes, although they could hardly work miracles, they have represented what could possibly be done by the TIC.

Looking forward, I expect many a difficulty for the trade and the TIC. Let us hope that we could all brace ourselves for the adversities, the pandemic could subside soon, and the travel industry could shine with vitality again. Finally, I feel obliged to express my gratitude to the TIC's directors and committee members and my colleagues at the Executive Office, and the various government departments and organisations, for their support and assistance during this very difficult year.

Alice Chan
Executive Director

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