



如 如果說去年的市況還算不錯的話，那麼今年就應當是收穫頗豐的一年了。今年頭九個月的外遊印花金額比去年同期增加了百分之十六點五，機票銷售額也上升了百分之七點三，可見外遊業的增長相當不錯。至於入境業方面，一至八月的旅客人次上升了百分之十二點五，一至九月的內地團數目更增加了百分之十七點二，市況比外遊業還勝一籌。議會今年的工作，總幹事已在他的報告中加以回顧，所以我不打算在這裡重複了。以下我想談談議會在旅遊業監管局成立之後，可能會面對的種種不同轉變。

眾所周知，政府今年七月向立法會經濟發展事務委員會提交了一份討論文件，其中透露了未來監管制度的一些建議安排。比如說，今後由旅監局發給旅行社的牌照，將規定旅行社繳付一筆保證金，以及委任一名授權代表等。除了旅行社、領隊、導遊將來的牌照要求外，上述文件還有一個非常重要的部份，那就是議會將來在新監管制度下所擔當的角色。政府在文件中再三承認議會的地位，認為議會將來「可以繼續領導業界」、「將擔當旅行社領導代表的

If last year's market conditions may be considered satisfactory, then this year's must be quite remarkable. For the first nine months of this year, the outbound levy amount and ticket sales grew by 16.5% and 7.3% year on year respectively, fairly robust growth rates for the outbound industry. As for the inbound industry, whose market conditions were even better than the outbound industry's: visitor arrivals rose by 12.5% from January to August this year and inbound tour groups from the mainland even surged by 17.2% between January and September. Since the Executive Director has already reviewed in his report the tasks carried out by the TIC during the year, I am not going to repeat them here. Rather, I would like to talk about in the following the different kinds of change to be faced by the TIC when the Travel Industry Authority (TIA) is established.

As we are all aware, the Government submitted a discussion paper to the Panel on Economic Development of the Legislative Council in July this year, in which some proposed arrangements for the future regulatory regime were revealed. For example, licences to be issued to travel agents by the TIA will require the payment of a deposit and the appointment of an authorised representative by them. Apart from outlining the licence requirements for travel agents, tour escorts and tourist guides, the paper also contained a very important part, namely what roles the TIC will play under the new regime. Recognising the status of the TIC several times in the paper, the Government considered that the TIC "can continue to play a leading role in the travel trade" and "will assume the role of being the leading representative body of travel agents" in the future, and suggested that it should be charged with performing non-regulatory public functions under the new regime.

The non-regulatory public functions mentioned above were actually a preliminary consensus between the TIC and the Government after repeated discussions. The Task Force on the Sustainable Development of the TIC, which had been set up early last year and had spent more than a year discussing with traders and government officials, submitted in mid-March this year a proposal to the Board of Directors, which then made some revisions. The revised proposal was submitted to the Tourism Commission for consideration, after which I and the Executive Director explained its content to the eight Association Members and listened to their supplementary views.

In the proposal, the TIC deemed itself capable of carrying out three kinds of public function. The first kind was the handling of emergency incidents: should outbound or inbound tour groups run into emergencies, the TIC will continue to take up the task of coordinating communication between

角色」，建議在新制度下由議會負責非監管性質的公共職能。

上述非監管性質的公共職能，其實是議會和政府經過反覆磋商後達成的初步共識。議會於去年初成立了「議會持續發展專責小組」，專責小組花了一年多時間，與同業及政府官員不斷商議，今年三月中向理事會提交了建議書，理事會並且加以修改。建議書經過修改後，交給旅遊事務署考慮，其後由我和總幹事向八個屬會講解內容，聆聽補充意見。

在建議書中，議會提出有三類公共職能可以由其處理。第一類是處理突發事件：無論是外遊團還是入境團，一旦遇上突發事件，議會都會繼續負起統籌和協調的工作，使旅客、旅行社、傳媒、政府部門等各方面能良好溝通，維

travellers, travel agents, the media and government departments in order to protect the image of the industry. The second kind was to accredit training courses for tour escorts and tourist guides and run examinations for them: the TIC may in the future be charged with accrediting the relevant training courses organised by other training institutions and conducting examinations in order that the courses and examinations can suit the needs of the industry. The third public function was to conciliate disputes between travellers and travel agents: the TIC is best positioned to conciliate disputes where travel agents have not violated any laws or regulations of the TIA but merely have had disagreements with travellers.

The discussion paper suggested that the public functions just mentioned should be handled by the TIC in the future, with public funding provided to ensure that the work is properly carried out. The Government also accepted the TIC's recommendation for an industry development fund to be set up, with consideration given to letting the TIC manage the fund on the TIA's behalf, in order that sufficient funding will be provided for continuing development of the industry.

議會理事今年三月中接受商務及經濟發展局局長邀請，前赴印尼龍目島考察。圖為主席胡兆英先生向贊助議會代表住宿的酒店負責人致送紀念品。



At the invitation of the Secretary for Commerce and Economic Development, TIC directors joined a trade delegation to Lombok, Indonesia in mid-March this year. The photo shows TIC Chairman Mr Michael Wu presenting a souvenir to the persons in charge of the hotels which sponsor accommodation for TIC delegates.

護行業的形象。第二類是評審領隊和導遊的訓練課程，並舉辦考試以考核他們：議會日後可以負責評審其他培訓機構的相關訓練課程，並且舉行考試，藉以確保課程和考試都能切合業界的實際需要。第三類是調停旅客與旅行社之間的糾紛：假如旅行社沒有違反法例或旅監局

On top of the public functions, the TIC will also have such other functions as providing services for the industry. These functions, not mentioned in the Government's paper but briefly described in the TIC's proposal, could also be divided into three categories. The first category was to help the industry to communicate with the Government: the industry needs to have a united voice to express its views in order that no policies or measures to be introduced by the Government or the TIA will harm its interests; this duty, which has squarely fallen on the TIC, will continue to be shouldered by it. The second one was to cultivate friendly relationships among various sectors within and outside the industry: the TIC has cultivated close ties with different sectors of society and with various tourism organisations, and will continue to do so in the future in a bid to open the door to mutual cooperation for members. The third function was to raise the standard of the industry: the TIC has always focused its efforts on raising industry-wide standards by organising talks, forums, seminars, etc, which will continue to be its focus in the future.

In addition to the section about industry services, there was a very important one in the TIC's proposal, namely the future structure of the TIC. According to the existing legal requirements, a travel agent needs to become a member of the TIC before it is eligible to obtain the travel agent's licence; and it needs to join one of the TIC's eight Association Members before it is eligible to become a member of the TIC. In other words, travel agent



的規則，而只是和旅客發生爭執，這種糾紛由議會來調停最為適當。

以上所說的公共職能，上述討論文件建議日後由議會負責，政府並會向議會提供撥款，使議會能妥善執行工作。此外，政府還接納了議會的提議，將成立一個行業發展基金，並考慮由議會代旅監局管理，確保行業能得到充足的資金不斷發展。

議會今後除了公共職能外，還會有為行業服務的功能。這些為行業服務的功能雖然政府的文件沒有提及，但議會的建議書有簡略介紹，也可以分為三大類。第一類是協助業界與政府溝通：為免政府、旅監局等推行的政策或措施對業界不利，業界需要團結起來向當局表達意見；這項工作議會向來責無旁貸，必定會承擔下去。第二類是促成業內與業外各界的友善關係：議會一直與社會上不同界別及各旅遊組織緊密聯繫，今後也會保持交流，為會員打開磋商合作的大門。第三類是提升行業水平：為業者舉辦講座、論壇、研討會等，藉以提升業界水平，一直都是議會的工作重點，今後也不會改變。

除了為行業服務的功能外，議會的建議書還有一個相當重要的部份：議會將來的架構。現行法例規定，旅行社領取牌照的條件是要先成為議會會員；而要成為議會會員，則要先加入議會轄下的八個屬會之一。換言之，旅行社會員、屬會會員和議會三者是一個不可分割的體系，互相扶持，互相照應，為行業的發展盡力。可是，日後旅監局成立之後，旅行社無須加入議會就可以申請牌照，那樣一來，屬會和議會的會籍都不再是申請牌照的先決條件了。

基於上述情況，建議書提出議會將來仍會保留兩種會員，即商會會員及旅行社會員。日後所有持牌旅行社都符合加入議會的資格，只要申請入會就可以成為議會會員，而且無須繳交入會費，但和現在不同的是，無須先加入議會的屬會就可以直接成

members, Association Members and the TIC have become a single entity, each component inseparable from one another, and have helped one another out in pressing for development of the industry. None the less, after the establishment of the TIA, travel agents will be allowed to directly apply for a licence without having to join the TIC first, and as such the memberships of the TIC and its Association Members will no longer be prerequisites for licence applications.

In view of the above situation, the proposal suggested that the TIC should retain its two kinds of member, namely association members and travel agent members. In the future, all licensed travel agents will be eligible for TIC membership, and all they need to do to become its members is file an application. There will be no entrance fee, and different from now, they will be allowed to join the TIC directly without having to first join one of its association members. These suggestions were no more than preliminary views of the Task Force and the Board of Directors; and members will be consulted on the actual relationships between the TIC and its association members and travel agent members in the future before a final decision is made. In any event, it is hoped that the current set-up, which embraces travel agent members, Association Members and the TIC, will continue to occupy a place in the industry in the future. When the TIC was established

議會今年九月在啟德郵輪碼頭舉辦首個郵輪旅遊博覽會，入場人數接近三萬。是次活動得到政府和業界全力支持，十分成功。



The TIC held the first-ever cruise exposition at the Kai Tak Cruise Terminal in September 2013, which drew close to 30,000 visitors. The event was a great success thanks to the full support from the Government and traders.

more than three decades ago, it already had Association Members, and will definitely keep working with them in the future when the TIA is in place in order that the TIC can continue to be a pillar of the industry.

為議會會員。這些提議只是專責小組和理事會的初步看法；至於議會與屬會及旅行社之間將來實質的關係會怎樣，則有待日後向會員諮詢後再行定案。不管怎樣，希望旅行社會員、屬會會員和議會這個體系可以繼續下去。議會三十多年前成立時就已有屬會，今後也必定會繼續和屬會攜手協力，使議會即使在旅監局成立後，仍能維持在業界的中流砥柱地位。

在過去一年，議會無論在監管工作還是行業服務方面都取得可觀的成績，我謹此向各位理事、委員會委員以及議會辦事處職員致謝，並且感謝旅遊事務署、香港海關等政府部門、中國國家旅遊局等旅遊局、航空公司、酒店、相關機構等鼎力協助。新監管體制在兩三年內就會設立，在這個過渡期中，議會除了盡忠職守外，還會就新體制與政府及會員不斷磋商；會員如有意見，切記向議會反映，議會必定會細心聆聽，詳細考慮，務使行業在新體制下繼續蓬勃發展，再創新高。



主席

胡兆英 MH, JP

二零一三年十月十八日

由於不少會員表示人手短缺，議會今年參加了三個就業展覽，並舉辦「旅行社招聘日」，希望協助會員尋找合適的員工。



Since many members have complained about a manpower shortage, the TIC participated in three job fairs and held the Recruitment Day for Travel Agents this year in order to help members find suitable staff.

During the past year, the TIC's achievements in regulation and industry services were impressive. I would like to thank all directors, committee members, staff at the Executive Office, and the following institutions for their support and cooperation: the Tourism Commission, the Customs and Excise Department and other government departments, the China National Tourism Administration and other tourism authorities, airlines, hotels and many other related organisations. The new regulatory regime will be in place within two to three years. During the transition period, the TIC will stick to its duties and have discussions with the Government and members about the future regulatory regime. Members are advised to inform the TIC of their views, which will be carefully noted and considered, in order that the industry will continue to thrive and reach new heights of success under the new regime.

Michael Wu MH, JP

Chairman

18 October 2013