

總幹事報告

Executive Director's report

今年香港的外遊業和入境業可謂各自發展：

頭三季的外遊團印花比去年同期微跌百分之零點五；來港旅客則持續平穩增長，一至八月的旅客人次增加了百分之十二點三。行業的整體表現未見突出，而且可能會受到一些新法例及

The outbound and inbound industries may be said to have gone off

in their own direction this year: whereas the levy for outbound tour groups for the first three quarters slightly decreased by 0.5% year on year, inbound visitors steadily rose between January and August and registered a 12.3% increase. The overall performance of the industry far from extraordinary and some new legislation and new policies posing challenges to it, members are advised to be prepared for any future difficulties. In the following, I will briefly mention some of these challenges and then review some major tasks carried out by the TIC in the year under review.

Challenges abound for members

How the TIC could sustain itself after the establishment of the Travel Industry Authority (TIA) has been the focus of many for a long while. To seek members' views on the future roles, structure and functions of the TIC, the Board of Directors decided to put to vote a proposal detailing various aspects of the matter in the form of a special resolution at the Extraordinary General Meeting (EGM) held on 26 March. Although a majority of the members present at the EGM were in favour of the special resolution, it failed to be adopted because the votes for it fell short of 75% of those who were present. Since matters concerning the proposal have already been reviewed by the Chairman in his report, I will not repeat them here.

The Competition Commission released six draft guidelines in early October to consult the public and explain how it will interpret the Competition Ordinance when it is fully implemented next year. To help traders understand the Ordinance and prepare themselves for it, the TIC has invited the Commission to give a talk to directors and members of the Outbound and Ticketing Committees on 5 November. According to the Commission, two of the TIC's directives, namely Directive Nos. 215 and 219 concerning the package tour service charge and the recommended service fees, may be in breach of the Ordinance. When the guidelines have taken effect, the TIC will review whether these directives need to be amended or revoked altogether.

On the other hand, some associations of tour escorts have brought up their concern with the TIC that some travellers have refused to pay the package tour service charge on grounds of its "purely recommendatory nature" as stated in Directive No. 215, thus affecting their livelihood. They therefore have requested the service charge to be included in

新政策的影響，會員最好有所準備，以應付未來的困難。以下我會簡述一下這些考驗，並且回顧議會在今年的主要工作。

會員面臨各種考驗

旅遊業監管局成立後議會將如何持續發展，這問題一直備受關注。理事會為求諮詢會員對議會將來角色、架構、功能的意見，於是把建議書以特別決議案的形式，提交三月二十六日的特別會員大會表決。建議書雖然得



到過半數的會員投票支持，但因為得票不夠百分之七十五，所以未能通過。關於建議書等事宜，主席已在〈主席報告〉中有所說明，我就不再重複了。

《競爭條例》將於明年全面實施，競爭事務委員會於十月初發出六份草擬指引，以闡釋法例的內容並諮詢公眾。議會已邀請了競委會於十一月五日向理事、出外旅遊及票務兩個委員會的委員講解《競爭條例》，希望幫助業者認識新法例，並做好準備工作。競委會已經指出，議會有關旅行團服務費及建議服務收費的兩個指引(即第二百一十五號和第二百一十九號指引)，都可能違反《競爭條例》。待競委會的指引生效後，議會將審視是否需要修訂甚或取消有關指引。

另一方面，有領隊組織向議會表示，由於第二百一十五號指引訂明旅行團服務費「純屬建議性質」，有些旅客拒絕繳付，影響了領隊的生計，因此要求把服務費納入團費。議會曾與領隊代表討論此事，但由於該指引可能違反《競爭條例》，所以目前仍未有任何具體解決方案。

標準工時委員會今年就標準工時展開為期半年的公眾諮詢。若標準工時立法，勢必對旅遊業造成極大影響。議會除了參加公眾諮詢會以表達業界的意見外，還向委員會提交了意見書。議會在意見書中表明，領隊及導遊的工作時間甚長，而且又不固定，政府研究標準工時立法時，必須考慮旅遊業的特殊情況，給予豁免安排。

the tour fare. Although the TIC has discussed the matter with their representatives, there is no concrete solution as yet, for the directive in question may violate the Ordinance.

Standard working hours, the subject matter of a six-month public consultation conducted by the Standard Working Hours Committee this year, may pose a major threat to the industry if turned into legislation. Apart from airing views for the industry at a public forum, the TIC also prepared a submission, which unequivocally urged the



● 議會今年主辦了兩次旅行社招聘活動，會員可免費設置展位招聘員工。圖為六月二十一日於大型商場舉行的「旅行社招聘日」。

● *The TIC organised two recruitment activities for travel agents this year, at which members could set up their own booths free of charge in order to recruit staff. The photo shows the Recruitment Day for Travel Agents held on 21 June at the shopping mall Domain.*

Government to take account of the special nature of the industry and consider granting it exemptions when studying legislating on standard working hours, given the long and irregular working hours of tour escorts and tourist guides.

Outbound and inbound industries

Quite a number of incidents occurred this year, including protests and political unrest in Bangkok, Thailand, anti-Chinese turmoil in Vietnam, two plane crashes involving Malaysia Airlines and the Ebola outbreak in West Africa, with the combined effect of dampening the desire of Hong Kong people to travel abroad. Package tours to Bangkok and Vietnam, one a long-time favourite of Hong Kong travellers and the other a new popular destination in recent years, were even cancelled

外遊業和入境業

今年發生的多宗事故，減低了香港人外遊的意欲，包括泰國曼谷的示威及政局動盪、越南的排華騷亂、馬來西亞航空的兩宗空難慘劇以及西非的伊波拉疫症等；前往曼谷和越南的旅行團更加在五、六月間一度停辦。曼谷向來是香港人熱愛的旅遊目的地，而越南也是近年新興的旅遊熱點，停辦兩地的旅行團對印花收入影響頗大。然而值得稱許的是，會員處處以旅客的安全為先，對兩地旅行團的取消安排都相當妥善，發揮了良好的服務精神。

郵輪旅遊這種新渡假模式近年漸受歡迎，但相關糾紛也隨之增加。今年二月及九月，有大批郵輪旅客因不滿行程更改及退款安排而抗議。由於船長有權因應突發情況而更改甚或

取消行程，郵輪旅客如有問題，可透過旅行社協助跟進，切勿自行採取激烈行動。議會已在網站主頁張貼「旅客經旅行社訂購郵輪旅遊產品須知」單張，藉以提醒旅客訂購郵輪產品的注意事項，歡迎會員使用。

國際航空運輸協會計劃於明年實行新本地財務標準，藉以向認可旅行社直接收取銀行擔保。不少旅行社擔心會被國際航協和航空公司重複收取銀行擔保，從而加重財政負擔。議會為了徵詢國際航協旅行社的意見，特別於八月二十五日舉辦會員論壇，結果在八十一名出席代表中超過半數反對新標準。有關

in May and June, which adversely impacted on the outbound levy income. What is praiseworthy, however, is that travel agents all set great store by the safety of travellers and properly handled tour cancellations, showcasing a fine example of quality service.

Cruise travel, a new form of holidaying that has gained popularity in recent years, has seen more disputes with increased popularity. In February and September this year, a large number of cruise travellers staged protests against itinerary changes and refund arrangements they found unsatisfactory. Since the captain has the authority to change or even cancel an itinerary should there be unexpected circumstances, cruise travellers should seek redress through their travel agents, rather than trying to take matters into their own hands by resorting to drastic action. A leaflet, which is entitled "Guidance for booking cruise products through travel agents" and which reminds travellers of important points they need to know when booking cruise products, has been produced by the TIC and posted on its website for use by members.



- ： 議會今月五月接待了雲南省人民政府的代表，討論香港和雲南的旅遊業市況。
- ： *The TIC received representatives from the People's Government of Yunnan Province, discussing the tourism business in Hong Kong and Yunnan.*

The new Local Financial Criteria to be put in place next year will allow the International Air Transport Association (IATA) to collect bank guarantees directly from its accredited agents. Many travel agents were concerned about the collection of bank guarantees by IATA and the airlines at the same time, thereby increasing their financial burden. A Members' Forum was thus held to solicit the views of IATA agents on 25 August, with over half of 81 agent representatives present against the new criteria. The result was submitted to the IATA Agency Programme Joint Council, which decided to hold another round of consultation later.

As for the inbound industry, the TIC has invested a lot of resources in the regulation of inbound tours from the mainland over the years. Given a surge in the regulating costs, the TIC decided to raise the registration fee for a tour confirmation agreement from HK\$20 to HK\$30 with effect from July this year, a first-time increase since the

意見已交予國際航協代理人計劃聯會，聯會決定稍後再作諮詢。

入境業方面，議會多年來把大量資源投放在內地入境團的監管之上。鑒於監管成本激增，議會決定由今年七月起，把內地入境團確認書的登記費由港幣二十元增至三十元；這是二零零七年實施登記確認書制度以來的首次加費。雖然登記費增加了，但仍遠遠未能收回成本，理事會將於一年後再檢視有關收費。

早前接二連三發生導遊被旅客襲擊的事件，有從業員組織曾前來議會要求跟進。議會獲悉導遊工作有此風險後，已向保安局和入境事務處反映情況；入境處並已宣佈，旅客若觸犯香港法例，日後可能被拒入境。會員和導遊不應啞忍暴力行為，遇上同類事件應立即報警，並透過議會把有關資料交給入境處跟進。

議會活動

旅遊業是服務行業，人才就是旅行社的重要資產。由於會員不時表示難以招聘人手，議會近幾年舉辦了不少招聘活動。今年除了參加兩個為大專旅遊學系學生舉辦的就業展覽外，還主辦了兩次「旅行社招聘日」，參加的會員大都認為對招聘員工有所幫助。議會將繼續舉辦這類活動。

資訊及通訊科技在旅遊業的應用日益普及，顯示出越來越多會員認識到資訊科技對提高競爭力的重要。為了推動這個可喜的趨勢，議會邀請

registration system was put in place in 2007. The regulating costs, even with this increase, are still far from totally recovered. The Board of Directors will review the fee in a year's time.

A trade practitioner organisation asked for help from the TIC as tourist guides were physically attacked one after another by visitors some time ago. On learning about this risk in relation to the work of tourist guides, the TIC contacted the Security Bureau and the Immigration Department to relay the concern of the industry. The Immigration Department announced that visitors who have committed criminal offences in Hong Kong may be denied entry in future. Members and tourist guides are urged not to tolerate acts of violence, and to report similar incidents to the police as well as passing the relevant information to the Immigration Department through the TIC for follow-up action.

Activities organised by TIC

Tourism being a service industry, talent is a precious asset of travel agents. Since members have complained from time to time about the difficulty of recruiting staff, the TIC has organised many recruitment activities in the past few years. This year, apart from taking part in two career fairs organised for tertiary students of tourism faculties, the TIC also organised two Recruitment Days for Travel Agents, which most of



- 為提升「外遊領隊證書課程」的質素，議會今年一月舉辦了導師交流會，讓導師審視課程內容並交流教學心得。
- *With a view to improving the quality of the Certificate Course for Outbound Tour Escorts, the TIC held a workshop in January this year in order for course instructors to review course content and share teaching skills.*

了政府資訊科技總監辦公室於六月二十日舉辦「旅遊業中小企和IT人有個約會」活動，讓二十三家旅行社與三十家資訊科技公司以「極速約會」方式輪流面談，藉以找出合適的資訊科技方案。

截至二零一四年十月十五日為止，議會共有一千七百七十四家會員，其中一千六百五十八家是基本會員，八十六家是普通會員。近年會員數目有增無減，可見業者對旅遊業的前景十分樂觀。希望會員緊記優良服務的重要，合力推動旅遊業健康發展。

過去一年的工作雖然繁重，但議會都能一一處理，實在有賴理事會、各委員會、議會辦事處同仁的努力和支持，我謹此致以衷心謝意。旅遊事務署、旅遊發展局、各旅遊界組織一向與議會合作無間，我也在此致謝。議會在旅監局成立之前，會一直緊守自律監管的崗位，並且思索未來路向，以應付種種新挑戰。



總幹事

董耀中 JP

二零一四年十月二十八日

the participating members believed were beneficial to recruiting staff. Similar activities will continue to be organised.

Information and communications technology has now been widely used in the industry, indicating that more and more members have realised the importance of IT in raising their competitiveness. To give a boost to this welcome trend, the TIC invited the Office of the Government Chief Information Officer to organise an activity, called "SMEs and ITs Business Matching for Travel Industry", on 20 June, during which 23 travel agents met face to face with 30 IT companies in a "speed-dating" model in order to select suitable IT solutions for themselves.

As at 15 October 2014, the TIC had a membership of 1,774 members, of which 1,658 were Ordinary Members and 86 were Affiliate Members. The TIC's membership has steadily risen over the past few years, which is proof of traders' great optimism about the prospects of the industry. It is hoped that members will bear in mind the importance of quality service, and join forces with one another to promote healthy development of the industry.

I would like to express my most sincere gratitude here to the Board of Directors, various committees and the Executive Office, whose devotion and support have enabled the TIC to overcome many strenuous tasks during the past year. The Tourism Commission, the Hong Kong Tourism Board and various tourism organisations have always worked closely with the TIC, to which I am also grateful. Before the TIA is established, the TIC will continue to perform its self-regulatory duties diligently, and think over its future roads in order to meet new challenges ahead.



Joseph Tung JP

Executive Director

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