



**籌**備兩年多的導遊核證制度，今年七月一日正式實施。自此之後，所有導遊必須持有由議會發出的有效導遊證，才會獲會員旅行社聘任。至於會員聘請導遊時，請切記檢查應徵者是否持有導遊證，否則將按會章處分。

有人可能會問，議會怎樣確保所有導遊都有導遊證呢？我們目前考慮的方案，除抽查外，還要求業界和政府部門提供協助。具體來說，我們已把導遊證的樣本、《導遊作業守則》等資料送交多個業界組織、政府部門，以及各地旅遊局，希望它們協助監察導遊是否都持有導遊證。

那些不懂中文的導遊，我們已決定給予半年寬限，以便他們修讀英文導遊課程和以英文應試(見第一百二十一號指引)。還有一些不懂中文和英文的導遊，我們已聯絡多個領事館尋求協助，並已作出特別安排，希望可以解決他們的問題(詳見「議會簡報」)。

二零零二年二月一日推出的十四天百分百退款保證計劃，實施至今已差不多兩年半了。計劃的用意是確保參加旅行團的旅客，經旅行社帶往購物時，可以得到較大的保障，從而維護香港旅遊業的聲譽。我們會在短期內檢討這計劃，務求堵塞漏洞，使它更為完善。

議會最近之所以發出第一百二十二號指引，是因為出外旅遊委員會有感投訴旅行團服務費過高的個案日漸增加，兼且出現了旅行社以服務費補貼團費的不良手法，於是向理事會提出設定服務費上限，希望可以使團費逐漸回復較健康的水平，以免影響旅行團的素質和損害旅客對旅行社的信心。關於旅行團的每天服務費，有兩點希望會員不要忘記：一、服務費屬建議性質，換言之旅客可以付，也可以不付；二、旅行團價目表上必須列明有關服務費。會員如果對這個指引有甚麼意見，請隨時告訴我們，讓我們日後檢討時加以考慮。☞

董耀中

Come 1 July 2004, the Tourist Guide Accreditation System will be in place after more than two years' preparation. From then on, tourist guides must have a valid Tourist Guide Pass issued by the TIC if they wish to be employed by member agents. And I would like to remind members to check whether applicants for tourist guide positions have the Pass. Or they may face punishment.

Some people may ask, "How can the TIC make sure all tourist guides have the Pass?" We are considering a number of options. Carrying out random spot checks and seeking help from the industry and the Government are two possible ways. Specifically, we have already sent samples of the Pass and copies of the Code of Conduct for Tourist Guides to various industry organisations, government departments and national tourism bureaux in China and abroad in a bid to enlist their support in monitoring the tourist guides.

For those non-Chinese-speaking tourist guides, we have granted them a six-month grace to enable them to take the required course and sit the examination conducted in English (see Directive No. 121). As to those guides who do not know Chinese and English, we have contacted several consulates and made some special arrangements to help them (see "Bulletin" for details).

The 14-day, 100% refund guarantee scheme, which was effective from 1 February 2002, has been in place for about two and a half years. Its goal is to provide greater protection for group visitors when they are taken by travel agents to shop, thereby upholding the reputation of Hong Kong tourism. We will review the scheme shortly to plug any loopholes and make it work even better.

The Outbound Committee, in view of the fact that complaints about the service charge of package tours being too high are on the rise and that some agents have subsidised their tours with service charges, has proposed to the Board that the daily service charge of package tours should be capped in the hope that tour fares can gradually return to a healthier level and that the quality of tours and the confidence of travellers in travel agents will not be affected. That is the reason why Directive No. 121 was issued. As far as the service charge is concerned, members should remember two things: (1) that the charge is not compulsory, which means travellers may pay it or may not; and (2) that the charge must be included in the price list. If members have any opinions about this directive, please let us know so that we can consider them when we review it later. ☞

Joseph Tung