



踏入今年，香港迪士尼樂園只有幾個月就開幕，會員無不抱有極大企望，深信香港有了這個世界聞名的景點後，旅遊業可以更為興旺。但有會員向議會投訴，說迪士尼似乎不大願意與香港的旅行社接觸，而且遲遲

不公佈訂票安排。經議會與迪士尼磋商後，對方終於在六月十五日舉辦與會員的聚會。這類聚會雖然有助溝通，但一些安排恐怕仍有繼續商議的需要。

議會自從今年三月一日嚴格執行導遊核證制度以來，至今已有三十八名持證導遊被發現在工作時沒有佩戴導遊證，有關個案已交由「導遊審核委員會」審議。讓我在這裏再重複一次，議會絕不容許會員委派無證導遊做接待旅客的工作。任何會員，一經發現聘用無證導遊，個案就會交由「規條委員會」審理；最近有十多家會員正正為此而受罰(見「委員會匯報」)。議會派員到景點查核導遊的導遊證，目的是要根絕無證導遊，而由今年六月一日起，會員必須在旅遊車的擋風玻璃展示牌照號碼，目的則是要杜絕無牌旅行社；希望大家鼎力支持議會的這些政策。

議會和保險業監理處都認為，旅遊保險可以為旅客提供上佳保障，而由旅行社直接售賣旅遊保險則是十分方便的做法，可以鼓勵旅客購買。保監處計劃允許旅遊從業員在適當的規管下售賣旅遊保險(見「議會簡報」)。事情一有進展，會儘快通知會員。

開放及迎新講座已舉行了兩次，出席了講座的新舊會員都認為有助他們明白議會的運作和功能。有鑒於此，議會打算每兩個月舉行一次，藉以促進議會和會員的溝通和瞭解。TC

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This year began with much expectation on the part of travel agents of the opening, in several months' time, of Hong Kong Disneyland, expected to bring a boon to the tourism industry. Some members, however, complained that the theme park's apparent unwillingness to communicate with them has left much to be desired and that announcements of sale arrangements for admission tickets were anything but coming. After discussion with the TIC, Hong Kong Disneyland finally held a gathering with member agents on 15 June. Gatherings of this kind are no doubt a plus for communication, but some arrangements may still need to be further discussed.

Since strict enforcement of the Tourist Guide Accreditation System began on 1 March 2005, a total of 38 accredited guides were found not wearing their Tourist Guide Pass when doing their work; and their cases were all referred to the Tourist Guide Deliberation Committee. Let me repeat here once more: The TIC will not tolerate members assigning people without the Pass to receive inbound visitors. Any members found to have done so will be disciplined by the Compliance Committee, as the dozen or so members named in "Committee Reports". To root out unqualified guides, we have been sending staff to tourist attractions to do spot checks on tourist guides; and to do away with unlicensed travel agents, we have required members to display their licence number on tour coaches' windscreen since 1 June 2005. It is hoped these polices will win wide support.

Both the Office of the Commissioner of Insurance and the TIC agree that travel insurance can provide superb protection for travellers and that it is most convenient for travellers to buy this kind of insurance from their travel agents, which is expected to encourage travellers to protect themselves through this means. The Commissioner Office is planning to allow traders to sell travel insurance under proper regulation (see "Council Bulletin"), and we will inform members about any progress as soon as possible.

We have so far organised two orientation seminars, and the feedback was that they did help members, new and old alike, understand the operation and functions of the TIC. The Board has therefore decided to hold similar seminars every two months in the hope that communication and understanding between the TIC and its members will be enhanced. TC