




為了打擊非法導遊和無牌旅行社，議會於今年八月二十三日和九月九日聯同政府有關部門巡查了多個景點。在兩次行動中，雖然發現五名沒有導遊證的導遊，但並沒有黑工或無牌旅行社(見「議會簡報」)。議會今後

會繼續聯同政府有關部門巡查，希望能確保團體旅客得到上佳的服務。

為了確保登記店舖遵守向議會作出的承諾，從而保障團體旅客的購物權益，「登記店舖記分制」正式於今年四月實施。購物事宜委員會於九月九日首次審理了九家涉嫌違反承諾的店舖，結果有兩家店舖被記十分，受到議會警告，另有四家各被記五分，這充份顯示出委員會維護旅客的決心。

外遊業方面，八月份的印花額比過去五年同期都要低。造成這情況主要是一些外在因素，像倫敦和埃及的炸彈爆炸、日本的地震等等。這些因素同業無法控制，希望很快就可以回復較穩定的外部環境。值得一提的，是會員的業務或許未如理想，但服務水平卻稍勝去年：今年一月至八月的投訴數字比去年同期下降了百分之八。

理事會在最近的會議上，鑒於會員需要為本地和外地的航空公司、機場、政府等徵收多種附加費、徵費和稅款，令會員的工作量和財務風險大增，因此通過決議，由今年十月一日起，會員可以收取每張機票最少港幣三十元的服務費。希望旅客明白，會員提供服務並收取費用，是正常不過的事；而會員在報價時，應向旅客說明上述服務費。


議會一年一度的盛事——會員週年大會，訂於十一月九日舉行。屆時希望會員踴躍出席，用自己的一票，選出代表自己的理事。

To crack down on illegal tourist guides and unlicensed travel agents, the TIC launched joint operations with several government departments to carry out spot checks at various tourist attractions on 23 August and 9 September. During the two operations, five tourist guides were found to have no Tourist Guide Pass, but there were no illegal guides or unlicensed agents (see "Council Bulletin"). The TIC will continue to join forces with the Government to ensure quality service for group visitors.

The Demerit System for Registered Shops has been in place since April this year to make sure that such shops honour their pledges made to the TIC, thereby protecting the shopping interests of group visitors. The Committee on Shopping-related Practices deliberated for the first time on 9 September cases concerning suspected violations committed by nine shops. Two of them were given 10 demerits, and thus were issued with warning letters, and four others were each given five demerits, which indicate the determination of the Committee to safeguard visitors.

As for the outbound industry, the levy amount for August was the lowest for the past five years. Factors contributing to that were mainly external such as the bombings in London and Egypt, and the earthquake in Japan. As these factors are hardly within our control, we can only hope a more stable external environment will soon return. It is worth mentioning, however, that despite flagging business, members had provided services slightly better than last year: the complaint figures for the first eight months of this year recorded a 8% decrease compared with the same period of last year.

At a recent meeting, the TIC Board has resolved to allow members to charge a service fee of no less than HK\$30 per ticket with effect from 1 October 2005 in view of the fact that members are required to collect, on behalf of local and overseas airlines, airports and governments, a rising number of surcharges, charges and taxes imposed on air tickets, thus greatly increasing their workload and financial risks. It is hoped that travellers will understand that paying a fee for a service is nothing unusual and that members should notify their customers of the service fee when quoting air fares.

The biggest event of the year, the Annual General Meeting, is scheduled for 9 November. Members are urged to attend the meeting and cast their ballot to elect their directors. 

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