



**在**七月十九日的特別會員大會上，超過九成與會的會員投票通過了對《會章》的各項修訂。我在這裏想特別提提會員，只要有三十家會員提名就可以成為候選人的修訂，會於今年舉行的會員週年大會實施（詳情見通告 C995）。希

望會員踴躍參選，別錯過機會。

最近兩個月，入境旅行社在接待內地旅客方面引起了不少負面報導。在那些個案中，雖然大多數最終都證實了香港的旅行社並沒有出錯，但我想強調兩點：一是會員與內地旅行社簽訂合約時，必須清楚訂明內容，二是會員假如已開始向內地旅客提供接待服務，必須一接到底，絕不能中途棄團。議會近日已嚴厲處分了好些會員，希望大家自律。

議會為了杜絕「零團費」和「負團費」，特別於八月與廣州地區旅行社協會簽訂備忘錄，定下香港一天遊的最低成本價（見「議會簡報」）。這是首次有內地的旅行社協會與議會合作打擊「零團費」這種惡劣的經營手法，議會正聯絡北京、上海等地的相關組織，希望可以根治這個問題。我希望會員三思：以「零團費」這種自殺式的方法經營，縱使能夠暫時生存下來，但會有明天嗎？

由議會所接到的投訴來看，不管是關於出外旅遊的還是關於來港旅遊的，很多時都可以避免。比如說在推銷產品時，不要令顧客有過高的預望，那往往可以減少日後爭執的可能。希望會員、領隊、導遊都可以不斷提升服務水平，令業界的整體發展更上一層樓。最後，會員如果有甚麼意見想和其他會員分享，歡迎投稿給《季刊》。

董耀中

**A**t the Extraordinary General Meeting held on 19 July, over 90% of the members present voted for the proposed amendments to the M&A. I want to specially mention one amendment here: the new nominating channel through which a candidate nominated by 30 members can stand for a Directors' Election is in place for this year's Annual General Meeting (see Circular C995 for details). It is hoped that members will grasp this chance and stand at the election.

There has been plenty of negative reporting in the past two months about the way members provided reception services for mainland visitors. Although most of those cases were not the faults of Hong Kong's travel agents, I find it necessary to emphasise two points. One is that the contracts members signed with mainland agents must have clearly specified provisions, and the other is that members must continue to provide reception services once they have begun to do so; abandoning a tour in the middle of a trip will never be tolerated. The TIC having severely punished some members recently, I hope a greater degree of self-discipline will be seen.

To eradicate the so-called "zero-fare" or "negative-fare" tours, the TIC signed a Memorandum of Understanding with the Guangzhou Association of Travel Agents in August, in which the minimum cost of a one-day tour to Hong Kong was set (see "Council Bulletin"). This is the first time that an association of travel agents in mainland China has cooperated with the TIC to crack down on the ruthless practice of "zero-fare" pricing, and the TIC is now approaching similar associations in Beijing, Shanghai and other places in order to resolve the problem. I hope members ponder this carefully: even if you can survive temporarily by adopting the suicidal practice of "zero-fare" pricing, will there be a future for you?

Many complaints, whether they are related to outbound or inbound travel, can actually be avoided. For example, if members do not arouse false expectations in customers, the chances that they file a complaint later will be smaller. Members, tour escorts and tourist guides alike should work hard to raise their standard of service so that the development of the industry will be boosted. Finally, members wishing to share their views with other members may contribute to *The Voice*.

Joseph Tung