



在春節假期中，外遊業和入境業都呈現出一片好景。

以一、二月份的印花費來說，金額比去年同期增加了百分之二十五，入境團的增幅雖然沒有那麼利害，但也合乎理想。更好的消息是，外遊和入境旅客的投訴數

字都大幅減少，這才真的令人欣慰。

入境旅遊方面，議會推出的一連串措施看來開始生效了。例如規定入境旅行社要向內地旅客派發詳細的行程資料(見第 156 號指引)，起初有些同業不大願意，但實行下來卻發覺和旅客的爭執減少了，所以變得樂意遵行。不過，有的入境旅行社卻向旅客收取「離團費」，這種做法議會絕不容許，早在二零零二年就已發出指引禁止了(見第 109 號指引)。

至於外遊業，有些外遊廣告或行程不夠清晰明確，使旅客產生誤解，希望會員加以改善。為了提供更佳保障給只購買機票的旅客，同時為了使旅客對每一家旅行社都有信心，議會剛發出了指引，規定會員不得單方面取消旅客已付票款的機票(見第 157 號指引)。

關於即日取消機票的規定，議會票務委員會現正研究國際航空運輸協會在通過有關決議時，在程序上有沒有出錯。議會希望該協會在通過任何決議時，除了必須嚴格遵循程序外，還要與旅行社詳細磋商，那樣才能順利推行政策。

高等法院最近就一宗外遊團意外所作的判決令會員非常關注。議會去年初已委託了怡安保險顧問有限公司進行「旅遊業風險管理研究項目」，該項目快將完成，議會接着會舉辦一連串座談會，務求令會員瞭解怎樣管理各種營運中的風險。TIC

During the Lunar New Year holidays, both the outbound and inbound industries were thriving. The levy income for January and February was up by 25% over the same period of last year, no less. Although the increase in inbound tour groups was not as impressive, it still met expectations. But the truly terrific news is: outbound and inbound complaints dropped sharply.

It seems the many measures implemented by the TIC have begun to take effect as far as the inbound industry is concerned. For instance, some inbound traders were unwilling to distribute, as required by Directive No. 156, detailed itinerary information to mainland visitors in the beginning, but they now gladly follow it after realising there are less disputes with the visitors. There are, however, some traders found to have imposed a "tour-departure fee" on visitors, which the TIC will never tolerate and already prohibited in 2002 (see Directive No. 109).

As for the outbound trade, some advertisements and itineraries are not clear and precise, with the result that travellers become confused; it is hoped members will change such a practice. The Board has just issued a directive to forbid members to unilaterally cancel air tickets already paid for by travellers (see Directive No. 157), in order to provide better protection for travellers who only buy air tickets and to make them have confidence in every travel agent.

The TIC Ticketing Committee is now studying whether the International Air Transport Association (IATA) has followed proper procedures when passing the resolution relating to the same-day voiding policy. The TIC hopes that IATA will, apart from strictly following proper procedures, thoroughly consult travel agents when passing any resolutions in order that its policies can be smoothly implemented.

The recent High Court judgement in the case involving an outbound tour accident has made members deeply concerned. Early last year, the TIC commissioned Aon Hong Kong Limited to carry out the Research Project on Risk Management for the Travel Industry, which is about to be completed. The TIC will then hold a series of seminars to make sure members understand how to manage different kinds of risks in their operation. TIC

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