



**今**年頭五個月的印花收入比去年同期上升了百分之二十五，高達港幣一千二百四十萬元，相當於港幣四十一億元營業額；全年的營業額更可望超過港幣九十億元，勢將打破歷年的紀錄。外遊業有這樣的佳績，一方面

固然是因為經濟非常暢旺，另一方面也因為會員設計了形形色色的旅遊產品，使旅客大感滿意。至於外遊旅客的投訴方面，有不少涉及會員的行程表和廣告有欠清晰，希望會員注意。

由於會員在處理機票連酒店套票的預訂狀況時，並沒有統一的做法，因此往往與顧客產生衝突。議會於是規定會員必須在收據上註明所預訂的套票是「已經確定」還是「尚待確定」；如果是「尚待確定」的套票，更必須在收據上註明確定日期(見第 166 號指引)。相信這個指引可以使旅客更樂於向會員預訂這類套票。

為了加強對入境業的監管，議會在過去短短三個月內推出了一連串措施，並且合共發出了八個指引，希望可以挽回內地團體旅客對香港的信心。雖然那些措施推出後，內地團體旅客的人數並沒有馬上回升，但內地旅客的總人數卻仍然錄得升幅，這證明了香港對內地旅客依然相當有吸引力，希望會員努力提高旅行團的素質，使內地團體旅客的人數也能更勝從前。

說回那些指引，關於接待內地團的導遊的，有規定會員必須支付出團費的第一百六十二號指引；關於接待社的，有規定會員必須派發行程表給內地團隊的第一百六十七號指引，以及必須把團隊確認書向議會登記的第一百六十八號指引；關於登記店舖的，有規定那些店舖必須向內地旅客提供六個月全數退款保障的第一百六十四號指引。議會的目標是同時收緊對接待社、導遊、登記店舖的監管，務求加強對內地團體旅客的保障。✎

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**T**he levy income for January to May this year soared by 25% to HK\$12.4 million, translating into a turnover of HK\$4.1 billion; and the annual turnover is tipped to surpass HK\$9 billion, a record-breaking figure. With an economy faring so well, the extraordinary performance of the outbound industry may not be unexpected, but members' efforts in devising a wide variety of travel products, thus making travellers happily dig into their pocket, may also be a contributing factor. Many outbound complaints are about a lack of clarity in itineraries and advertisements, to which members should pay attention.

Since there is no standardised practice as far as the way to handle the reservation status of air-plus-hotel packages is concerned, members may easily come into conflict with their customers in this regard. The TIC has therefore required members to specify on receipts whether such packages are "confirmed" or "subject to confirmation", and state clearly on receipts, if it is the latter case, the confirmation date (see Directive No. 166). It is hoped that the directive will encourage travellers to book more of these packages from members.

To strengthen regulation on the inbound industry, thereby salvaging the confidence of mainland group visitors in Hong Kong, the TIC has launched a battery of measures and issued a total of eight directives in as short a period as three months. Although the number of mainland group visitors has not bounced back immediately after the introduction of those measures, the total number of mainland visitors are on the rise, which proves that Hong Kong's attraction for mainland visitors has not been much affected. Members should work hard to raise the standard of mainland tours so that more mainland group visitors will come in the future.

As for those directives, there is Directive No. 162, which is about tourist guides receiving mainland tour groups and which requires members to pay a tour-guiding fee; there are Directive Nos. 167 and 168, which are both about receiving agents and which require members to distribute itineraries to mainland group visitors and register tour confirmation agreements with the TIC; and there is also Directive No. 164, which is about registered shops and which stipulates that they must offer six-month, full refund protection to mainland group visitors. The purpose of the TIC is to tighten regulation on receiving agents, tourist guides and registered shops at once, so that the protection for mainland group visitors can be enhanced. ✎

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