



議會在過去幾個月裏推行了
一連串措施，以收緊對入境
業的監管(見上期「主題故事」)。
這些措施的實施時間雖短，但投
訴數字已大幅減少。這裏我想特
別提一提規定會員向議會登記入
境團隊確認書的第一百六十八號

指引。這個指引的用意，是希望萬一入境旅客投訴會員的接待服務欠佳，而會員卻已按照與內地組團社簽署的服務協議提供了服務，那麼已登記的團隊確認書就可以用來證明錯不在他們。

外遊旅行社這幾個月的投訴數字輕微上升，不少投訴都與旅行團未能成行有關。旅客向公司請了假參加旅行團，滿心以為可以在外地輕鬆幾天，怎料旅行社最後一刻卻告訴他們人數不足，不能成行，你說他們該有多失望呢。關於這類情況，雖然議會定下了保障旅客的規例，但倘若會員能盡力使旅行團如期成行，以免顧客掃興，相信對於提高會員的聲譽大有幫助。

香港與內地於今年六月簽訂了《更緊密經貿關係的安排》補充協議四，使合資格的會員可以在內地申請設立票務旅行社。此外，去年簽訂的補充協議三已允許設於廣東省的香港旅行社，申請經營前往香港和澳門的團隊旅遊業務，現在更把這項安排放寬至廣西、湖南、海南、福建、江西、雲南、貴州、四川合共八個省/自治區。關於補充協議四的詳情，請向工業貿易署查詢。

政府已決定在今年內就啟德新郵輪碼頭招標，工程預計會於二零一二年完成，相信會員到時必定能大大拓展郵輪業務。此外，西九龍文娛藝術區的諮詢工作已重新展開，會員不妨踴躍向政府提交意見，使日後建成的各種設施對旅客更具吸引力。TIC

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Quite a number of measures have been taken by the TIC during the past few months to tighten control over the inbound industry (see "Cover Story" of last issue). Although they have been in force for a short time, the number of complaints has drastically dropped. I want to give some space here to explain the objective of Directive No. 168, which requires members to register inbound tour confirmation agreements with the TIC. If there is a complaint against a member's reception service, which is provided for visitors in accordance with the service agreement signed between the member and the mainland tour operator, then the registered tour confirmation agreement may be able to vindicate the member.

Complaint figures against outbound members have risen slightly over the past few months, and many of those complaints are about tour cancellations. Imagine a person takes a few days' leave and hopes to idle away some time at an overseas destination by joining a package tour. How disappointed he must be if the travel agent tells him at the last minute that the tour is cancelled because there are not enough people who have signed up for the tour. Although there are regulations in place to protect travellers in such circumstances, members' reputation will definitely be boosted if they can do everything possible to make the tour depart as scheduled.

Under Supplement IV to CEPA signed between Hong Kong and mainland China in June this year, qualified members may apply to set up ticketing agencies across the border. Last year, Supplement III already allowed Hong Kong travel agencies set up in Guangdong province to operate outbound package tours to Hong Kong and Macau; this time, similar arrangements are extended to eight more provinces/autonomous region: Guangxi, Hunan, Hainan, Fujian, Jiangxi, Yunnan, Guizhou and Sichuan. Members may contact the Trade and Industry Department for details of Supplement IV.

The Government has decided to invite tenders for a new cruise terminal at Kai Tak by the end of this year. It is expected that the cruise terminal will be completed in 2012, which will certainly drive up cruise business for members. Consultation for the West Kowloon Cultural District has resumed recently. Members are encouraged to submit their views to the Government so that facilities to be built there will draw more visitors. TIC

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