

## 攜手共闖當前困境

### Unity needed for current difficulties



立法會選舉結束了，旅遊界功能界別選出了謝偉俊先生為業界代表。我在這裡衷心祝賀他當選，也希望他在今後的四年裡，能把旅遊同業的聲音帶進立法會，使政府的政策能有利業界。

今年暑假，外遊業和入境業似乎都碰上了逆境。八月的印花金額比去年同期下跌了兩成，而八月的入境旅客數字雖然還未公佈，但看來未必得上去年。造成這種情況的因素有很多，但我深信以會員不屈不撓的鬥志，一定能夠渡過當前的難關。

航空公司削減旅行社佣金，很多會員的業務都會大受打擊。今年已有三家航空公司決定把佣金由百分之七減至百分之五，對會員來說，這當然是壞消息。議會票務委員會已積極研究可行的方案，務求把影響減至最低，但是大家也要做好準備，因應環境的轉變，竭力找尋應付的方法。

為了提高內地團體旅客在香港購物時的保障，議會去年六月把內地團體旅客的購物全數退款保障期延長至六個月。有關指引發出後，今年頭八個月內地旅客的投訴約有一百宗，比去年同期大幅減少了五成，這證明保障計劃成效卓著。有些會員擔心，即使是損壞了的貨品，旅客也會要求退款。請大家放心，根據規定，貨品有損壞或有損耗都是不能退款的。希望大家能繼續保持服務水平，使香港不會在對手湧現的情況下失去吸引力。

議會將於十一月五日舉行會員週年大會。今年會有六名候選人參加理事選舉，希望會員踴躍出席，投票選出心目中理想的理事。✎

董耀中

The Legislative Council election is over now, and Mr Paul Tse has been elected the representative of the Tourism Functional Constituency. I would like to congratulate him here, and hope that in the coming four years, he will let the voices of traders be heard in Legco and make government policies conducive to the industry.

This summer, both the outbound and inbound industries appear to have run into trouble. The levy amount for August was down by 20% over last year's figure, and the visitor arrivals for August, though not yet released, may not be as good as 2007. There are many factors contributing to the current difficulties, which I believe can definitely be overcome with the kind of resilience often shown in members.

Reductions in agency commission by airlines will have a great impact on the business of many members. This year, three airlines have decided to cut agency commission from 7% to 5%, which undoubtedly is bad news for members. **Whereas the TIC Ticketing Committee has been working on viable solutions in the hope of minimising the impact, members also need to be prepared for the changing environment and go all out for methods to cope with it.**

To enhance protection for mainland tour groups when they shop in Hong Kong, the TIC extended the full refund period for inbound tour group shoppers to six months in June last year. **With the issuance of the relevant directive, there were about 100 complaints filed by mainland visitors in the first eight months of this year, representing a huge drop of 50% over the same period of last year. This is the best proof of the effect of the scheme.** Some members are worried that damaged products might also be returned for a refund. Such worries are unnecessary because damaged products or products with wear-and-tear marks are not entitled to a refund. It is hoped that members can maintain their service standard so that Hong Kong would not lose out to rivals sprouting up in large numbers.

This year's Annual General Meeting is scheduled for 5 November, and there will be six candidates standing in the directors' election. All members should attend the meeting, and use their ballots to send the best candidates to the Board. ✎

Joseph Tung