

## 困境總有一天會過去 Hardship will go away one day




受到全球金融危機的影響，今年頭四個月的  
外遊印花比去年同期減少了百分之十五點五；可是，一到了五月，人類豬流感在世界各地紛紛爆發，結果五月的印花暴挫百分之四十五點四。來港旅客方面，一至四月的旅客人數不僅沒有減少，反而比去年同期輕微上升了百分之一點五，只是五月香港出現人類豬流感個案，於是五月的旅客人數反過來下降了百分之十三點四。

面對外遊業和入境業的巨大困境，議會已多次要求政府推出紓困措施，而財政司司長也已宣佈了一系列援助旅遊業的措施。議會會繼續研究各種有助會員渡過難關的方案。

香港資訊科技商會今年再獲政府資助，將舉行多項活動，以提高中小型旅行社的資訊科技應用水平。商會的首項活動是七月十日舉行的座談會(見通告C1194)，希望大家好好利用這個機會，掌握顧客關係管理的奧妙，從而推動業務發展。

法國航空及荷蘭航空近日宣佈，由今年十月一日起，旅行社佣金將減至百分之三，而由明年四月一日起，佣金更會進一步削減至零。議會希望兩家航空公司明白，旅行社是航空公司的重要夥伴，雙方只有並肩合作，才能挺過當前的危機。

旅遊業賠償基金管理委員會先前發出諮詢文件，就下調印花徵費等建議，諮詢業者和公眾的意見。諮詢期已經結束，多數意見都表示支持，而政府也已在六月底把有關建議提交立法會，七月就可以實施。所有建議實施後，外遊旅行社的財務負擔將可減輕，而外遊團體旅客的保障也會加強。 


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As a result of the impact of the global financial crisis, there was a 15.5% drop in the outbound levy for the first four months of this year when compared with the same period of last year. The levy for May, however, plummeted by 45.4% following outbreaks of human swine flu in various places around the globe. As for inbound visitors, whereas their numbers for January to April slightly increased by 1.5% year on year, the figures for May were down by 13.4% with human swine flu cases beginning to crop up in Hong Kong in the month.

**In view of the difficulties faced by outbound and inbound traders, the TIC has repeatedly requested the Government to introduce relief measures, and the Financial Secretary has already announced a series of measures to help traders stay afloat. The TIC will continue to study various methods to tide members over.**

The Hong Kong Information Technology Federation (HKITF) is sponsored again by the Government this year, in order to raise the IT application level of small- and medium-sized travel agents through various activities. The first one organised by the HKITF is a seminar scheduled for 10 July (see Circular C1194). Members are advised to make good use of this chance and learn how to advance their business through customer relationship management.

Recently, Air France and KLM Royal Dutch Airlines announced that their agency commission will be first cut to 3% from 1 October 2009 and then cut to zero from 1 April 2010. **It is hoped that the two airlines can understand that travel agents are critical partners of airlines, and both sides have to stand shoulder to shoulder in order to weather the current crisis.**

The management board of the Travel Industry Compensation Fund issued a consultation document some time ago to seek the views of traders and the public on such proposals as the reduction of the levy rate. The consultation period already ended and most of the views supported those proposals, which were submitted to the Legislative Council in late June and will be in place in July. When all the proposals are implemented, outbound agents will bear less financial burden and outbound group travellers will be given more protection. 

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