



**會**員週年大會已於十一月九日舉行，共有五百多位會員參加，選出了四位理事(見「議會簡報」)。出席週年大會的會員越來越多，顯示出會員越來越重視議會的工作，希望大家繼續支持。

修章委員會在過去一年多以來，詳細研究了議會整份會章，並正着手草擬修訂和解釋的文件，計劃明年完成文件的準備工作，然後提交理事會審議，最後再經會員大會通過。藉着這次修訂，可望提高議會的透明度和增加會員的參與。

入境業方面，旅客的查詢比以前增多了，這不僅代表議會的知名度有所提高，同時也證明議會在旅客心目中的份量有所增加。議會接到任何投訴後，無論是關於入境旅行社、導遊，還是關於登記店舖的，都會按恰當程序處理，並在有需要時交由相關的委員會處理。理事會最近簡化了會員登記購物店舖的程序(第一百四十五號決議)：會員在登記時無須再提交收據樣本；而關於百分百退款保證及退款條件的中英文字樣，必須以不小於十號字的字體在收據正面註明，以期旅客清楚本身的權益。

外遊業的整體表現雖說尚算不錯，但由議會接到的投訴可知，旅客的要求比以前提高不少，會員因此也有必要同步提高服務水平，務求維護全行的形象。

保險業監理處表示，關於旅遊保險代理人的課程、考核等安排，已基本定了下來，待確定具體的細節後，明年初當可公佈有關詳情。保監處重申，假如旅行社的職員在欠缺相關資格的情況下售賣旅遊保險，很可能已違反現行法例。希望會員多加留意。TC

董耀中

Over 500 members attended the Annual General Meeting (AGM) held on 9 November to elect four of their fellow traders to sit on the Board (see "Bulletin"). An increasing number of AGM attendees show that members take the work of the TIC more seriously. It is hoped that members will continue to provide support for us.

The Constitution/By-law Committee has carefully studied the whole M&A during the past year or so, and is preparing amendments and explanatory notes now. Preparatory work is expected to be completed next year, after which the amendments will be submitted to the Board for perusal and a general meeting for approval. The objectives of the amendment exercise are to increase the transparency of the TIC and to encourage member participation.

As regards the inbound industry, the TIC has received more visitor enquiries than before, which indicates that it is becoming more widely known and better recognised. Whenever we receive a complaint, whether it is about a member, a tourist guide or a registered shop, we will deal with it according to due procedure and refer it, if necessary, to the relevant committees for deliberation. The Board has recently simplified the procedures by which members register shops with the TIC (Directive No. 145): samples of shop receipts are no longer required for registration, and the 100% refund guarantee phrase and the refund conditions must be printed in English and Chinese on the front of receipts with a font size not smaller than 10 points, in order that inbound visitors will clearly understand their rights.

The overall performance of the outbound industry has so far been quite satisfactory. However, from the complaints received by the TIC, it is obvious that travellers have become more demanding and as such members should also raise their service standard to live up to the expectations of travellers, with the aim of protecting the image of the whole industry.

The Office of the Commissioner of Insurance has indicated that arrangements about the course and assessment for travel insurance agents have basically been completed. It is hoped that the details can be announced in early 2006 once they are finalised. The Commissioner Office has reiterated that staff of travel agents who sell travel insurance without relevant qualifications are most likely to have already broken the law. Members should pay heed to that. TC

Joseph Tung