



這兩三個月來，一小撮入境業者的服務態度引致媒體群起報導，結果傷害了整個業界，實在令人痛惜不已。希望會員和導遊明白，倘若他們所提供的服務一再招致那麼多的負面報導，試問有意來港的旅客怎會不卻步？

香港的旅遊業怎會不受創？

議會希望再次提醒導遊，即使旅客有時較為苛求，但他們仍必須遵守《導遊作業守則》；至於會員，則必須確保他們所委派的導遊遵守該《守則》。

國際航空運輸協會決定在全球推行「同日取消機票」的規定，這引起了業者的廣泛關注。議會除了早前調查會員對此事的意見外，一直都在和航空公司磋商，強調這項規定會對旅行社帶來極大衝擊，同時會使旅行社和旅客不時發生爭執，希望有關方面能體察香港的特殊情況，以及香港的旅行社在出票方面的上佳紀錄，不在香港推行這項規定。

議會一直與保險業監理處和保險業界磋商，希望可以豁免現任旅行社職員的學歷要求，使他們能登記為旅遊保險代理。經過連番商議後，議會的建議原則上獲得接納，但條件是議會要輔助當局監管旅遊保險代理，以確保他們的素質，同時要協助推廣旅遊保險。希望可以早日向大家公佈好消息。

在今年的會員週年大會上，會員踴躍出席，而各候選人所得的票數都相當接近，這反映出會員越來越有興趣參與議會的會務。雖然還有一個多月才是農曆新年，但讓我在這裏預先祝賀大家豬年進步，事事融和。☺

董耀中

During the past two to three months, the service attitudes of a small number of inbound traders have dominated the media, with the result that the whole industry has been hurt, which is most regrettable. It is hoped that members and tourist guides can understand that if their services have time after time become the focus of negative coverage, how can they expect potential tourists to come to Hong Kong? How can Hong Kong tourism not be damaged?

The TIC hopes to remind tourist guides once again to follow the Code of Conduct for Tourist Guides even if the tourists they receive are too demanding, and to urge member agents to ensure that their guides observe the Code.

The same-day voiding regulation, set to be implemented globally by the International Air Transport Association, has aroused much concern among traders. Apart from surveying members on such a regulation some time ago, the TIC has all along been negotiating with airlines for granting exemption to Hong Kong by emphasising the unique situation in Hong Kong and the excellent track record of member agents in ticket issuance, and warning that the regulation will have a great impact on agents and induce frequent disputes between agents and travellers.

The TIC has held many discussions with the Office of the Commissioner of Insurance and the insurance industry to see if the academic qualification required of travel insurance agents can be waived for existing staff of travel agents. The TIC's waiver proposal has been accepted in principle provided that the TIC helps the authorities monitor the standard of travel insurance agents and promote travel insurance. It is hoped that good news will come soon.

With a large number of members turning up and the votes obtained by the candidates differing marginally, this year's Annual General Meeting has shown a greater interest on members' part in having a say in the management of the TIC. Although the Lunar New Year is still a month and a half away, I would like to wish in advance every industry member a Year of the Pig that is full of advancement and concord. ☺

Joseph Tung