



香港旅遊業議會
TRAVEL INDUSTRY COUNCIL
OF HONG KONG
Incorporated with limited liability

DIRECTIVE

Issue Date: 17 May 2004

Ref: BOD123/17/05/2004

***Re: Following up of visitor complaints
Resolution No. 123***

In complaint cases filed with the TIC about goods purchased by visitors, some visitors would send the goods to the TIC Executive Office so that they could be returned to the shops concerned. After receiving the goods, TIC staff would normally contact the travel agents concerned, requesting them to send people to the TIC Executive Office to collect the goods and refund the visitors. Some travel agents, however, would use all kinds of excuse for refusal or deferral of despatch of people to collect the goods or of refunding the visitors, thus making the complaint cases unable to be settled within a reasonable time.

To protect the reputation of travel agents and the image of the tourism industry, the Board of Directors accepted the Inbound Committee's recommendation and decided at the meeting held on 11 May 2004 that with immediate effect,

“upon the receipt of registered letters sent by the TIC concerning the collection of goods, members must send people to the TIC Executive Office to collect the goods within seven days, counting from the dates of the letters. Upon the collection of the goods, members must refund the money to the visitors within seven days.”

Your cooperation is highly appreciated. Violation of this directive will be subject to penalties in accordance with Article 11(3)(a) and (b) of the TIC's Articles of Association.

BY ORDER OF THE BOARD OF DIRECTORS
TRAVEL INDUSTRY COUNCIL OF HONG KONG

Joseph Tung
Executive Director