

二零零八至零九年度理事會 Board of Directors for 2008/09



前排左至右：朱樂生先生、葉慶寧先生(名譽司庫)、湯麟華先生(副主席)、何栢霆先生(主席)、徐王美倫女士(副主席)、譚光舜先生(名譽秘書)、馬豪輝先生。

中排左至右：姚思榮先生、薛迪生先生、甘博文博士、梁家駒先生、李金漢教授、陳黃穗女士、鄧桂能先生、吳光偉先生、馮炳輝先生。

後排左至右：許書漢先生、梁志群先生、姜作工先生、高永良先生、謝淦廷先生、胡兆英先生、凌錦文先生、解存金先生、江伯昌先生。

(缺席：高育賢女士、羅祥國博士、李國英先生、黃德偉先生。)

Front row (left to right): Mr Antonio Chu, Mr Freddy Yip (Honorary Treasurer), Mr Warren Tong (Deputy Chairman), Mr Ronnie Ho (Chairman), Mrs Gianna Hsu (Deputy Chairman), Mr Tommy Tam (Honorary Secretary) and Mr Ma Ho Fai.

Middle row (left to right): Mr Yiu Si Wing, Mr Raymond Sit, Dr Kam Pok Man, Mr Johnny K K Leung, Prof. Lee Kam Hon, Mrs Pamela Chan, Mr Tang Kwai Nang, Mr Charles Ng and Mr Michael Fung.

Back row (left to right): Mr Lester Hui, Mr Andrew Leung, Mr Ginger Keung, Mr Joseph Kao, Mr Ricky Tse, Mr Michael Wu, Mr Ling Kam Man, Mr C K Kai and Mr Peter Kong.

(Absent: Ms Teresa Ko, Dr Law Cheung Kwok, Mr Li Kwok Ying and Mr Alvin Wong.)

逆境中藉資訊科技提高競爭力 Become more competitive through IT

香港資訊科技商會於二零零四年至零六年間，兩次獲政府資訊科技總監辦公室贊助，向中小型旅行社推廣資訊科技的應用。商會最近再得到政府撥款，將在議會的支持下推行連串活動，協助中小型旅行社以資訊科技提升競爭力。活動將包括座談會、培訓課程、解決方案展銷會等等。首個座談會訂於二零零九年七月十日舉行，主題為顧客關係管理(詳情見通告C1194)。

During 2004 and 2006, the Hong Kong Information Technology Federation (HKITF) was twice sponsored by the Office of the Government Chief Information Officer (OGCIO) to promote information technology adoption among small and medium travel agents. Recently, the HKITF has received sponsorship from the OGCIO again, and with support from the TIC, will launch a series of activities, including seminars, training courses and solution fairs, to help small and medium travel agents raise their competitiveness through information technology. The first seminar on Customer Relationship Management is scheduled for 10 July 2009 (see Circular C1194 for details).

## 理事會對賠償基金諮詢文件的意見 TIC Board responded to levy proposals

旅遊業賠償基金管理委員會二零零九年三月就旅遊業賠償基金的管理和用途發表諮詢文件。議會理事會已向委員會提交了意見，表示贊成暫時停收基金徵費，並贊成增加外遊旅客遇上意外時的特惠賠償金額，但條件是旅客需要預先向旅行社作出所需授權。理事會也提出動用賠償基金協助旅行社購買集體專業責任及彌償保險。



The management board of the Travel Industry Compensation Fund (TICF) issued a consultation document in March 2009 to seek views on the management and use of the TICF. In its letter to the management board, the TIC Board agreed that the collection of the Fund levy should be suspended and that the ex gratia payments to outbound travellers in the event of travel accidents should be increased, provided that travel agents were given the necessary authorisation by the travellers in advance. The TIC Board also proposed to use reserves of the TICF to help travel agents take out collective professional liability and indemnity insurance.

## 議會爭取紓困措施 TIC pushes for relief measures

人類豬流感令入境和出境旅遊業大受衝擊，議會為此多次與政府各相關部門的官員會面，反映旅遊業界的苦況，並要求政府提供即時援助，包括：為旅行社提供由政府全數擔保的低息貸款，免收旅行社代理商牌照費，以及資助旅遊從業員接受培訓。

經議會多番力爭後，政府最終接納了議會的部份要求，宣佈寬免牌照費一年，並把「特別信貸保證計劃」的申請期延至今年底，擔保額和最高貸款額也有所提高。議會將繼續向政府提出紓困建議，以幫助會員渡過當前難關。

In view of the impact of human swine flu on the travel and tourism industry, the TIC has arranged a number of meetings with officials of the relevant government departments to keep them informed of the plight of traders and urge the Government to provide immediate assistance, including low-interest loans with a full government guarantee, exemption of the travel agent's licence fee and training subsidies for industry members.

Thanks to the TIC's repeated requests, the Government has finally accepted some of the TIC's proposals, and announced that the travel agent's licence fee will be waived for one year, and the application period of the Special Loan Guarantee Scheme will be extended until the end of this year, with both the guaranteed amount and maximum loan amount increased. The TIC will continue to bring up relief measure proposals with the Government to help members get through the current crisis.



議會代表與商務及經濟發展局劉吳惠蘭局長(左五)會面，要求提供紓困措施。

TIC representatives state their requests for relief measures at a meeting with Secretary for Commerce and Economic Development Mrs Rita Lau (fifth from left).



## 香港國際旅遊展 ITE 2009

第二十三屆香港國際旅遊展已於二零零九年六月十一至十四日在香港會議展覽中心舉行。今年有來自五十多個國家及地區的六百多家參展商參展，展示數以千計的旅遊產品。展會期間舉辦了數十個不同主題的講座，會場並設有「香港旅行社步行街」，方便本地旅行社與海外同業交流。為期四天的展覽會吸引了七萬五千多名買家、業者及公眾人士入場。

## CEPA旅遊開放措施 New liberalisation measures under CEPA

《內地與香港關於建立更緊密經貿關係的安排》(CEPA)補充協議六已於今年五月九日簽訂。根據補充協議，內地團體旅客如持有有效旅遊簽註，可分別在前赴台灣及由台灣回程時，以過境方式在香港停留最多七天。此外，香港永久居民中的中國公民可申領內地出境領隊證，並帶內地團出境外遊。新措施將於今年十月一日起生效，相信會有助業界開發「一程多站」旅遊產品，並增加本地領隊的就業機會。

## 內地實施《旅行社條例》加強保障旅客 China's new regulations to increase traveller protection

內地已於二零零九年五月一日實施新修訂的《旅行社條例》，藉以加強規管旅遊市場、保障旅客權益。條例嚴禁旅行社以低於成本價招徠；旅行社、導遊或領隊如不按旅遊合約提供服務、擅自更改行程、強迫旅客購物等，可被處以罰款人民幣一萬至五十萬元不等。

The 23rd International Travel Expo Hong Kong was held during 11-14 June 2009 at the Hong Kong Convention and Exhibition Centre. Thousands of travel products were showcased by 600-odd exhibitors from over 50 countries and regions. Dozens of seminars with various themes were also held during the exposition, at which a "Hong Kong Travel Agent Zone" was set up to facilitate exchanges between local agents and overseas traders. The four-day event attracted upwards of 75,000 buyers, traders and members of the public.

The Sixth Supplement to the Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA) was signed on 9 May 2009. The new pact allows mainland group visitors to Taiwan with a valid travel endorsement to stay in Hong Kong for up to seven days both on the way there and on the way back. Apart from that, Hong Kong permanent residents with Chinese citizenship can obtain mainland outbound tour escort permits and lead outbound tours. It is believed that the new measures, which take effect from 1 October this year, will facilitate the development of multi-destination travel products and open new career opportunities for Hong Kong's tour escorts.

The revised Regulation on Travel Agencies came into force on 1 May 2009 in mainland China with a view to enhancing market regulation and traveller protection. The new law prohibits travel agencies from luring customers by below-cost tours. Travel agencies, tourist guides or tour escorts may be imposed a fine ranging from 10,000 to 500,000 yuan for violations such as not providing services according to the travel service contract, changing the itinerary arbitrarily, or coercing travellers into making purchases.

## 修訂購物退款保障計劃(第174號指引) Refund Protection Scheme revised (Directive No. 174)

為了配合二零零九年三月實施的《2008年商品說明(修訂)條例》及相關附屬法例，理事會修訂了關於登記店舖在發票或收據上所列貨品資料的規定。議會如發現登記店舖涉嫌違反《商品說明條例》，會把個案轉交香港海關跟進。

修訂的詳情請參閱第一百七十四號指引。此指引取代第一百六十四號指引，今年五月一日起生效。

With the implementation of the Trade Descriptions (Amendment) Ordinance 2008 and its related subsidiary legislation in March 2009, the TIC Board has amended the requirements for details of the sold items to be listed on invoices or receipts issued by registered shops. If any registered shops are suspected of violating the Trade Descriptions Ordinance, the cases will be referred to the Customs and Excise Department for action.

For details of the amendments, please refer to Directive No. 174, which has superseded Directive No. 164 and become effective from 1 May 2009.