

二零零七至零八年度理事會 Board of Directors for 2007/08



前排左至右：蔡大維先生、葉慶寧先生(名譽司庫)、湯麟華先生(副主席)、何栢靈先生(主席)、徐王美倫女士(副主席)、解存金先生(名譽秘書)、高育賢女士。
 中排左至右：朱樂生先生、羅祥國博士、馬豪輝先生、李金漢教授、梁家駒先生、陳黃穗女士、甘博文先生、李國英議員、鄧桂能先生。
 後排左至右：黃照康先生、姜作工先生、陸方寧生女士、關啟球先生、胡兆英先生、梁志群先生、吳光偉先生、馮炳輝先生、譚光舜先生、姚思榮先生。
 (缺席：張健明先生、謝滄廷先生、黃德偉先生。)

Front row (left to right): Mr David Tsoi, Mr Freddy Yip (Honorary Treasurer), Mr Warren Tong (Deputy Chairman), Mr Ronnie Ho (Chairman), Mrs Gianna Hsu (Deputy Chairman), Mr C K Kai (Honorary Secretary) and Ms Teresa Ko.

Middle row (left to right): Mr Antonio Chu, Dr Law Cheung Kwok, Mr Ma Ho Fai, Prof. Lee Kam Hon, Mr Johnny K K Leung, Mrs Pamela Chan, Mr Kam Pok Man, The Hon Mr Li Kwok Ying and Mr Tang Kwai Nang.

Back row (left to right): Mr Sunny Wong, Mr Ginger Keung, Mrs Maria Loh, Mr Kwan Kai Kow, Mr Michael Wu, Mr Andrew Leung, Mr Charles Ng, Mr Michael Fung, Mr Tommy Tam and Mr Yiu Si Wing.

(Absent: Mr Ken Chang, Mr Ricky Tse and Mr Alvin Wong.)

退回會費 Refund of membership subscription

過去一年經濟表現強勁，議會二零零七至零八年度的收入也有所增加，預計更會錄得盈餘。議會理事會因此決定，向所有屬會和會員退回零七至零八年度的會費。凡於今年六月三十日前已繳交會費，並於該日仍然持有議會會籍的會員，都可得到退款。退款支票將由七月起分批寄出。如有查詢，請與議會會計部聯絡。

Income for the TIC during the fiscal year 2007/2008 has benefited much from last year's robust economy. Since a surplus is expected, the TIC Board has decided to refund the membership subscription collected for the year 2007/2008 to all Association Members and member agents. Members that have paid their subscription before 30 June 2008 and remain members on that day are eligible for the refund. The refund cheques will be sent to members in batches by post starting from July. For enquiries, please contact the TIC Accounts Department.

業界同心紓蜀困 Traders united for Sichuan relief efforts

二零零八年五月十二日，四川汶川縣發生八級大地震，不下於七萬人喪生，數以百萬人流離失所。災難發生後，香港各界紛紛捐款賑災，以支持當地的救援工作。議會也於五月十六日發起「一人一百關心四川大行動」，希望會員呼籲員工每人至少捐出港幣一百元，幫助災民

An 8-magnitude earthquake struck Wenchuan county of Sichuan province on 12 May 2008, claiming at least 70,000 lives and leaving millions of people homeless. Immediately after the calamity, the Hong Kong community actively made donations in support of emergency relief operations in the province. The TIC also appealed to members for donations by launching the campaign "Every Hundred Counts. Act Now!" on 16 May, hoping that each staff member of travel agents would contribute at least HK\$100 to tide over the quake

渡過難關。

行動發起一個月，議會已籌得約港幣一百四十八萬元，當中包括議會品質保障基金捐出的港幣五十萬元，以及會員旅行社、旅行社職員、登記店舖、酒店的捐款。籌得的善款已全數轉交中央人民政府駐香港特別行政區聯絡辦公室（中聯辦）。議會在此感謝業者對是次行動的支持。



議會代表於五月二十三日把籌得的善款轉交中聯辦。

The TIC representatives pass the donations collected on to the Liaison Office on 23 May.

victims.

In just a month, the TIC has raised some HK\$1.48 million, including HK\$500,000 from the TIC Bonding Fund and donations from member agents, travel agency staff, registered shops and hotels. All the funds raised have been passed on to the Liaison Office of the Central People's Government in the Hong Kong SAR (Liaison Office). Traders are greatly appreciated for their support in the campaign.

英語導遊也可考取「導遊證」 English-speaking guides can also get accredited

為協助英語導遊考取「導遊證」，議會將於今年九月一日推出「操英語但不諳中文導遊的豁免機制」。參加者只要通過指定的考試，就可申請「導遊證」，無須修讀任何課程。不過，有關導遊不得以粵語或普通話接待入境旅行團。豁免機制為期一年半，直至二零一零年二月二十八日為止。

要獲得豁免，有關導遊必須以英語為母語而且不諳中文，並在香港從事全職或兼職導遊工作一年或以上。考試分面試和模擬路試兩部份，合共一小時。考生只能以英語應考，議會會安排傳譯員翻譯答案，並會提供複習資料給考生備試。有關豁免機制的詳情及申請辦法，請瀏覽議會網站(www.tichk.org)「導遊核證制度」部份，或致電2807-1199向訓練部查詢。

With a view to helping English-speaking tourist guides obtain the Tourist Guide Pass, the TIC is to launch on 1 September 2008 the Waiver Programme for English-but-non-Chinese-Speaking Tourist Guides, whereby participants can apply for the Pass after passing a designated examination without having to take any course. However, tourist guides accredited through this channel are not allowed to use Cantonese or Mandarin in receiving inbound tour groups. The waiver programme is valid for one and a half year until 28 February 2010.

To be qualified for the waiver, the tourist guides must be native English speakers with no knowledge of Chinese and must have worked as full-time or part-time tourist guides in Hong Kong for at least one year. The one-hour examination consists of an interview and a simulated road test. Candidates can only sit the examination in English and interpreters will be provided. The TIC will provide candidates with revision materials to help them prepare for the examination. For full details about the waiver programme and application procedures, please see the "Tourist Guide Accreditation System" section of the TIC website (www.tichk.org), or contact the Training Department on 2807-1199.

《作業守則》最新印刷本 Latest print edition of Codes of Conduct



議會已印妥《會員作業守則》的最新印刷本，並已寄給所有會員。會員也可在議會網站「守則與規例」欄的「會員作業守則」部份，瀏覽《守則》的最新內容。

The latest print edition of the TIC's *Codes of Conduct for Members*, a copy of which has already been sent to each member, is now ready. For the most updated version of the *Codes*, members may refer to the "Codes of Conduct for Members" section under "Codes and Regulations" on the TIC website.

《風險解決手冊》 Risk Solutions Manual

議會推行了三年的「旅遊業風險管理研究項目」已經完成。負責執行項目的怡安保險顧問有限公司已撰寫《香港旅遊業風險解決手冊》，提出了一系列風險管理的措施。為方便會員參考《手冊》的建議，議會已把《手冊》上載網站「會員服務」下的「風險管理」部份。這部份也選輯了一些會員在《手冊》簡介會上提出的問題以及怡安保險顧問的答案，相信對會員有一定的參考價值。

After three years, the Research Project on Risk Management for the Travel Industry has been brought to fruition. Aon Hong Kong Limited, the consultancy for the Project, has put forward a series of recommendations on risk management in the *Risk Solutions Manual for Travel Industry in Hong Kong*. The *Manual* is now available from the "Risk Management" section under "Services for Members" on the TIC website for members' easy reference. The section also contains some selected questions raised by members at the seminars on the *Manual* and the answers given by Aon. It is believed that members will find the information useful.

導遊持續專業進修簡介會 Seminar on CPD Scheme

為協助導遊瞭解「導遊持續專業進修計劃」，議會於二零零八年四月二十二日、五月十五日舉辦了兩次「導遊持續專業進修計劃」簡介會，共有六十八人出席。由於反應良好，簡介會將視乎需要定期舉行。

Two seminars on the Continuing Professional Development Scheme for Tourist Guides (the CPD Scheme) were held on 22 April and 15 May 2008, which attracted a total of 68 tourist guides wishing to familiarise themselves with the CPD Scheme. In view of the good response, the seminar will be organised on a regular basis if there is sufficient demand in the future.



很多導遊都想知道怎樣達到「持續專業進修計劃」的要求。
Many tourist guides wish to know how to fulfil the requirements for the CPD Scheme.

領隊證、導遊證的新規定 New requirements for Tour Escort/Tourist Guide Passes

以下是關於「領隊證」和「導遊證」的一些新規定：

申請期限：兩種證件的首次申請限期都由六個月延長至兩年。如在期限過後才提出申請，申請「領隊證」者必須先通過「外遊領隊證書考試」；而「導遊證」申請人則必須先通過「導遊持續專業進修計劃」的「香港知識測驗」和指定路試。

過期續證安排：如在證件屆滿後超過兩年才續證，持證領隊必須通過「外遊領隊證書考

The following are new requirements for the Tour Escort Pass and the Tourist Guide Pass:

Time limit for application: For first-time applications, the time limit for both Passes is extended from six months to two years. For late applications, applicants for the Tour Escort Pass must first pass the Certificate Examination for Outbound Tour Escorts, while Tourist Guide Pass applicants must pass the "Knowledge on Hong Kong" quiz under the CPD Scheme and a designated road test.

Late renewal: If applications for renewal of both Passes are submitted more than two years after their expiry, Tour Escort Pass holders must pass the Certificate Examination. As for Tourist Guide Pass holders, comple-

試」，而持證導遊則要先完成「導遊持續專業進修計劃」的三個指定項目並通過指定路試，才會獲發新證。

tion of the three items under the CPD Scheme and a pass in a designated road test are required before they are issued with the new Pass.

旅行社違規紀錄 Records of agent violations

據議會統計，在二零零八年一月一日至五月三十一日期間，會員經常違反的規例如下：

According to the TIC's statistics, the most frequently violated rules from 1 January to 31 May 2008 are as follows:

違反的規例 (違規原因) Rules in violation (reasons of violation)	次數 Frequency
第168號指引(沒有向議會登記內地團的團隊確認書，或沒有在旅遊車上展示旅行團團號) Directive No. 168 (failure to register the mainland tour confirmation agreement with the TIC, or failure to display the tour code on the tour coach)	10
第167號指引(沒有向內地旅客派發行程表，或向內地旅客派發的行程表沒有包含議會規定的資料) Directive No. 167 (failure to distribute the itinerary to mainland visitors, or the itinerary distributed to mainland visitors not including information required by the TIC)	9
第111號指引(指派未持有有效「導遊證」的導遊接待入境團) Directive No. 111 (assigning a tourist guide without a valid Tourist Guide Pass to receive inbound visitors)	5
《議會會員刊登廣告守則》第3.2段(廣告內容與事實不符) Paragraph 3.2 of the Code of Advertising Practice for TIC Members (advertising factually untrue information)	4

關於申請牌照的規定(第171號指引) Regulations regarding licence application (Directive No. 171)

《旅行代理商條例》規定，凡經營外遊或到港旅遊業務者，都必須向旅行代理商註冊主任申領旅行代理商牌照。為確保會員符合法例的規定，理事會已決定：

- 會員如沒有有效的牌照，而曾向議會表示其業務性質包括經營外遊或到港旅遊業務，則必須立即申請牌照，並須於議會通知書日期起計的一星期內，提交已申請牌照的證明。未能於期限前提交證明的話，議會可能暫停其會籍。
- 會員如已申請牌照，但十星期內仍未獲批准，則議會可能暫停其會籍。會籍如被暫停，在旅行代理商註冊主任通知議會牌照將獲批准後，將獲得恢復，否則會繼續暫停，直至在相關年度的六月三十日屆滿為止。此指引現正生效。

According to the Travel Agents Ordinance, any person conducting business as an outbound or inbound travel agent must obtain a travel agents licence from the Registrar of Travel Agents (RTA). To ensure members' compliance with the Ordinance, the Board has decided that:

- If members do not have a valid travel agents licence but have indicated to the TIC that their nature of business includes outbound or inbound business, they must apply for a licence immediately and submit proof of the application to the TIC within one week from the date of notice from the TIC. Failure to submit such proof by the deadline may result in suspension of membership by the TIC.
- If members have applied for a licence but are not granted one within 10 weeks, their membership may be suspended by the TIC. If their membership is suspended, it will be reinstated when the RTA informs the TIC that the licence will be granted. Otherwise, it will continue to be suspended until it lapses at the expiry of membership on 30 June of the relevant year.

This Directive is effective now.