



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

IMPORTANT

DIRECTIVE

Issue Date: 24 December 2010

Ref: BOD201/24122010/IN/FY

**Signing service agreements with tourist guides receiving mainland tours
Resolution No. 201
(Directive category: Inbound)**

To protect tourist guides who receive inbound tours organised in mainland China (mainland tours) and to raise the standard of their service, the Board decided at its meeting held on 19 November 2010 that:

- 1. Before assigning tourist guides to receive inbound tours organised in mainland China, members shall sign with them the “Service Agreement between Hong Kong Receiving Agent and Tourist Guide for Mainland Tours” (see the attachment) designated by the TIC.**
- 2. Members and tourist guides shall comply with all the clauses of the above service agreement.**

Any service provided by members for mainland China’s inbound visitors is considered an inbound tour organised in mainland China if it contains either of the following items: (1) the sightseeing at, or visiting, touring or roaming of any tourist attractions or any other locations in Hong Kong; or (2) shopping at shops regulated by the Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers.

When completing the above service agreement, members shall observe the requirements of Directive No. 194, which concerns the service remunerations of tourist guides, and other relevant directives and rules.

This Directive takes effect from 1 February 2011. Violation of this directive will be subject to penalties laid down in Articles 11 of the TIC’s Articles of Association.

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

Joseph Tung
Executive Director

Encl. Service Agreement between Hong Kong Receiving Agent and Tourist Guide for Mainland Tours (in Chinese only)

9. 乙方必須把甲方交其派發給內地旅行團的行程表向每一名團員派發。
10. 乙方必須於派發行程表時，向旅客讀出行程表上列出的「旅客請保留此行程表以保障權益」字句、甲方名稱、本人姓名、行程內容、自費項目資料、旅客須知，以及相關熱線號碼。
11. 乙方必須遵守由香港旅遊業議會頒佈的《導遊作業守則》，其中包括：
 - 必須按照行程表提供最高水平的服務，未經內地入境旅客及甲方同意，不得擅自更改行程；
 - 不得扣起或拿走，或企圖扣起或拿走旅客的旅遊證件，除非上述行為出於正當原因而且所持續的時間合理；
 - 不得以任何方式強收小費，亦不得因旅客少付或不付小費而顯示不滿，不盡力提供、甚或不提供服務；
 - 不得以任何形式，強迫或誤導旅客購物，或企圖強迫或誤導旅客購物；
 - 必須讓旅客自由出入登記店舖，不得強留旅客於店內；
 - 不得因旅客拒絕購物或購物的多寡而影響其服務態度，或不履行其職責。
12. 乙方不得容許其他人協助或代替乙方接待內地旅行團，除非該人由甲方指派。
13. 乙方承諾會按甲方安排為內地旅行團全程在港時間提供接待服務，但甲方安排另一持證導遊於入境口岸迎接團隊及團隊自由活動的時間除外。
14. 乙方承諾會於旅客在香港期間幫助甲方履行其協助旅客辦理退款的責任。
15. 乙方同意將香港身份證交給香港旅遊業議會所授權的人士查核。
16. 甲方及乙方均同意將本協議交給香港旅遊業議會查核。
17. 甲方及乙方均清楚並同意，即使乙方為自僱人士，但香港旅遊業議會在處理甲方及 / 或乙方的涉嫌違規個案時，將視雙方為僱主與僱員關係。
18. 甲方及乙方均清楚並同意，如任何一方違反本協議的條款，將被香港旅遊業議會處分。

甲方及乙方均清楚明白上述各項內容，並同意簽名作實。雙方均須保存一份協議文本，以備日後參考。

甲方代表簽名

乙方簽名

姓名：_____

姓名：_____

職位：_____

香港身份證號碼：_____

日期：_____

日期：_____

公司印鑑：_____

(* 請刪去不適用者)