

感激幫忙！

Thank you so much for your help!

(編按：一名報名參加歐洲團的香港旅客計劃於旅程結束後停留當地探親，但遲遲未獲旅行社確認其回程機位，於是向議會求助。議會辦事處職員與旅行社交涉後，機位最終得到確認。該名旅客特別來函致謝。)

本人六月初報名參加某旅行社舉辦的十四天歐洲團，定於七月二十四日出發。本人計劃在行程結束後，在最後一站倫敦離團探親，但多次向旅行社查詢機票延期都沒有結果，幸得貴會消費者關係部的陳小姐與旅行社交涉，不斷跟進，問題最終得以解決。特此致函感謝貴會的幫助，更衷心感謝貴會職員陳小姐熱心協助，使本人能順利安排在彼邦的事宜。陳小姐敬業樂業、為香港市民服務的精神，殊堪嘉許。

周少嫻
香港

(編按：一名隨團來港的內地遊客被導遊帶往指定商店購物，以港幣五千三百元買了一部數碼相機，但返回內地後發現價錢比當地售賣的同一產品貴了接近二千元，而且沒有保修卡，於是向旅遊事務署投訴。事務署將投訴轉介到議會，經議會跟進後，店舖已把款項全數退還旅客。以下是旅客寫給議會的感謝函。)

我是一名普通的中國公民，二零零五年七月十六日至十八日到香港遊玩了三天，在購物時遇到令人很不愉快的事情。我的投訴轉介到香港旅遊業議會之後，得到入境旅遊部的李小姐熱心幫助。她不厭其煩地回答我許多問題，還特地為了購物發票的事打長途電話給我。她那種一心為民、盡忠職守的工作態度真是令人十分感動。在此想向她表示衷心的感謝。

胡群賢
浙江省淳安縣

(Editor's note: A Hong Kong traveller, who joined a package tour to Europe, wished to stay behind to visit her relatives after the trip. Since the travel agent stalled on confirming her return flight, she called the TIC for assistance. Urged by a member of TIC staff, the agent finally confirmed the flight for its customer, who wrote the following letter to thank the TIC.)

In early June, I signed up for a 14-day package tour to Europe scheduled for departure on 24 July. Since I planned to leave the tour group in London, the last stop of the journey, to visit my relatives, I requested the travel agent to extend the ticket validity period. Despite repeated enquiries, I got no definite answer from the agent and thus turned to the TIC. Thanks to Miss Chan of its Consumer Relations Department, who kept on negotiating with the agent, the matter was finally settled. I should therefore like to thank the TIC for its help and express my gratitude to Miss Chan. Without her effort, I would not have been able to fix other arrangements for my extended trip in Britain. Miss Chan's professionalism and excellent service attitude really deserve commendation.

Chow Siu Han
Hong Kong

(Editor's note: Travelling to Hong Kong on a package tour, a tourist from mainland China was taken by his tourist guide to a designated shop, where he bought a digital camera for HK\$5,300. After returning home, he found that the camera was priced nearly HK\$2,000 higher than the same model sold on the mainland and that no warranty card was attached. He therefore lodged a complaint with Hong Kong's Tourism Commission, which referred the case to the TIC. He was fully refunded after mediation by the TIC. The following is a thank you letter from him.)

I am an ordinary Chinese citizen. During my three-day visit in Hong Kong between 16 and 18 July 2005, I encountered an unpleasant incident related to shopping. After my complaint was referred to the TIC, it was handled with much care by Miss Lee of the Inbound Department. She patiently answered many questions from me and even made a long-distance call to me to enquire about the receipt of my purchase. I am very impressed by her commitment and dedication to work. Please allow me to express my grateful thanks to her in this letter.

Hu Qunxian
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