



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

IMPORTANT

DIRECTIVE

Issue Date: 10 December 2014

Ref: BOD222/10122014/IN/FY

**Registration of tour confirmation agreements of Shenzhen tours
Resolution No. 222
(Directive category: Inbound)**

To further combat Hong Kong-bound tours organised by illegal Shenzhen's travel agencies, the TIC and the Shenzhen Municipal Bureau of Culture, Sport and Tourism have decided, after repeated discussions, to introduce a "Dedicated Email System (DES) for Tours from Shenzhen to Hong Kong" with effect from 1 January 2015. Under the DES, both Shenzhen's outbound travel agencies and members receiving Shenzhen tours are required to set up dedicated email accounts for sending and receiving information on tour groups. To facilitate the implementation of the DES, the Board of Directors decided at its 9 December 2014 meeting to issue this Directive, the details of which are as follows:

1. Any service provided by members for mainland China's inbound visitors of Shenzhen's outbound travel agencies is considered an inbound tour organised in Shenzhen (Shenzhen tour) 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.
2. All Shenzhen tours received by members shall be registered with the TIC by means of the following forms designated by the TIC in order to specify the reception services agreed by both members and Shenzhen's outbound travel agencies:
 - (1) the "Tour Confirmation Agreement for Shenzhen Tours (With Visits to Registered Shops)" (Form 1, see Attachment 1) if the itineraries of Shenzhen tours include Point 1(2) in the above; and
 - (2) the "Tour Confirmation Agreement for Shenzhen Tours (Without Visits to Registered Shops)" (Form 2, see Attachment 2) if the itineraries of Shenzhen tours do not include Point 1(2) in the above.
3. Tour Confirmation Agreements shall be completed in accordance with the following method:
 - (1) Part I of the Tour Confirmation Agreement shall be signed and stamped

by members and Shenzhen's outbound travel agencies, and Part II shall be signed and stamped by members only.

- (2) Unless there are sufficient and reasonable reasons, all the entries of the Tour Confirmation Agreement shall be completed except where otherwise specified, and the information provided shall be accurate.
4. Each Tour Confirmation Agreement shall only be used for the registration of one Shenzhen tour. The amount of the registration fee is given in the Schedule.
5. Each member receiving Shenzhen tours shall set up a dedicated email account and register the dedicated email address with the TIC. All dedicated email addresses filed with the TIC for registration are invalid until they are confirmed by the TIC; and all valid dedicated email addresses will be posted on the TIC website. If members need to change their registered dedicated email addresses, they shall complete the registration form and file it with the TIC again, and then wait for confirmation by the TIC. See Attachment 3 for the form for registering dedicated email addresses.
6. Members shall make use of their registered dedicated email accounts to receive and send information on Shenzhen tours sent by Shenzhen's outbound travel agencies through their dedicated email accounts, and to send their Tour Confirmation Agreements to the TIC for registration.
7. Members shall register their Tour Confirmation Agreements in accordance with the following method:
 - (1) Members shall buy registration-fee stickers from the TIC and then paste the sticker(s) with the sufficient amount in the specified space of the front of the Tour Confirmation Agreement in order to show that they have paid the registration fee. See Attachment 4 for the method to order registration-fee stickers.
 - (2) Members shall register each Tour Confirmation Agreement pasted with the registration-fee sticker(s) with the sufficient amount, together with proof of accommodation related and limited to the Shenzhen tour (in which the tour code and the serial number of the registration-fee sticker(s) shall be marked), by attaching it to an email sent to their dedicated email accounts by Shenzhen's outbound travel agencies through their dedicated email accounts, and then forwarding the email to the TIC's email account (tour@tichk.org) through the members' dedicated email accounts for registration.
 - (3) For registration of Tour Confirmation Agreements for Shenzhen tours which are organised by Shenzhen's outbound travel agencies and which arrive in Hong Kong on the same day, the same email sent by the same Shenzhen's outbound travel agencies shall be forwarded to the TIC.

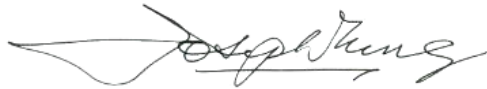
- (4) The Tour Confirmation Agreements for Shenzhen Tours (With Visits to Registered Shops) shall be registered at least two days before the arrival of the Shenzhen tour in Hong Kong, and the Tour Confirmation Agreements for Shenzhen Tours (Without Visits to Registered Shops) shall be registered before the arrival of the Shenzhen tour in Hong Kong.**
- (5) The original copy of the Tour Confirmation Agreement shall be filed with the TIC within seven days after the arrival of the Shenzhen tour in Hong Kong.**
- 8. No change shall be made to Tour Confirmation Agreements after registration with the TIC except for the information on the tourist guide(s). If the accommodation needs to be changed because of reasons beyond control, the grade of the new accommodation shall not be lower than that of the original accommodation (“reasons beyond control” mean hostilities, political unrest, terror attacks, natural disasters, pestilences, force majeure, and any other situations of which the industry has no control and which are unfavourable to visitors). If there is any change to the information on the tourist guide(s) or the accommodation, members shall immediately notify the TIC in writing.**
- 9. Members shall enter the names of two persons in charge in the Tour Confirmation Agreement, one of whom shall be their company director and the other of whom shall be their employee (or their company director) but shall not be either of the tourist guides in the Tour Confirmation Agreement. Should any incident happen to the Shenzhen tour registered by the Tour Confirmation Agreement, at least one of the two persons in charge shall be on the scene to handle the incident.**
- 10. Members shall retain emails between Shenzhen’s outbound travel agencies and themselves and the information on the relevant Shenzhen tours (including the Tour Confirmation Agreements) for at least six months in order to enable checking by the TIC.**
- 11. Members shall display the tour code in a prominent position of the tour coach by means of a plate, with the height of each of its character not less than 2 cm, for reference by the tour group and inspection by the TIC.**
- 12. Points 2, 3, 7(2) and 7(4) in the above will be included in “Applicable rules under the Demerit System” of the “Demerit System for Mainland Tour Reception Services: Members”.**

The TIC will check Tour Confirmation Agreements from time to time in order to ensure that members comply with the rules of this Directive.

If the TIC has any doubt about the information of Shenzhen’s outbound travel agencies provided by members, it will verify such information with the relevant Shenzhen’s outbound travel agencies and the Shenzhen Municipal Bureau of Culture, Sport and Tourism.

This Directive applies to Shenzhen tours which arrive in Hong Kong on or after 1 January 2015. Violation of this directive will be subject to penalties laid down in Article 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

- Schedule: Registration Fee for Tour Confirmation Agreements
- Attachment 1: Tour Confirmation Agreement for Shenzhen Tours (With Visits to Registered Shops) (Form 1) (in Chinese only)
- Attachment 2: Tour Confirmation Agreement for Shenzhen Tours (Without Visits to Registered Shops) (Form 2) (in Chinese only)
- Attachment 3: Registration Form for Dedicated Email Address for Shenzhen Tours (in Chinese only)
- Attachment 4: Order Form for Registration-fee Stickers for Mainland Tours

Schedule

Registration Fee for Tour Confirmation Agreements

1. The registration fee for each Tour Confirmation Agreement is as follows:

No. of people	Registration fee (HK\$)
1-40	30
41 or above	60

2. The above registration fee applies to Shenzhen tours which arrive in Hong Kong on or after 1 January 2015.

表格一

深圳旅行團團隊確認書(包含登記店舖行程)

(只可用於一個深圳旅行團，必須於該團抵達香港前最少兩天登記；欄目除註明可不填寫者外，必須全部填寫，所填寫的資料必須正確，除非有充份及合理的原因，否則當違反指引論)

第 I 部份(此部份必須由香港接待旅行社與深圳出境旅行社簽署並蓋章)

香港接待旅行社(必須為香港旅遊業議會會員)資料：

公司名稱 _____ 牌照號碼 _____
 傳真號碼或電郵 _____ 電話號碼 _____
 第一名負責人¹姓名 _____ 手機號碼 _____
 第二名負責人¹姓名 _____ 手機號碼 _____
 導遊姓名及手機號碼 _____ 導遊證編號 _____
 接關導遊姓名² _____ 導遊證編號² _____

深圳出境旅行社名稱 _____ 電話號碼 _____

團號³ _____ 團隊人數 _____

日期	行程 ⁴ 及交通安排	餐膳 ⁵	住宿 (由深圳出境旅行社 / 香港接待社(刪去不適用者)預訂) ⁶

¹ 兩名負責人的其中一人必須為公司董事，另一人必須為公司僱員(或公司董事)，並且不得為此團隊確認書所登記的導遊。如上述深圳旅行團發生事故，此團隊確認書所登記的負責人中的最少一人必須親自到場處理。

² 如沒有接關導遊，可不填寫。

³ 同一天抵達香港的深圳旅行團不可使用相同團號。

⁴ 必須逐一註明觀光景點，以及登記店舖的名稱及逗留時間；如有自費活動等，也必須註明。

⁵ 必須註明每天提供的餐膳；如不提供餐膳，必須註明。

⁶ 如行程包含住宿，房間不管是否由香港接待旅行社預訂，都必須註明持牌旅館或任何合法住宿點的正确名稱，並且不得填寫「或同級」等字眼。如行程不包含住宿，可不填寫。

香港接待旅行社負責人簽署及公司印章 _____

深圳出境旅行社負責人簽署及公司印章 _____

日期 _____

日期 _____

第 II 部份(此部份必須由香港接待旅行社簽署並蓋章；如行程不包含住宿，可不填寫)

本公司(香港接待旅行社)謹此聲明，已為上述深圳旅行團向 _____
 _____ (房間供應商名稱，以及聯絡人的姓名及電話號碼)預訂或確認
 足夠房間住宿(共 _____ 間)，現附上有關並只限於該團的住宿證明(必須註明團號及印花編號)。

香港接待旅行社負責人簽署及公司印章 _____

(必須在此貼上登記費貼紙)

表格一

深圳旅行團團隊確認書(包含登記店舖行程)

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香港接待旅行社(必須為香港旅遊業議會會員)資料：

公司名稱	<u>XX 旅行社有限公司</u>	牌照號碼	<u>35XXXX</u>
傳真號碼或電郵	<u>28XX-XXXX (xx@yahoo.com)</u>	電話號碼	<u>25XX-XXXX</u>
第一名負責人 ¹ 姓名	<u>陳 XX 先生</u>	手機號碼	<u>9XXX-XXXX</u>
第二名負責人 ¹ 姓名	<u>王 XX 先生</u>	手機號碼	<u>6XXX-XXXX</u>
導遊姓名及手機號碼	<u>張 XX 女士 (8XXX-XXXX)</u>	導遊證編號	<u>TG0XXXX</u>
接關導遊姓名 ²	<u>何 XX 女士</u>	導遊證編號 ²	<u>TG1XXXX</u>

深圳出境旅行社名稱 深圳市 XX 旅行社 電話號碼 (86-755) XXXX-XXXX

團號³ 05042014-SZ1 團隊人數 20

日期	行程 ⁴ 及交通安排	餐膳 ⁵	住宿 (由深圳出境旅行社 / 香港接待社(刪去不適用者)預訂) ⁶
5/4	星光大道、太平山、淺水灣、金紫荊廣場、海洋公園 (全程由旅遊巴接載)	晚	XX 酒店
6/4	黃大仙、XX 珠寶店(2 小時)、YY 百貨店(2 小時)、夜遊維港(自費活動) (全程由旅遊巴接載)	早、午、晚	XX 酒店
7/4	自由活動	不含餐	XX 酒店
8/4	由旅遊巴接送旅客往港澳碼頭乘船至澳門 (包船票)	早	

¹ 兩名負責人的其中一人必須為公司董事，另一人必須為公司僱員(或公司董事)，並且不得為此團隊確認書所登記的導遊。如上述深圳旅行團發生事故，此團隊確認書所登記的負責人中的最少一人必須親自到場處理。

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香港接待旅行社負責人簽署及公司印章

陳 XX

日期 02-04-2014

深圳出境旅行社負責人簽署及公司印章

胡 YY

日期 02-04-2014

第 II 部份(此部份必須由香港接待旅行社簽署並蓋章；如行程不包含住宿，可不填寫)

本公司(香港接待旅行社)謹此聲明，已為上述深圳旅行團向 XX 酒店訂房部李 XX 先生 (3XXX-XXXX)
(房間供應商名稱，以及聯絡人的姓名及電話號碼)預訂或確認
足夠房間住宿(共 10 間)，現附上有關並只限於該團的住宿證明(必須註明團號及印花編號)。

香港接待旅行社負責人簽署及公司印章 陳 XX

(必須在此貼上登記費貼紙)

表格二

深圳旅行團團隊確認書(不包含登記店舖行程)

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 導遊姓名及手機號碼 _____ 導遊證編號 _____
 接關導遊姓名² _____ 導遊證編號² _____

深圳出境旅行社名稱 _____ 電話號碼 _____

團號³ _____ 團隊人數 _____

日期	行程 ⁴ 及交通安排	餐膳 ⁵	住宿 (由深圳出境旅行社 / 香港接待社(刪去不適用者)預訂) ⁶

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香港接待旅行社負責人簽署及公司印章 _____

深圳出境旅行社負責人簽署及公司印章 _____

日期 _____

日期 _____

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接關導遊姓名 ²	<u>何 XX 女士</u>	導遊證編號 ²	<u>TG1XXXX</u>

深圳出境旅行社名稱 深圳市 XX 旅行社 電話號碼 (86-755) XXXX-XXXX

團號³ 15052014-SZ1 團隊人數 20

日期	行程 ⁴ 及交通安排	餐膳 ⁵	住宿 (由深圳出境旅行社 / 香港接待社(刪去不適用者)預訂) ⁶
15/5	太平山、淺水灣、金紫荊廣場、海洋公園 (全程由旅遊巴接載)	晚	XX 酒店
16/5	黃大仙、星光大道、赤柱市集、夜遊維港(自費活動) (全程由旅遊巴接載)	早、午、晚	XX 酒店
17/5	由旅遊巴接送旅客往港澳碼頭乘船至澳門 (包船票)	早	

¹ 兩名負責人的其中一人必須為公司董事，另一人必須為公司僱員(或公司董事)，並且不得為此團隊確認書所登記的導遊。如上述深圳旅行團發生事故，此團隊確認書所登記的負責人中的最少一人必須親自到場處理。

² 如沒有接關導遊，可不填寫。

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香港接待旅行社負責人簽署及公司印章

陳 XX

日期 14-05-2014

深圳出境旅行社負責人簽署及公司印章

胡 YY

日期 14-05-2014

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香港接待旅行社負責人簽署及公司印章 陳 XX

(必須在此貼上登記費貼紙)



深圳旅行團專用電郵地址登記表格

請把表格傳真至議會辦事處 (傳真號碼: 2510-9907)

致香港旅遊業議會:

本公司現按照議會第二百二十二號指引的規定, 向議會登記以下專用電郵地址:

公司名稱: _____ 牌照號碼: _____

專用電郵地址: _____

本公司清楚明白以下各點:

1. 所有向議會登記的專用電郵地址, 必須經議會確認後才會生效。
2. 議會將張貼所有有效的專用電郵地址於議會網站。
3. 使用專用電郵戶口收發團隊資料時, 必須仔細核對對方的電郵地址是否相應深圳出境旅行社的專用電郵地址, 對非專用電郵發送的資料一律拒收。
4. 必須保留與深圳出境旅行社之間的來往電郵以及相關深圳旅行團的團隊資料(包括團隊確認書)最少六個月, 以供議會查核。
5. 如需要更改已登記的專用電郵地址, 必須重新填寫登記表格並向議會登記, 待議會確認後才可使用新的專用電郵戶口。
6. 妥善管理專用電郵戶口的密碼, 以防洩露, 否則後果自負。

公司負責人姓名: _____ 聯絡電話: _____

公司負責人簽署: _____ 日期: _____

公司印章: _____



內地旅行團登記費貼紙訂購表格

Order Form for Registration-fee Stickers for Mainland Tours

- 注意事項：**
1. 請將填妥的訂購表格傳真至議會財務及行政部，號碼：2510-9907。
 2. 議會收到訂購表格後，會致電會員通知領取貼紙的時間。會員屆時可於辦公時間內派代表到議會辦事處領取貼紙。
 3. 會員必須攜帶**表格正本**、**貼紙費用**(現金或抬頭為「香港旅遊業議會」的支票)和**公司印章**到議會辦事處領取貼紙。
 4. 議會的辦公時間為：星期一至五上午九時至下午一時、下午二時至五時三十分；星期六上午九時至下午一時。
 5. 會員宜預早訂購貼紙。如有查詢，請致電議會內地旅行團登記費貼紙熱線，電話：2969-8114。
- Notes:**
1. Please fax the completed order form to the TIC Finance and Administration Department on 2510-9907.
 2. After receiving the order form, the TIC will notify members by phone when the stickers are available for collection. Members may then send a representative to the TIC Executive Office during office hours to collect them.
 3. Members must bring the **original copy of this form**, the **payment required** (cash or a cheque made payable to "Travel Industry Council of Hong Kong") and their **company stamp** to the TIC Executive Office to collect the stickers.
 4. The TIC's office hours are 9 am - 1 pm and 2 pm - 5.30 pm (Monday to Friday); and 9 am - 1 pm (Saturday).
 5. Members are advised to order the stickers in advance. For enquiries, please call the TIC registration-fee sticker hotline on 2969-8114.

第一部份(訂購貼紙時填寫) Part 1 (for order placement)

旅行社名稱 Name of Travel Agent : _____

牌照號碼 Licence No. : _____

聯絡人 Contact person : _____ 電話號碼 Tel. : _____

訂購數量 Quantity : _____ × HK\$30 = **HK\$** _____ **(Total 總額)**

負責人簽署及公司印章
Authorised signature & company stamp

日期 Date

第二部份(領取貼紙時使用) Part 2 (for sticker collection)

只供議會辦事處填寫 For official use only

支票 / 現金 Cheque/Cash : _____ 序號 Serial No. : _____

日期 Date : _____ 機號 Machine No. : _____

收據號碼 Receipt No. : _____ 數量 Piece Count : _____

經辦 Processed by : _____ 覆核 Checked by : _____

旅行社代表簽收 Received & signed by agent representative

公司印章 Company Stamp