



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

IMPORTANT

**DIRECTIVE**

Issue Date: 11 December 2015

Ref: BOD227/11122015/IN/FY

**Signing contracts which contain specified key points with mainland China's authorised travel agencies (revised)**

**Resolution No. 227**

**(Directive category: Inbound)**

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To prevent inbound tours organised in mainland China (hereafter referred to as "mainland tours") from being organised by unauthorised travel agencies on the mainland and to avoid mainland China's tour operators organising mainland tours at below-cost prices, the Board of Directors resolved at its meeting held on 8 December 2015 that:

- 1. If mainland tours received by members are organised by mainland China's travel agencies, then these travel agencies shall be Authorised Travel Agencies for Outbound Travel by Chinese Citizens approved by the China National Tourism Administration (CNTA) (the list of such travel agencies is available at the CNTA's website: <<http://en.cnta.gov.cn>>).**
- 2. Before receiving such mainland tours, members shall sign with the mainland travel agencies contracts which contain all the key points specified in the attachment and endorsed by the CNTA.**
- 3. Members shall submit to the TIC the contracts mentioned in Point 2 within two working days counting from the date of the letter sent to members by the TIC requesting such contracts to be submitted.**

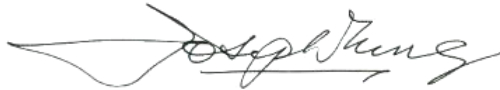
Any service provided by members for mainland China's inbound visitors is considered an inbound tour organised in mainland China if it contains either of the following items: (1) the sightseeing at, or visiting, touring or roaming of any tourist attractions or any other locations in Hong Kong; or (2)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

The contracts signed by members and mainland China's tour operators will be randomly selected and checked by the TIC from time to time. If any mainland tours are found to have such problems as their tour prices lower than the costs of reception services, then the tourism authorities on the mainland will be notified in order to protect the interests of visitors.

This Directive supersedes Directive No. 202 and applies to mainland tours which arrive in Hong Kong on or after 1 January 2016. Violation of this directive will be subject to penalties laid down in Articles 11 of the TIC's Articles of Association.

For latest information on rules of the TIC, please visit the TIC website (<[www.tichk.org](http://www.tichk.org)> → “Codes and Regulations”).

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



Joseph Tung  
Executive Director

Encl. Key points which shall be included in contracts between mainland China's tour operators and Hong Kong's receiving agents (in Chinese only)

## 內地居民赴港旅遊組團社與地接社合同要點

1. 明確雙方名稱、經營許可證及聯絡方式。
2. 明確組團社領隊和地接社導遊相關信息。
3. 雙方確認旅遊團吃、住、行、遊、購、娛的具體安排，並特別指出在香港的購物場所、購物次數、停留時間。
4. 旅遊團團費須註明包含項目、支付數額、支付時間、支付方式；如有自費項目，須註明內容和價格。
5. 明確組團社和領隊的責任和義務。
  - (1) 組團社須取得經營出境旅遊業務許可，遵守《旅行社條例》；
  - (2) 領隊必須具備出境領隊資格，遵守《出境領隊管理辦法》；
  - (3) 組團社不得以低於接待服務成本的價格招攬遊客；
  - (4) 組團社未經遊客同意，不得將遊客轉交給其他旅行社組織、接待；
  - (5) 堅決維護遊客合法權益，反對脅迫遊客購物，如發生此類事情，領隊有及時報告的義務。
6. 明確接待社和導遊的責任和義務。
  - (1) 地接社須持有香港特別行政區政府旅行代理商註冊處發出的牌照；
  - (2) 地接社不得以低於接待服務成本的價格向內地組團社報價並承接旅行團；
  - (3) 地接社不得要求導遊帶領不支付或支付的費用低於接待成本的團隊出團，不得要求導遊承擔接待費用；
  - (4) 委派接待旅遊團的導遊必須持有香港旅遊業議會（議會）發出的導遊證；
  - (5) 地接社及委派的導遊在接待旅遊團過程中，須完全遵守議會的《會員的一般作業守則》、《經營入境旅行服務守則》、《導遊作業守則》等相關規定；
  - (6) 導遊在旅客抵達香港時，須及時派發符合議會規定的行程表和「內地赴港團體旅客須知」；
  - (7) 地接社和委派的導遊不得欺騙或脅迫旅遊者購物或強行要求旅客參加需要另行自費的項目。