



香港旅遊業議會
TRAVEL INDUSTRY COUNCIL
OF HONG KONG

Incorporated with limited liability

DIRECTIVE

Issue Date: 15 December 2017

Ref: BOD233/15122017/CR/JC

Following up of settlements or rulings concerning complaints lodged by consumers / inbound visitors

Resolution No. 233

(Directive Category: General)

To ensure that settlements or rulings concerning complaints lodged by consumers / inbound travellers are quickly executed by members, the Board of Directors adopted the Consumer Relations Committee's proposal at its meeting held on 12 December 2017 to resolve that:

1. **“Settlements” (including additional conditions, etc) refer to methods of resolving the complaints against members which are lodged by consumers having booked outbound or local travel services / inbound visitors, and which are agreed by both parties after conciliation by the TIC Executive Office. Such methods of resolution as have been agreed by both parties and filed with the TIC are deemed the settlements.**
2. **Once the settlements have been filed with the TIC Executive Office, members shall execute them within 14 days counting from the date of notification issued by the TIC; otherwise, the members shall be regarded as having failed to execute the settlements.**
3. **“Rulings” refer to the decisions made by the Consumer Relations Committee in relation to the complaints, or (as the case may be) the decisions made by the Appeal Board in relation to the decisions of the Consumer Relations Committee if appeals have been lodged by the members.**
4. **If the rulings are accepted by the consumers / inbound visitors, members shall execute them within 14 days counting from the date of notification issued by the TIC; otherwise, the members shall be regarded as having failed to execute the rulings.**
5. **When executing the rulings, members may request the consumers / inbound visitors to sign a document, to which no additional conditions (including but not limited to a confidentiality requirement) shall be appended, in order to consent to not further pursuing the case;**

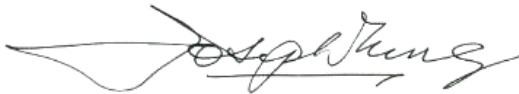
otherwise, the members shall be regarded as having failed to execute the rulings.

As regards the collection of goods and the refund of money concerning complaints about shopping lodged by inbound visitors, members shall make arrangements in accordance with Directive No. 123.

This Directive supersedes Directive No. 149, and is applicable to complaints against members lodged with the TIC by consumers / inbound visitors on or after 1 January 2018. Violation of this directive will be subject to penalties in accordance with Article 11 of the TIC's Articles of Association.

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

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



Joseph Tung
Executive Director