

### 新任業界理事盧輝華先生 New Trade Director Mr Larry Lo



盧輝華先生是西敏旅行社有限公司董事總經理，由二零一零年九月起以國際航空協會審訂旅行社商會代表的身份加入議會理事會。盧先生現為議會公共關係委員會及票務委員會的委員。

盧先生接受本刊訪問時表示，加入理事會是希望自己的知識和經驗能對業界有所貢獻，並使理事會聽到機票代理商的聲音。他指出，近年航空公司持續削減佣金及在網上直接銷售機票，都令機票代理商的經營環境有很大改變。他會收集機票代理商的意見，並致力與其他理事研究對策，協同業應付當前的挑戰。

談到法航及荷航取消旅行社佣金一事，盧先生相信事情還有商量的餘地。議會應繼續與兩家航空公司磋商，以和平的方式為旅行社爭取應得的報酬。另一方面，議會可舉辦多些講座介紹外國旅行社的經營手法、收費模式及佣金制度，以幫助本地業者適應經營環境的新轉變。

Mr Larry Lo is Managing Director of Westminster Travel Limited. He joined the TIC Board as the representative of the Society of IATA Passenger Agents in September 2010, and currently serves on the TIC's Public Relations Committee and Ticketing Committee.

Mr Lo told *The Voice* that as a TIC director, he wished to contribute his expertise and experience to the trade and make the voice of ticketing agents heard by the Board. He pointed out that repeated cuts in commission rates in recent years and direct online sale of air tickets to travellers by airlines had brought about a sea change in the business environment for ticketing agents. He would gather their views and strive to work out ways with other directors to help traders deal with the current challenges.

Talking about the abolition of agency commission by Air France and KLM, Mr Lo believed that there was still room for negotiation. The TIC should maintain dialogue with the two airlines and fight for well-earned remunerations for agents through peaceful means. Additionally, more seminars should be held to introduce members to overseas business practices, schemes of service fees and commission systems, so that local traders could adapt easily to new changes in the business environment.

### 新任獨立理事楊傳亮先生 New Independent Director Mr Charles Yang JP



楊傳亮先生是英國倫敦城市大學卡斯商學院工商管理碩士，現為執業會計師，由二零一零年八月一日起獲委任為議會理事會的獨立理事。

楊先生的主要公職有香港中醫藥管理委員會、社會福利署轄下攜手扶弱基金會諮詢委員會、整筆撥款督導委員會、暴力及執法傷亡賠償委員會的委員；也是香港公益金董事兼入會、預算及分配委員會主席。二零零四年，楊先生獲香港政府委任為太平紳士。

除商界經驗外，楊先生的公職經驗也十分豐富，參與社會服務的範疇甚廣，對於議會制定作業守則、設立監管機制、處理訴訟與投訴、確保業界操守等事宜，都能提供客觀的意見，並且會嚴謹監察。楊先生希望藉著獨立理事的身份，為議會帶來業界以外的思維，提出公正而有益的建議，以提高業界水準，從而協助業界建立正面形象。

A practising Certified Public Accountant, Mr Charles Yang has an MBA awarded by Cass School of Business, City University London, and was appointed by the Government to the TIC Board as an Independent Director on 1 August 2010.

Mr Yang holds a number of public offices. He is a member of the Chinese Medicine Council of Hong Kong, the Advisory Committee on Partnership Fund for the Disadvantaged, the Lump Sum Grant Steering Committee, the Criminal and Law Enforcement Injuries Compensation Boards under the Social Welfare Department, the Board of Directors of The Community Chest of Hong Kong, and Chairman of the Member Admissions, Budgets and Allocations Committee of The Community Chest. He was appointed Justice of the Peace by the Hong Kong Government in 2004.

Apart from his experience in the business sector, Mr Yang also has extensive involvement in public service. He will give unbiased advice on and close supervision to various matters such as the formulation of codes of practice, the establishment of regulatory mechanisms, the handling of litigations and complaints and the conduct of industry members. Being an Independent Director, he wishes to bring new ideas to the Board from a non-sector's perspective and raise the industry's service standards by putting forward impartial and constructive proposals so as to help the trade to create a positive image.

## 為殉職領隊家人籌款 Donations for family of deceased tour escort

二零一零年八月二十三日，一個香港旅行團在馬尼拉被挾持，連同領隊謝廷駿先生在內，共有八名香港人遇害。在這次慘劇中謝先生盡忠職守，業界對他的殉職深感惋惜和悲痛。為表達業界對謝先生家人的關心，議會發起了籌款行動，並且得到熱烈響應，總共籌得約港幣一百二十七萬元，其中包括議會品質保障基金捐出的港幣十萬元。議會代表已於二零一零年九月十六日把款項轉交謝先生的父母。議會謹此感謝同業和社會人士回應議會的呼籲，並向遇害者家屬致以深切慰問。

On 23 August 2010, eight Hong Kong people were killed in Manila, including tour escort Mr Masa Tse, during the hostage crisis of a tour group from Hong Kong. All industry members were grieved by the death of Mr Tse, who acted dutifully during the tragedy. As a token of the industry's care for his family members, the TIC initiated a fundraising campaign, which was met with strong responses. About HK\$1,270,000 was received in donations, including HK\$100,000 from the TIC Bonding Fund. The donations were passed to Mr Tse's parents by TIC representatives on 16 September 2010. The TIC would like to thank traders and members of the public for responding to its appeal and express its deepest condolences to the families of the victims.

## 肇慶考察團 Delegation to Zhaoqing

議會應肇慶市旅遊局的邀請，於二零一零年六月十八至十九日組織一百八十人考察團前赴肇慶，藉以促進兩地業者的交流合作。行程除了遊覽七星岩景區、鼎湖山等名勝外，還觀看了肇慶國際龍舟邀請賽。團員獲肇慶市人民政府設宴招待，並出席旅遊推介會，認識當地旅遊業的新發展。



At the invitation of the Zhaoqing Tourism Bureau, the TIC sent a 180-member delegation to Zhaoqing, Guangdong province during 18-19 June 2010 to foster communication and cooperation between traders of the two places. Apart from visiting such attractions as the Seven Star Crags Resort and Dinghu Mountain and attending the Zhaoqing Dragon Boat Races, the delegates were received by the Zhaoqing Municipal People's Government at a welcome dinner. They also attended a tourism promotion seminar to update themselves on the latest development of local tourism.

議會訪問團出席肇慶市政府的歡迎晚宴。

*The TIC delegation at a welcome dinner hosted by the Zhaoqing Municipal Government.*

## 甘博文博士辭任獨立理事 Dr P M Kam resigned from Board

為專注於財務匯報局行政總裁的工作，甘博文博士已辭任議會獨立理事，由二零一零年八月一日起生效。甘博士在任兩年期間，曾擔任選舉委員會(現稱理事選舉投訴委員會)、人事及財務委員會的召集人，貢獻良多，議會謹此致謝。

Dr P M Kam resigned as Independent Director from the TIC Board with effect from 1 August 2010 in order to focus on his work at the Financial Reporting Council as Chief Executive Officer. During his two years of service, Dr Kam was Convenor of the Election Committee (now known as the Directors' Election Complaint Committee) and the Staff and Finance Committee. The TIC would like to express its gratitude for his contribution.

## 新修訂導遊守則 Revised code for tourist guides

新修訂的《導遊作業守則》已於二零一零年七月十五日生效。新版《守則》禁止導遊扣起或拿走旅客的旅遊證件、強迫或誤導旅客購物、強留旅客在登記店舖內、強迫旅客參加自費活動、向旅客收取額外費用等行為。會員務須確保其導遊遵守《守則》。

The newly revised Code of Conduct for Tourist Guides has taken effect since 15 July 2010. The new Code prohibits tourist guides from seizing or taking away visitors' travel documents, compelling visitors to make purchases or misleading them into doing so, forcing visitors to remain inside the registered shops, compelling visitors to join self-pay activities and collecting additional charges from visitors. Members must ensure that their tourist guides observe the Code.

## 旅客最喜愛的香港導遊 Tourists' favourite Hong Kong guides

「2010年最喜愛香港導遊」頒獎禮已於二零一零年六月十一日在第二十四屆香港國際旅遊展上舉行。評選活動由香港專業導遊總工會、香港旅遊業僱員總會、香港中國旅遊協會、香港旅行社協會、香港入境團旅行社協會合辦。來港旅客可在三個月的投票期內，把選票投入設於各出入境管制站的投票箱內，所有選票都由香港理工大學亞洲品牌管理中心點算。得獎的導遊共有以下八人：蔡月仙女士(冠軍)、劉永足先生(亞軍)、鄭雄星先生(季軍)、陳少英女士、楊捷嚮先生、蔡慧敏女士、聶拜一先生、莫家雯女士。



「2010年最喜愛香港導遊」頒獎典禮。

*The award presentation ceremony of My Favourite Tourist Guide Poll 2010.*

The award presentation ceremony of My Favourite Tourist Guide Poll 2010 was held at the 24th Hong Kong International Travel Expo Hong Kong on 11 June 2010. The Poll was jointly organised by the Hong Kong Professional Tourist Guides General Union, the Hong Kong Tourism Industry Employees' General Union, the Hong Kong Association of China Travel Organisers, the Hong Kong Association of Travel Agents and the Hong Kong Inbound Tour Operators Association. During the three-month voting period, tourists to Hong Kong could cast their votes at the various control points in Hong Kong. All the votes were counted by the Asian Centre for Brand Management of The Hong Kong Polytechnic University. The eight tourist guides who received the award were: Ms Choy Yuet Sin (champion), Mr Lau Wing Chuk (first runner-up), Mr Cheng Hung Sing (second runner-up), Ms Chan Siu Ying, Mr Yeung Chit Heung, Ms Tsoi Wai Man, Mr Lip Pai Yat and Ms Mok Ka Man.

ner-up), Mr Cheng Hung Sing (second runner-up), Ms Chan Siu Ying, Mr Yeung Chit Heung, Ms Tsoi Wai Man, Mr Lip Pai Yat and Ms Mok Ka Man.

## 禁止向內地旅客收取額外費用(第181號指引) No surcharges on mainland visitors (Directive No. 181)

為維護香港旅遊業的形象，理事會在二零一零年六月二十九日的會議上通過決議，規定會員不得以任何形式，向內地入境旅客收取或代為收取任何以中途離團、年齡、職業等為理由的額外費用，即使按內地組團社指示也不可以，但內地旅客因參加自費活動而需繳付的費用則除外。

此指引取代第一百零九號指引，並由二零一零年七月十五日起生效。

To protect the image of Hong Kong's tourism industry, the Board passed a resolution at its meeting held on 29 June 2010 that members must not in any way collect or collect for others, even if acting on the instructions of the mainland tour operator, any additional charges from mainland inbound visitors on the grounds of their leaving the tour group in the middle of the trip, their age or occupation, etc, except for the fees necessitated by the participation in self-pay activities by the visitors.

This Directive has superseded Directive No. 109 and taken effect from 15 July 2010.

## 禁止向非內地旅客收取額外費用(第182號指引) No surcharges on non-mainland visitors (Directive No. 182)

為維護香港旅遊業的形象，理事會在二零一零年六月二十九日的會議上通過決議，規定會員不得以任何形式，向非內地入境旅客收取任何以中途離團、年齡、職業等為理由的額外費

To protect the image of Hong Kong's tourism industry, the Board passed a resolution at its meeting held on 29 June 2010 that members must not in any way collect any additional charges from non-mainland inbound visitors on the grounds of their leaving the tour group in the middle of the trip, their age or occupation, etc, except for the fees necessitated by the

用，但旅客因參加自費活動而需繳付的費用則除外。

此指引由二零一零年七月十五日起生效。

### 售賣自費活動(第183號指引) Sale of self-pay activities (Directive No. 183)

為加強對來港旅客的保障，理事會在二零一零年六月二十九日的會議上通過決議，規定會員如直接售賣自費活動給入境旅客，必須提供關於該活動的內容及收費的書面資料，讓旅客自由選擇是否參加自費活動，並為不參加的旅客提供適當安排。

此指引取代第一百一十五號指引，並由二零一零年七月十五日起生效。

### 修訂購物退款保障計劃(第184號指引) Refund protection scheme revised (Directive No. 184)

理事會在二零一零年六月二十九日的會議上，決定修訂「入境旅行團(登記店舖)購物退款保障計劃」。新修訂的重點包括：收緊登記店舖違反承諾的記分制；定期向相關會員通報店舖的投訴數字；以及規定店舖不得強迫旅客購物，必須核實帶團前往購物的每一名導遊的身份，記錄每一個旅行團團隊進入及離開店舖的時間，在發票正面註明議會入境旅客服務熱線，在店內當眼處貼上由議會提供有關購物退款保障計劃的海報等。

詳情請參閱第一百八十四號指引。此指引取代第一百七十四號指引，由二零一零年七月二十八日起生效。

### 登記團隊確認書的新規定(第185號指引) New rules for registering tour confirmation agreements (Directive No. 185)

理事會於二零一零年六月二十九日的會議上，修訂了關於登記內地入境團團隊確認書的指引；新增的規定如下：

1. 同一天抵港的旅行團不可使用相同的團號。
2. 確認書上須註明接待團隊的每一名導遊的姓名及導遊證編號。

此指引取代第一百六十八號指引，並適用於二零一零年七月十五日或該日以後抵港的內地入境團。詳情請參閱第一百八十五號指引。

participation in self-pay activities by the visitors.

This Directive has taken effect from 15 July 2010.

In a bid to enhance protection for inbound visitors, the Board resolved at its meeting held on 29 June 2010 that members must provide inbound visitors with written information about the contents and fees of the self-pay activities to be directly sold to them, allow the visitors to choose freely whether to join such activities or not, and make appropriate arrangements for those who choose not to join.

This Directive has superseded Directive No. 115 and taken effect from 15 July 2010.

The Board decided to revise the Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers at its 29 June 2010 meeting. Highlights of the amendments include tightening regulations of the demerit system for registered shops; regularly notifying the members concerned of the complaint figures of registered shops; and stipulating that registered shops must not compel visitors to make purchases, verify the identity of each tourist guide who takes tour groups to the shops, record the time when each tour group enters and leaves the shops, print on the front of receipts the TIC's inbound tourist service hotline, and post in prominent places inside the shops the poster about the refund protection scheme provided by the TIC.

Please see Directive No. 184 for details. This Directive has superseded Directive No. 174 and taken effect from 28 July 2010.

At its 29 June 2010 meeting, the Board revised the directive on registration of tour confirmation agreements of mainland China's inbound tours. The new rules are as follows:

1. Inbound tours which arrive in Hong Kong on the same day must not use the same tour code.
2. The name and Tourist Guide Pass No. of each of the tourist guides assigned to receive the inbound tour must be stated in the agreement.

This Directive has superseded Directive No. 168 and applies to mainland China's inbound tours which arrive in Hong Kong on or after 15 July 2010. For details, please see Directive No. 185.

## 派給內地旅客的行程表須符新規定(第186號指引) Itineraries for mainland visitors must meet new rules (Directive No. 186)

理事會於二零一零年六月二十九日通過再次修訂關於派發給內地旅客行程表的指引。行程表須包含以下內容：

1. 接待團隊的每一名導遊的姓名、導遊證編號及聯絡電話，以及團隊將前往購物的每一家登記店舖的名稱及於每家店舖逗留的時間。
2. 「旅客須知」部份須增加以下字句：旅客可自由選擇是否參加自費活動，對於不參加自費活動的旅客，接待社將提供適當安排。

此指引取代第一百八十號指引，由二零一零年七月十五日起生效。

The Board resolved on 29 June 2010 to further revise the directive regarding distribution of itineraries to mainland visitors. The following items must be included in the itineraries:

1. The name, Tourist Guide Pass number and contact number of each of the tourist guides assigned to receive the inbound tour, and the name of each of the registered shops which the tour group visits and the duration of each of the visits to the shops.
2. A Chinese sentence, which means that visitors may choose freely whether to join self-pay activities or not and the receiving agent will make appropriate arrangements for those who choose not to join, must be added to the "Notes for visitors" section.

This Directive has superseded Directive No. 180 and taken effect from 15 July 2010.

## 理事選舉規則(第187號指引) Rules for election of directors (Directive No. 187)

理事會已發出《理事選舉規則》，以確保理事選舉按公平、廉潔的原則舉行。《規則》就收受或提供利益，提供款待、選舉開支等訂立準則，屬會、會員旅行社、候選人、基本及普通會員的登記代表、投票人都必須遵守。

《規則》已於二零一零年七月十六日生效，詳情請參閱第一百八十七號指引。

The Board has issued the Rules for Election of Elected Directors in order to ensure that director elections are conducted according to the principles of fairness and incorruptibility. The Rules set out policies relating to solicitation or acceptance of advantages, provision of entertainment and election expenses, which are binding on Association Members, member agents, candidates, registered representatives of the Ordinary and Affiliate Members and the voters.

For details of the Rules, which have taken effect since 16 July 2010, please refer to Directive No. 187.

## 不得分判接待服務給無牌代理商(第188號指引) No subcontracting of reception services to unlicensed agents (Directive No. 188)

為維護香港旅遊業的形象和聲譽，理事會在二零一零年七月二十一日的會議上通過決議，規定會員不得把入境旅行團的接待服務分判給沒有有效旅行代理商牌照的公司或任何人士(包括導遊)。

此指引即時生效。

In a bid to protect the image and reputation of Hong Kong's tourism industry, the Board passed a resolution at its 21 July 2010 meeting that members must not subcontract the reception services of inbound tours to companies without a valid Travel Agents Licence or any persons (including tourist guides).

This Directive takes immediate effect.

## 外遊領隊的安排(第189號指引) Arrangements of outbound tour escorts (Directive No. 189)

為了讓消費者清楚外遊旅行團的領隊安排，理事會在二零一零年九月十四日的會議上決定，如外遊團沒有領隊隨團，或者領隊並非全程隨團，則會員必須在行程表清楚註明。有關行程表必須讓消費者在報團前可以取到。

關於此指引適用的旅行團及其他詳情，請參閱第一百八十九號指引。

To let consumers understand the arrangement of tour escorts for outbound tours, the Board resolved at its 14 September 2010 meeting that if outbound package tours are not accompanied by tour escorts or the escorts will not accompany the tour groups for the whole journey, then members must clearly specify so in the itineraries, which must be made available to consumers before they sign up for the tours.

For package tours covered by this Directive and other details, please see Directive No. 189.