

業界理事解存金先生辭世 Trade director Mr C K Kai passed away

議會業界理事兼港台旅行社同業商會理事長解存金先生，於二零一四年八月十二日過世，終年七十九歲。解先生自一九八八年起已出任議會理事，曾擔任理事會名譽秘書，規條委員會、內地來港旅行團事務委員會、會籍委員會、出版委員會的召集人，以及多個委員會的委員。

解先生對議會貢獻良多，因此於二零零八年獲政府頒發榮譽勳章。議會感謝解先生多年來不懈為議會服務，對其離世深表哀悼。

Mr C K Kai, a TIC trade director and Chairman of the Hong Kong Taiwan Tourist Operators Association, passed away on 12 August 2014 at the age of 79. A member of the TIC Board since 1988, he was Honorary Secretary of the Board; Convenor of the Compliance, Mainland China Inbound Tour Affairs, Membership and Publication Committees; and a member of many committees.

Mr Kai was awarded the Medal of Honour by the Government in 2008 for his valuable contribution to the TIC. The TIC is indebted to his tireless dedication over the years and expresses deep sorrow over his death.

新任旅行社代理商註冊主任 New Registrar of Travel Agents

旅行社代理商註冊主任方培城先生將於二零一四年十月三日退休，現為公務員事務局總行政主任的歐浩華先生將於十月四日接任。

Mr Brendan Au, currently Chief Executive Officer of the Civil Service Bureau, will succeed Mr Paul Fong, who will retire on 3 October 2014, as the new Registrar of Travel Agents on 4 October 2014.

第二次旅行社招聘日 Second job fair for travel agents

議會於二零一四年六月二十一日舉辦「旅行社招聘日」後，再於八月二十三日假香港專業教育學院(黃克競)舉辦招聘日。二十三家會員旅行社在會場設置了攤位，與求職者直接接觸並即場面試。兩次招聘日都反應理想，大部份參加的會員都認為對招聘人手有幫助。



▲ 議會今年為旅行社舉辦了兩次招聘會。
The TIC held two job fairs for travel agents this year.

Following the Recruitment Day for Travel Agents held on 21 June 2014, the TIC held another Recruitment Day on 23 August at the Hong Kong Institute of Vocational Education (Haking Wong). A total of 23 members set up their booths to meet and interview candidates. Both job fairs received a good response, with most participating members considering them useful for recruiting new employees.

週年大會及理事選舉 AGM and directors' election

議會第二十七屆會員週年大會訂於二零一四年十一月二十四日星期一假香港洲際酒店舉行。會上將選出四名新理事，以接替於大會結束後任滿的吳熹安先生、梁志群先生、梁志新先生、湯麟華先生。

理事選舉提名期已於九月二十四日結束，候選人名單將於十月十日公佈。關於理事選舉的規則

The TIC is to hold its 27th Annual General Meeting (AGM) on Monday, 24 November 2014 at the Hotel InterContinental Hong Kong. Four new directors will be elected at the meeting to fill the vacancies left by Mr Ng Hi On, Mr Andrew Leung, Mr Norman Leung and Mr Warren Tong, who will retire after the AGM.

The nomination period for the directors' election closed on 24 September, and the list of candidates will be announced on 10 October.

及詳情，請參閱第二百零五號指引，以及隨通告 C1504 附上的《二零一四年理事選舉資料》單張。

已向議會登記為公司負責人或代表的人士，都可在週年大會上投票。會員如要登記或更改出席週年大會的代表，請於十月二十四日前辦理手續。如要更改已向議會登記的負責人，則須於十一月十七日前，把董事局議決書或委任書交予議會。

For rules and details of the election, please refer to Directive No. 205 and the leaflet "Information on Directors' Election 2014" attached with Circular C1504.

The authorised persons or the representatives registered with the TIC may vote at the AGM. Members intending to register or change their representatives at the AGM should do so before 24 October. To change their authorised person already registered with the TIC, members should send a board resolution or an authorisation letter to the TIC before 17 November.

旅行社反對國際航協新財務標準 Objection to IATA's new financial criteria

國際航空運輸協會計劃於二零一五年一月實施新本地財務標準，由國際航協統一向其認可旅行社收取銀行擔保。由於新標準影響甚大，議會於是在八月二十五日為國際航協旅行社舉辦論壇，邀請了國際航協代表講解新本地財務標準，並且讓旅行社表達意見。八十一名旅行社代表出席了論壇，並就建議的新本地財務標準表決；結果四十七家旅行社表示反對。



▲ 國際航協的新財務標準得不到旅行社支持。
IATA's new financial criteria fail to get support from travel agents.

The International Air Transport Association (IATA) is going to implement the new Local Financial Criteria (LFC) in January 2015, whereby central bank guarantees will be collected by IATA from its accredited

agents. In view of the big impact of the new LFC, the TIC held a forum for IATA agents on 25 August, so that they could express their views and be briefed on the new LFC by IATA representatives. A total of 81 agent representatives attended the forum and voted on the proposed LFC, with 47 of them against it.

退回會費 Refund of membership subscription

議會理事會於二零一四年六月的會議上，決定退回二零一三至一四年度的會費。凡已繳交該年度會費，並於二零一四年六月三十日仍然持有議會會籍的會員，都可得到退款。退款支票已於八月分批寄出。

At its meeting held in June 2014, the TIC Board decided to refund the membership subscription for 2013/2014 to those members that had paid the subscription for the year and remained a TIC member on 30 June 2014. The refund cheques were sent out in batches in August.

預防信用卡詐騙講座 Talk on prevention of credit card fraud

近年信用卡詐騙案件有上升趨勢，為協助會員避免損失，議會於二零一四年八月二十七日舉辦「預防信用卡詐騙講座」，邀請了商業罪案調查科、銀行及信用卡公司的代表講述預防詐騙的方法，有六十名旅行社代表參加。

As credit card fraud has been on the rise in recent years, a talk on its prevention was held on 27 August 2014 to help members avoid losses. With speakers from the Commercial Crime Bureau, banks and credit card companies, the talk drew an attendance of 60 agent representatives.

The speakers informed the audience that card-not-present fraud was the most common type of credit card fraud. Travel agents should as-

講者表示，在信用卡詐騙個案中，以無須出示信用卡已可完成交易的佔最多，旅行社若以此模式交易，應衡量風險。要防止信用卡詐騙，旅行社接受以信用卡付款時，應要求顧客親身出示信用卡。



▲ 旅行社代表關注如何預防信用卡詐騙。
Travel agents are concerned about how to avoid credit card fraud.

assess the risk involved when accepting card-not-present transactions. To protect their business from fraud, travel agents should request their customers to present their credit cards in person when accepting payments by credit card.

新修訂的建議服務收費(第219號指引) Revised recommended service fees (Directive No. 219)

鑒於旅行社的營運成本和工作量不住增加，理事會在二零一四年七月八日的會議上接納了票務委員會的建議，決定修訂建議服務收費表。此指引取代第七十五號及第一百九十號指引，下列各項新修訂的建議服務收費已於二零一四年八月一日生效：

Given the increasing operating cost and workload of travel agents, the TIC Board adopted the Ticketing Committee's proposal at its 8 July 2014 meeting to revise the fee table for recommended service fees. This Directive supersedes Directive Nos. 75 and 190, and the following revised fees took effect on 1 August 2014:

服務 Service	建議服務收費(港元) Recommended service fee (HK\$)
1 提供票務服務(例如：更改機票路線或再發出機票，代辦機票退款，發出不獲佣金的機票等) Provision of ticketing services, such as re-routing or re-issuing of air tickets, processing of ticket refunds, and issuing of non-commissionable air tickets	350 (每張機票或每次 per ticket or transaction)
2 代辦航空公司飛行常客獎勵計劃的免費機票或機票升級 redemption for airline frequent flyer programmes (FFPs)	700 (每張機票 per ticket)
3 代辦飛行常客獎勵計劃的漏計積分 Handling of missing mileage credit application for FFPs	300 (每次 per transaction)
4 代訂與顧客另有協議的酒店 Booking of hotels where clients' own corporate agreement exists	200 (每家酒店 per hotel)
5 代辦簽證 Processing of visa applications	300 (每張簽證 per visa)
6 代辦緊急簽證或提供其他與護照有關的服務 Processing of urgent visa applications or provision of other passport-related services	600 (每張簽證 per visa)
7 代辦並送遞除機票以外的票券 Handling of purchase and delivery of non-air tickets	200 (每張 per ticket)
8 辦公時間外緊急送遞旅遊證件 Emergency delivery of travel documents after office hours	300 (每次 per transaction)
9 代為申請網上辦理登機、責任承擔書或無人陪同的未成年乘客服務 Processing of online check-in, Form of Indemnity or Unaccompanied Minor applications	350 (每次 per transaction)
10 預先繳付超額行李費 Prepaid excess baggage service	300 (每次 per transaction)