



新任業界理事曾志堅先生 New trade director Mr Kenny Tsang

曾志堅先生是綠如旅遊有限公司總經理、香港外遊旅行團代理商協會主席，由今年十一月二十一日起以外遊會代表的身份加入理事會。曾先生說，以往聽到不少對議會的批評，希望加入理事會後多瞭解議會的工作，澄清外界對議會的誤解，協助議會建立正面的形象。

議會的監管工作將由旅遊業監管局接手，曾先生認為，由法定機構監管未必比業界監管更加有效，因為法定機構不像議會般熟悉行業運作，而且能與業界密切溝通。他希望議會將來發展成純業界商會，繼續發揮影響力，向政府反映意見。

曾先生提到，議會的收入主要來自外遊團印花費，但現在議會投放大量資源去監管入境業，這就像由外遊旅行社津貼入境業的監管工作，對外遊旅行社並不公平。

Mr Kenny Tsang, General Manager of Greenice Tours Limited and Chairman of the Hong Kong Outbound Tour Operators' Association (OTOA), joined the TIC Board on 21 November 2014 as OTOA representative. As quite a lot of criticisms of the TIC had reached his ears, he hoped to help the TIC clear up misunderstandings and build a positive image after becoming a director and having a deeper understanding of the TIC's work.

As the TIC's regulatory duties would be taken up by the Travel Industry Authority, Mr Tsang considered that regulation by a statutory body was not necessarily more effective than regulation by a trade body like the TIC since the statutory body neither knew the industry as well nor communicated with traders as closely as the trade body. He hoped that the TIC would become a pure trade association in the future and continued to use its clout in getting across the trade's views to the Government.

Mr Tsang mentioned that although the TIC's income mainly came from the outbound tour levy, huge resources had been diverted to monitoring the inbound travel industry, which was unfair as that would be like outbound agents subsidising the regulation of the inbound industry.

會員週年大會 Annual General Meeting



▲ 五百四十家會員出席了今年的週年大會。
This year's AGM was attended by 540 members.

議會第二十七屆會員週年大會已於二零一四年十一月二十四日星期一假座香港洲際酒店舉行，有多達五百四十家會員出席，其中五百二十二家為基本會員，十八家為普通會員。今年共有六名候選人競逐四個理事空缺，結果莊樹煌先生、馬煜文先生、吳熹安先生、葉慶寧先生當選。下期會介紹並訪問他們以及其他於十一月二十五日或以後出任理事的人士。

▼ 四名新當選理事與主席、立法會旅遊界功能界別議員合照：
(左至右) 莊樹煌先生、葉慶寧先生、胡兆英主席、姚思榮議員、馬煜文先生、吳熹安先生。

Four newly elected directors with Chairman and Legislative Councillor of Tourism Functional Constituency: (left to right) Mr Tony Chong, Mr Freddy Yip, Chairman Mr Michael Wu, the Hon Yiu Si Wing, Mr Martin Ma and Mr Ng Hi On.



The TIC held its 27th Annual General Meeting (AGM) on Monday, 24 November 2014 at the InterContinental Hong Kong, with a high attendance of 540 members, of which 522 were Ordinary Members and 18 were Affiliate Members. There were six candidates contesting four seats on the Board, and Mr Tony Chong, Mr Martin Ma, Mr Ng Hi On and Mr Freddy Yip were elected. The next issue will have a brief profile and interview of them as well as other directors who took office on or after 25 November.

新任旅遊事務專員 New Tourism Commissioner

前任香港特別行政區政府駐北京辦事處主任朱曼鈴女士，已於二零一四年十二月二十二日接替容偉雄先生出任旅遊事務專員；容先生於二零一四年十二月二十七日出任商務及經濟發展局(工商及旅遊)常任秘書長。

Miss Cathy Chu, former Director of the Office of the Government of the Hong Kong Special Administrative Region in Beijing, succeeded Mr Philip Yung as Commissioner for Tourism on 22 December 2014. Mr Yung became Permanent Secretary for Commerce and Economic Development (Commerce, Industry and Tourism) on 27 December 2014.

證明文件必須真確 Supporting documents must be authentic

近年有些報讀議會課程的申請人提交偽造學歷證書，結果因行使偽造文件而被法庭定罪；最近就有兩名申請人因此而被定罪。

其中一人去年以假學歷證書報讀職前導遊培訓課程，今年九月被東區裁判法院判罰一百六十小時社會服務令，並且支付港幣五百元堂費。另一人則於去年用假學歷證書報讀外遊領隊證書課程，被議會揭發後向警方自首；今年十月被同一法院判罰一百五十小時社會服務令並罰款港幣五百元。

In recent years, some applicants have used fake academic certificates to apply for the TIC's training courses, with the result that they have been convicted for using forged documents. Two applicants were convicted for the same reason just recently.

One of the two applicants, who had presented a fake academic certificate to enrol on the Pre-service Tourist Guide Training Course last year, was sentenced to 160 hours of community service and ordered to pay the court fee of HK\$500 by the Eastern Magistrates' Court in September 2014. The other applicant, who turned himself in to the police after the TIC had discovered him using a fake certificate to apply for the Certificate Course for Outbound Tour Escorts last year, was ordered by the same court in October this year to do 150 hours of community service and pay a fine of HK\$500.

為澳門導遊舉辦領隊工作坊 Tour escort workshop for Macau's tour guides

議會與澳門特別行政區政府旅遊局，於二零一四年十月二十至二十二日在澳門美高梅酒店合辦首個「旅行社前線員工工作坊——領隊服務」，有十六名澳門導遊參加。工作坊由議會三名導師主持，為時十八小時，內容主要改編自議會的外遊領隊證書課程。由於反應良好，議會將與澳門旅遊局的培訓及質量管理廳商討再次合作的可能。

The TIC and the Macau Government Tourist Office (MGTO) co-organised the first Workshop on Travel Agency Front Line Staff – Tour Escort Service during 20-22 October 2014 at the MGM Hotel. A total of 16 Macanese tourist guides participated in the 18-hour workshop, which was conducted by three TIC instructors. The content of the workshop was mainly adapted from the TIC's Certificate Course for Outbound Tour Escorts. In view of the good response, the TIC and the Training and Quality Management Department of the MGTO will discuss the possibility of further cooperation.



▲ 議會為澳門導遊舉辦領隊服務工作坊。
The TIC holds a workshop on tour escort service for Macau's tourist guides.

業界理事陳寶華先生去世 Trade director Mr Stephen Chan passed away

議會業界理事陳寶華先生於二零一四年十二月三日在香港病逝。陳先生從事旅遊業逾四十年，二零一三年當選議會理事，曾擔任議會出外旅遊委員會、公共關係委員會委員多年。陳先生對業界貢獻良多，議會對他的離世甚為惋惜。

TIC trade director Mr Stephen Chan passed away in Hong Kong on 3 December 2014 because of illness. With over 40 years of experience in the travel business, Mr Chan was elected to the Board in 2013 and had served on the Outbound Committee and the Public Relations Committee for years. The TIC is saddened by the loss of Mr Chan, who made invaluable contributions to the trade.

伊波拉感染控制講座 Talk on Ebola infection control

為幫助會員認識伊波拉病毒病，議會於二零一四年十二月八日舉辦講座，邀請了衛生署兩名醫生講解最新疫情，有二十三名旅行社代表及領隊出席。講者概述了伊波拉病毒病的病徵、傳播途徑及預防方法，包括避免到受影響的地區旅遊，注重個人及環境衛生，避免接觸野生動物，也不可與發燒的病人有密切接觸。業者可在衛生防護中心的網站(www.chp.gov.hk)瀏覽有關伊波拉病毒病的最新資訊。



▲ 旅行社代表出席議會舉辦的健康講座，以瞭解伊波拉的最新情況。
Agent representatives attend a health talk organised by the TIC to get updates on Ebola.

In a bid to help members understand Ebola virus disease, the TIC invited two doctors from the Department of Health to give a talk on the latest situation of the Ebola outbreak on 8 December 2014. Twenty three travel agent representatives and tour escorts attended the talk, at which they learned about Ebola's symptoms, mode of transmission and

preventive measures, which included avoiding travel to affected areas, observing good personal and environmental hygiene, and avoiding contact with wild animals and close contact with persons with fever. Traders may find latest updates on the disease at the website of the Centre for Health Protection at www.chp.gov.hk.

延長春節取消旅行團的通知期(第220號指引) Lunar New Year tours need more time to cancel (Directive No. 220)

理事會在二零一四年十二月九日的會議上，決定延長農曆新年期間取消旅行團的通知期如下：

1. 會員如取消非廣東省的旅行團，而該團的出發日期在二零一五年二月十九日至二月二十三且(農曆年初一至年初五)期間(首尾兩天包括在內)，則必須於出發前最少十四天(出發當天及通知日不包括在內)通知顧客。
2. 會員如取消廣東省內的旅行團，而該團的出發日期在第1段所述期間，則必須於出發前最少五天(出發當天及通知日不包括在內)通知顧客。
詳情請參閱第二百二十號指引。

At its 9 December 2014 meeting, the Board decided to extend the notification period for cancelling package tours during the Chinese New Year as follows:

1. If members cancel non-Guangdong tours which commence during the period from 19 February to 23 February 2015 (both days inclusive), they must notify their customers of the cancellation at least 14 days in advance excluding the departure and notification dates.
2. If members cancel Guangdong tours which commence during the period mentioned in paragraph 1, they must notify their customers of the cancellation at least 5 days in advance excluding the departure and notification dates.

For details, please see Directive No. 220.

登記非深圳內地團的確認書(第221號指引) Registration of tour confirmation agreements of non-Shenzhen tours (Directive No. 221)

理事會於二零一四年十二月九日的會議上，決定把第二百一十八號指引所指的「內地團」

The Board decided at its 9 December 2014 meeting to revise the term "mainland tours" in Directive No. 218 to "mainland (ex Shen-

改為「內地(除深圳外)旅行團」，登記方法維持不變。

此指引取代第二百一十八號指引，並適用於二零一五年一月一日或該日以後抵港的內地(除深圳外)旅行團。

以專用電郵登記深圳旅行團確認書(第222號指引) Registering tour confirmation agreements of Shenzhen tours with dedicated email accounts (Directive No. 222)

為打擊深圳不合資格旅行社組辦赴港旅行團，議會與深圳市文體旅遊局決定實施「深圳赴港旅行團專用電郵制度」，規定深港兩地旅行社必須各自設立專用電郵戶口，以收發團隊資料。為配合新制度的實施，理事會於二零一四年十二月九日的會議上決定發出指引，訂明登記深圳旅行團確認書的新規定，要點如下：

1. 每家接待深圳旅行團的會員，都必須設立一個專用電郵戶口，並向議會登記該專用電郵地址。所有經議會確認的專用電郵地址會張貼於議會網站。
2. 會員必須使用已登記的專用電郵戶口，收發深圳出境旅行社由其專用電郵戶口發送的深圳旅行團的團隊資料，以及向議會登記團隊確認書。
3. 每份團隊確認書必須連同該團的住宿證明，以附件形式附加於深圳出境旅行社由其專用電郵戶口發送至會員的專用電郵戶口的電郵，然後經由專用電郵戶口，轉寄至議會的電郵戶口(tour@tichk.org)登記。
4. 同一家深圳出境旅行社的同一個電郵，轉寄至議會登記時，只可用於登記同一天抵達香港而來自該深圳出境旅行社的深圳旅行團的團隊確認書。
5. 會員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最少六個月，以供議會查核。

詳情請參閱第二百二十二號指引。此指引適用於二零一五年一月一日或該日以後抵達香港的深圳旅行團。

zhen) tours”，with the registration method unchanged.

This Directive supersedes Directive No. 218 and applies to mainland (ex Shenzhen) tours that arrive in Hong Kong on or after 1 January 2015.

To 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 to introduce a "Dedicated Email System (DES) for Tours from Shenzhen to Hong Kong", under which both Shenzhen's and Hong Kong's travel agents are required to set up dedicated email accounts for sending and receiving tour group information. To facilitate the DES's implementation, the Board decided at its 9 December 2014 meeting to issue a directive to stipulate the new requirements for registering tour confirmation agreements of Shenzhen tours. The main points are highlighted as follows:

1. Each member receiving Shenzhen tours must set up a dedicated email account and register the dedicated email address with the TIC. All dedicated email addresses confirmed by the TIC will be posted on the TIC website.
2. Members must use 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.
3. Members must register each tour confirmation agreement together with proof of accommodation related to the tour, 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.
4. 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 must be forwarded to the TIC.
5. Members must retain emails between Shenzhen's outbound travel agencies and themselves and the information on the relevant Shenzhen tours for at least six months in order to enable checking by the TIC.

Please see Directive No. 222 for details. This Directive applies to Shenzhen tours which arrive in Hong Kong on or after 1 January 2015.