

監管工作永無休止

Regulatory work never stops

今年農曆新年期間，有多個內地入境團因為沒有住宿安排而引起廣泛關注。負責接待的那家會員旅行社，不僅無法解決問題，而且不配合議會的調查工作，議會因此暫停其會籍直至調查完成為止。該會員其後申請即時退會，議會已拒絕申請，認為必須完成調查，並由規條委員會決定是否需要處分。調查工作現已完成，規條委員會將於四月召開會議處理該會員的涉嫌違規個案。

最近在埃及發生的熱氣球墜毀意外，令大家非常關心旅遊保險的保障範圍。經過這次意外後，相信日後經會員購買旅遊保險的旅客可能會越來越多，因此會員銷售旅遊保險時，務必嚴格遵守有關規則。議會已向會員發出通告(C1429)，提醒會員必須遵守《保險代理管理守則》的規定。

今年頭兩個月，來港旅客的投訴比去年同期大增百分之五十一，絕大多數都和內地團體旅客有關，而在這期間所登記的內地入境團，數目卻只比去年增加了百分之八而已，這顯示出向內地團提供接待服務的會員，服務水平有下降的趨勢，情況令人擔憂。針對內地團接待服務的十個指引兩年前生效，議會轄下的專責小組現正重新審視，研究如何進一步收緊各項規定，務求改善內地團的接待服務。

《2012年商品說明(不良營商手法)(修訂)條例》將於今年生效，商品說明的適用範圍將擴大至商品和服務。議會除了舉辦兩次簡介會，邀請香港海關向會員解釋上述條例外，還會和當局磋商，希望日後執法時會顧及旅行社的實際操作情況。☞

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During this year's Lunar New Year, several inbound tour groups from the mainland were not provided with any accommodation, which aroused widespread concern. **Having failed to address the problems and cooperate with the TIC's investigation, the member agent responsible for providing the tour groups with reception services had its membership suspended by the TIC until the completion of the investigation. The member later applied for immediate withdrawal from the TIC, which rejected the application on the grounds that the investigation needed to be completed and the Compliance Committee needed to decide whether disciplinary action was necessary.** The investigation is now completed, and the Compliance Committee will meet in April to handle the suspected violations committed by the member concerned.

The recent crash of a hot-air balloon in Egypt has made many people worried about the cover of travel insurance. It is believed that after this accident more travellers will buy travel insurance through members, and therefore members must strictly observe the relevant rules when selling travel insurance. A circular (C1429) has already been sent to members to remind them to follow the Code of Practice for the Administration of Insurance Agents.

In January and February this year, complaints filed by inbound visitors surged by 51% year on year (almost all of them related to group visitors from the mainland) while the number of registered mainland inbound tours was up by merely 8%. This has reflected a worrying trend that the quality of reception services provided for mainland tour groups is declining. The TIC's task force is now reviewing the 10 directives targeting reception services for mainland tours, which took effect two years ago, and considering how to further tighten various measures in a bid to improve such services.

The Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012 will take effect this year, with the scope of trade descriptions expanded to cover goods and services. Apart from inviting the Customs and Excise Department to explain to members the amended Ordinance at two briefings, the TIC will also discuss with the authorities in the hope that the actual operation of travel agents will be considered when enforcement action is taken in the future. ☞

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