

# 議會一向都廣開言路

## Opinions are always welcome

**最**近有導遊被旅客襲擊，好些旅遊從業員因此到議會申訴，找議會幫助。議會於是聯絡了保安局及入境事務處，表示關注，同時轉達了導遊等從業員的訴求。入境事務處也很關注這類暴力行為，公開表明旅客如在香港犯下刑事罪行，將來可能被拒入境。議會歡迎這項政策，並且重申一貫立場：任何暴力行為都絕不容許。導遊在接待入境團隊時，如有旅客施以暴力，應該即時報警並向議會報告。

有領隊工會向議會表示，旅行團服務費因為是建議性質，所以不付的旅客近來漸見增加，促請議會修訂與服務費有關的第二百一十五號指引。議會希望旅客明白，服務費是領隊的主要收入，領隊為旅客提供了服務是應該得到報酬的。另一方面，議會代表曾經和競爭事務委員會見面，得悉有些指引可能會違反《競爭條例》。議會在競爭事務委員會按法例發出指引後，會著手修訂那些指引。

十一月二十四日，議會將舉行今年的會員週年大會，選出四名同業接替任滿的理事。相信大家都知道，政府正在籌劃成立旅遊業監管局，以監管旅行社、領隊、導遊。議會將來不再負責自律監管的工作後，各方面都會出現大變。今後幾年，各理事全都任重道遠，肩負起為議會轉型的重大責任。因此，希望會員踴躍出席週年大會，選出有能力、重誠信的同業擔任理事。

今年七、八月暑假期間，外遊印花額比去年同期減少了百分之九點六，而同期內地入境團的登記數目則只比去年稍微增加了百分之零點五，兩者都不如人意。希望外遊和入境旅行社都努力提供良好服務，推高第四季的業績。📈

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**A**s several tourist guides were attacked by visitors recently, some trade practitioners brought up their grievances with the TIC and sought help from it. The TIC therefore contacted the Security Bureau and the Immigration Department to express its concerns and to relay the complaints of the trade practitioners including tourist guides. **The Immigration Department was also concerned about that kind of violent act, and announced that visitors who have committed criminal offences in Hong Kong may be denied entry in future. The TIC welcomes this policy and wishes to reiterate its unwavering objection to any violent acts. When providing reception services for inbound tour groups, tourist guides are urged to immediately call the police and notify the TIC if there is any violence against them.**

Some tour escort organisations have requested the TIC to amend Directive No. 215, which concerns the package tour service charge, because recently there have been a rising number of travellers who do not pay the service charge given its recommendatory nature. The TIC wishes to remind travellers that service charges are the major source of income for tour escorts, who deserve to be remunerated for the services provided by them. On the other hand, representatives of the TIC have met the Competition Commission, and have learnt that some of its directives may contravene the Competition Ordinance. The TIC will begin to amend those directives when the Commission issues guidelines in accordance with the Ordinance.

The TIC is going to hold this year's Annual General Meeting (AGM) on 24 November. As we all know, the Government is planning to set up the Travel Industry Authority to regulate travel agents, tour escorts and tourist guides. **When the TIC is no longer responsible for self-regulatory work, every aspect of it will undergo huge change. In the coming few years, all directors will have a heavy duty to discharge: to see the transformation of the TIC through. It is therefore hoped that members will actively attend the AGM and elect those traders who are capable and cherish integrity as their directors.**

During this year's summer holidays of July and August, the outbound levy recorded a drop of 9.6% and the number of inbound tour groups from the mainland slightly rose by 0.5% when compared with last year's summer holidays, both figures rather disappointing. I urge outbound and inbound travel agents to strive after better services in an effort to drum up business in the fourth quarter. 📈

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