

旅遊業明年可望好轉 Business expected to turn around next year

前任旅遊事務專員容偉雄先生，剛於十二月底就任新職——商務及經濟發展局(工商及旅遊)常任秘書長。容先生出任旅遊事務專員將近五年，在任期間對業者非常關心，協助業界解決了不少難題，議會非常感激，希望他在新職位上會繼續給予支持。新任旅遊事務專員朱曼鈴女士也是剛於十二月底履新，議會將和她緊密合作，做好旅遊業的監管工作。

香港旅行社在接待來自深圳的旅行團時，團隊出了問題往往找不到深圳的組團社，因而令旅客的權益受損。議會為此與深圳市文體旅遊局經過多個月的磋商，雙方終於決定由明年一月一日起實施「深圳赴港旅行團專用電郵制度」，規定深港兩地的旅行社都必須各自設立專用電郵戶口，以供收發團隊資料之用，可望藉此使不合資格的深圳旅行社難以組辦赴港旅行團，從而幫助行業健康發展(詳見第二百二十二號指引)。

今年第四季的數據雖然暫時只有十月和十一月，但仍可以預測業界全年的表現。外遊印花方面，十月和十一月比去年同期減少了約百分之十三，因此全年的印花額大概會稍微少於去年。至於內地入境團的登記數目，十月和十一月遠超去年達百分之八十一之多，令人意料不及，相信全年的數目也會勝過去年。業務有起有伏，事屬尋常，但始終不變的，應是會員的良好服務。

過去兩個月的佔領運動，對旅行社的業務有一定影響，理事會為表示體恤會員的境況，決定不待二零一四至一五年度結束，就提前退回該年度的會費；支票很快就會寄給會員。☞

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Former Tourism Commissioner Mr Philip Yung just took up his new post as Permanent Secretary for Commerce and Economic Development (Commerce, Industry and Tourism) in late December. **During his tenure as Commissioner, which lasted close to five years, he cared very much about industry members and resolved many problems for the industry, for which the TIC is very grateful. We hope he will continue to give us support in his new capacity. Miss Cathy Chu, the new Commissioner, also took up her position in late December. The TIC will work closely with her for the regulation of the industry.**

It is not uncommon for Hong Kong's receiving agents to have discovered that they were unable to contact the tour operators in Shenzhen whenever there were problems for the tours from Shenzhen received by them, thus hurting the interests of the visitors. After many months of discussion between the Shenzhen Municipal Bureau of Culture, Sport and Tourism and the TIC, it has been decided that a Dedicated Email System (DES) for Tours from Shenzhen to Hong Kong will be put in place with effect from 1 January 2015. Under the DES, both Shenzhen's and Hong Kong's travel agents are required to set up dedicated email accounts for sending and receiving information on tour groups in the hope of ensuring that unqualified travel agents in Shenzhen will find it hard to organise Hong Kong-bound tours, thereby helping the industry grow healthily (see Directive No. 222 for details).

Although available data for the last quarter of this year includes only October and November, we may still predict the industry's performance for the whole year. As the outbound levy amount for these two months decreased by about 13% year on year, the yearly amount for 2014 is likely to be slightly smaller than that for 2013. As for the number of mainland inbound tours registered with the TIC, there was an unexpectedly stunning 81% increase for October and November, and therefore this year should fare better than last year. **Whereas ups and downs are normal for business, fine services delivered by members should not have any ups and downs.**

The Occupy movement of the last two to three months has had some influence on the business of members. To show its concern about members, the Board of Directors has decided to refund the annual subscription for 2014/2015 without waiting for the year to end. The refund cheques will soon be sent to members. ☞

Joseph Tung