

二零一八至一九年度理事會 Board of Directors for 2018/2019



前排(左至右)：潘榮輝先生*MH、廖健昇先生*、王吉顯先生*、徐王美倫女士(副主席)、黃進達先生JP(主席)、
沈朝生先生(副主席)、羅啟邦先生(名譽司庫)、陳黃穗女士*BBS, JP、梁富華先生*BBS, MH, JP。
後排(左至右)：姚柏良先生MH、陳錦全先生、梁耀霖先生MH、譚光舜先生、謝滄廷先生、胡景豪先生、吳權藝先生、施俊明先生、
鄧雯蕙女士、劉展強博士、梁國興先生。

(缺席：周雪鳳女士*、崔定邦先生、梁家駒先生*JP、李國英先生*BBS, MH, JP、盧輝華先生、馬達國議員*SBS, JP、
馬豪輝先生*GBS, JP(名譽秘書)、謝思明博士*、楊傳亮先生*BBS, JP。)

Front row (left to right): Mr Jimmy Poon* MH, Mr Alex Liu*, Mr Peter Wong*, Mrs Gianna Hsu (Deputy Chairman), Mr Jason Wong JP (Chairman),
Mr Jason Shum (Deputy Chairman), Mr Roy Lo (Honorary Treasurer), Mrs Pamela Chan* BBS, JP and Mr Leung Fu Wah* BBS, MH, JP.

Back row (left to right): Mr Perry Yiu MH, Mr Denny Chan, Mr Paul Leung MH, Mr Tommy Tam, Mr Ricky Tse, Mr Ronald Wu, Mr Roy Ng, Mr Steve C M SY,
Ms Karen Tang, Dr Brandon Lau and Mr Fred Leung.

(Absent: Ms Dilys Chau*, Mr Timothy Chui, Mr Johnny K K Leung* JP, Mr Li Kwok Ying* BBS, MH, JP, Mr Larry Lo, the Hon Ma Fung Kwok* SBS, JP,
Mr Ma Ho Fai* GBS, JP (Honorary Secretary), Dr Tony Tse* and Mr Charles Yang* BBS, JP.)

*獨立理事 Independent directors

關於理事會、上訴委員會、各委員會及工作小組的最新資料，請瀏覽議會網站：www.tichk.org → 「議會」 → 「組成」。

For the latest information on the Board of Directors, the Appeal Board, committees and working groups, please visit the TIC website at www.tichk.org "The Council" "Composition".

議會再獲撥款推動一帶一路及大灣區旅遊 More funding to spur B&R and GBA tourism

政府在二零一九至二零年度財政預算案中，表示會致力於發揮本地旅遊資源的優勢，推廣香港的多元文化，藉以爭取不同客源市場的高消費過夜旅客，並且兼顧香港的承載能力，使旅遊業健康發展。

預算案建議額外撥款給議會，用以加強議會正在開發的「一帶一路及大灣區網上旅遊資源平台」，以及供議會舉辦商務座談會或業務合作交流活動，推動與「一帶一路」相關國家和地區及大灣區城市的業務合作，並且藉培訓來提升旅遊業的服務素質。

In the 2019/2020 Budget, the Government has announced that it will strive to make full use of local tourism resources and promote Hong Kong's diverse culture in an effort to draw more high-spending overnight visitors from different source markets, and will bring about healthy development of the tourism industry, with consideration given to the carrying capacity of Hong Kong.

It is proposed in the Budget that the TIC should be allocated additional funding to strengthen its web-based tourism resource platform, which is under development now and which is about Belt and Road (B&R)-related countries and regions and Guangdong-Hong Kong-Macao Greater Bay Area (GBA) cities, and to promote business cooperation of Hong Kong's tourism industry with B&R-related countries and regions and GBA cities through trade forums or exchange visits, as well as enhancing the service quality of the travel trade through training.



新當選業界理事陳錦全先生 Newly elected trade director Mr Denny Chan

陳錦全先生是香港國際青年文化交流中心有限公司董事總經理，自一九八一年開始從事旅遊業，去年首次參加議會理事選舉，並於會員週年大會上當選。他現為導遊及領隊審核、訓練委員會的副召集人，以及外遊、規條委員會的委員。

陳先生多年來積極參與議會工作，曾任外遊、訓練、導遊及領隊審核委員會的委員。未來兩年是議會轉型的關鍵時期，他為此參加理事選舉，希望可在這重要時刻為業界出一分力。

陳先生目前較關注的事情，是一些非牟利團體和學校舉辦遊學團和交流團時，沒有委託持牌旅行社承辦。他指出，主辦團體和學校或

許沒有想到委託合適的服務供應商代勞的好處；議會可多加宣傳，例如舉辦講座，向相關單位講解舉辦遊學團時需要注意之處。

Mr Denny Chan, Managing Director of HK Youth Cultural Exchange International Ltd, has joined the industry since 1981. Last year, he stood for election to the Board for the first time and won at the Annual General Meeting (AGM). He is currently Deputy Convenor of the Tourist Guide and Tour Escort Deliberation and Training Committees, and a member of the Outbound and Compliance Committees.

Mr Chan has actively participated in the TIC's work over the years and served on the Outbound, Training, and Tourist Guide and Tour Escort Deliberation Committees. He considered the coming two years critical to the TIC's transformation, and therefore wished to join the Board and contribute to the industry at this crucial moment.

He is rather concerned at present about the failure of some non-profit-making organisations and schools to appoint licensed travel agents when organising study tours or exchange tours, possibly because they are unaware of the benefit of appointing suitable service providers. The TIC may take extra steps in promotion such as by holding seminars for related parties on what to watch out for when they organise study tours.



新當選業界理事梁國興先生 Newly elected trade director Mr Fred Leung

梁國興先生是萬觀旅業有限公司董事，旅遊業經驗接近四十年，專長於機票業務，在二零零八至一五年間曾任議會票務委員會委員。他在二零一八年會員週年大會上首次當選為理事，現為議會規條、票務委員會的委員。

梁先生表示，加入理事會是希望為業界發聲，創造公平的營商環境。旅行社代機場管理局無償收取機場建設費，這加重了旅行社的負擔，他一直反對這安排，並會繼續就此事表達業界的意見。

現時顧客在網上輕易就可直接購買旅遊產品，但梁先生認為旅行社仍有可為，因為向旅客尤其是高端旅客提供貼身意見與服務，需要的是旅行社的專業知識，網上平台難以取代。他認為

現時行業的困難在於願意入行的人才不多，議會可以協助會員加強員工培訓，吸引新人入行。

Mr Fred Leung, Director of Plan Travel Ltd, has nearly 40 years of experience in the industry, specialising in ticketing business. He had been a member of the TIC's Ticketing Committee from 2008 to 2015 and was elected to the Board for the first time at last year's AGM. He is now a member of the Compliance and Ticketing Committees.

Mr Leung remarked that his goal of joining the Board is to speak for the trade and create a fair business environment. He has all along opposed the arrangement under which travel agents collect the Airport Construction Fee for the Airport Authority without compensation, a burden to travel agents, and will continue to air the view of the trade on this matter.

Although customers can easily purchase travel products directly online nowadays, Mr Leung considered that travel agents have the edge over online platforms because they can provide tailor-made advice and services for their customers, especially high-end ones, thanks to their professional knowledge. He added that the industry is now troubled by a lack of talent willing to join it, and the TIC can assist members in staff training in order to attract new blood.



新當選業界理事梁耀霖先生 MH Newly elected trade director Mr Paul Leung MH

梁耀霖先生是旅行世界有限公司董事總經理，於去年會員週年大會上當選為理事。他現任選舉事務委員會委員，曾任議會副主席，也服務過不同委員會，包括購物事宜、規條、管治、來港旅遊、內地來港旅行團事務、會籍、公共關係委員會等。

《旅遊業條例》去年十二月在憲報刊登，梁先生認為那表示議會在轉型路上又踏前一步。議會日後無須監管，應專注於推動行業發展，團結業界，向當局爭取資源，特別是用於支援中小型旅行社。

他說道，早前議會舉辦了三個粵港澳大灣區考察團，加深了會員對當地旅遊資源的瞭解，現在可多投放資源在更務實的工作上，例

如舉辦商務座談會等。今年財政預算案建議給議會的撥款中，正好有用來舉辦這類活動的款項。

Mr Paul Leung, Managing Director of Holiday World Tours Ltd, was elected to the Board at the AGM held last year, and is currently a member of the Electoral Affairs Committee. He was Deputy Chairman of the TIC and served on various committees including the Committee on Shopping-related Practices, and the Compliance, Governance, Inbound, Mainland China Inbound Tour Affairs, Membership and Public Relations Committees.

The Travel Industry Ordinance was gazetted in December last year, representing, according to Mr Leung, a step closer towards the TIC's transformation. When the TIC no longer needs to perform its regulatory functions in the future, it should focus on industry development and unite the trade to fight for more resources from the authorities, especially for SME travel agents.

He believed that the three GBA delegations organised by the TIC earlier have enabled the trade members to better explore the tourism resources in the GBA. The TIC should now spend more resources on more practical aspects such as organising trade forums, the funding for which is to be allocated to the TIC as proposed in this year's government budget.



新當選業界理事羅啟邦先生 Newly elected trade director Mr Roy Lo

羅啟邦先生是萬通旅行社有限公司董事，二零一六年首次當選理事，因為希望繼續為入境旅遊業發聲，於是去年再度參選並在會員週年大會上連任。他現任議會名譽司庫、公共關係委員會召集人、內地來港旅行團事務委員會副召集人，也是修章、管治、人事及財務委員會的委員。

大批內地入境團前往紅磡、土瓜灣等地區，對地區居民造成一定影響，羅先生甚為關注，但認為有關問題難靠某一方面獨力解決，因此推動議會成立了跨範疇的業界協調小組，希望透過各方共同努力，改善情況。

廣深港高鐵香港段和港珠澳大橋去年通車，羅先生相信對旅遊業的裨益不會止於一

時，業界應把握機會設計更多形形色色的旅遊產品，在這蓬勃的市場上分一杯羹。

Mr Roy Lo is Director of Million Tour Ltd. He was first elected to the Board in 2016, and wishing to continue voicing the opinions of the inbound industry, he stood for re-election and won at last year's AGM. Mr Lo is currently Honorary Treasurer of the TIC, Convenor of the Public Relations Committee and Deputy Convenor of the Mainland China Inbound Tour Affairs Committee, and a member of the Constitution/By-law, Governance, and Staff and Finance Committees.

Mr Lo is very concerned about large numbers of mainland tour groups visiting places such as Hung Hom and To Kwa Wan, causing inconvenience to the residents living there. The problem, however, could hardly be solved by any one party alone, which is why he has urged the TIC to set up a coordination group in the hope that traders from various sectors joining hands could improve the situation.

As last year saw the high speed rail connecting the mainland and Hong Kong beginning operation and the Hong Kong-Zhuhai-Macao Bridge (HZMB) opening to traffic, he believed that the benefits to tourism are long-lasting and the trade should design more diversified travel products to get a slice of the pie.



新任屬會代表謝滄廷先生 New FHCTA representative Mr Ricky Tse

謝滄廷先生有近四十年旅遊業經驗，現為國聯假期有限公司主席兼行政總裁、香港華商旅遊協會主席。他去年十一月三十日以該協會代表的身份加入議會理事會，現為議會來港旅遊委員會的委員、會籍委員會的候補委員。他過去曾任議會理事，以及購物事宜、來港旅遊、內地來港旅行團事務、會籍等委員會的委員。

謝先生表示，最近國家公佈了《粵港澳大灣區發展規劃綱要》，加上廣深港高速鐵路香港段及港珠澳大橋通車，不僅有助經濟，也對香港旅遊業帶來翻天覆地的轉變，機遇千載難逢，業界應要好好抓緊，大力發展業務。

以他看來，議會三次舉辦大灣區考察團，已

加深了業界對大灣區城市旅遊產品的瞭解，他建議議會日後多舉辦這類考察團，惠及更多業內人士。

Mr Ricky Tse joined the travel industry nearly 40 years ago and is now President and CEO of United Holidays Co Ltd and Chairman of The Federation of Hong Kong Chinese Travel Agents (FHCTA). He joined the Board as representative of the FHCTA on 30 November 2018. Currently he is a member of the Inbound Committee and an alternative member of the Membership Committee. He served on the Board and Committee on Shopping-related Practices, and the Inbound, Mainland China Inbound Tour Affairs and Membership Committees.

Mr Tse considered that the Outline Development Plan for the GBA, together with the opening of the cross-boundary high speed rail and the HZMB, will be a once-in-a-lifetime chance not only for the economy but for the travel industry, bringing a sea change to it. The trade should seize this chance to drive their business.

Now that the three GBA delegations organised by the TIC, in Mr Tse's view, have enabled the trade to know more about GBA-related travel products, the TIC should organise more delegations of this kind in the future to benefit more trade members.

向中小學介紹組辦遊學團須知 Study tour presentations for schools

今年一月十五及十六日，教育局為官津中小學的管理層舉辦了兩場研討會，其中一個環節邀請了議會總幹事陳張樂怡女士講解組辦境外遊學團時要注意的事項。

學校組辦遊學團時，需要兼顧的事情多不勝數，但交由旅行社承辦的話，即可省卻安排交通、住宿和膳食等事情，更重要的是可以專注於學生的探訪、交流、研習等活動。此外，旅行社不僅必須遵守議會的《經營遊學團守則》等規例，例如要求遊學團參加者必須購買綜合旅遊保險，而且受過專業培訓的隨團持證領隊可協助學生辦理出入境手續、照顧學生的安全，也能應付團員生病、行李和證件遺失等突發事件；遇到意外時，更可聯絡保險公司等尋求協助。

研討會的出席者對議會的講解反應熱烈，教育局於是建議議會日後向不同學校介紹組辦遊學團的有用資訊。

At one of the sessions of two seminars hosted on 15 and 16 January by the Education Bureau for



the management of government and aided primary and secondary schools, the Executive Director of the TIC was invited to give a talk on the points to note when study tours were organised outside Hong Kong.

When organising study tours by themselves, schools have to deal with a large number of matters. Some of

these matters, however, such as arrangements for transport, accommodation and meals, can be left to travel agents appointed to organise the tours. In such a way, the schools will be freed up to focus on more important matters such as arranging visits, exchange programmes, studies, etc for the students. Apart from that, the travel agents are bound by the rules of the TIC such as its Code of Business Practice on Study Tours, which, for example, requires the study tour participants to take out comprehensive travel insurance. And the professionally trained Tour Escort Pass-holders accompanying the tours can not only assist the students in going through immigration and take care of their safety, but also deal with unexpected incidents such as when the students become ill, or when their luggage or travel documents are missing. The tour escorts can also contact the insurance company for help in the event of accidents.

Given that the TIC's presentation was highly praised by the participants of the seminars, the Education Bureau has proposed that the TIC give similar presentations to different kinds of schools in the future.

印花機將於七月一日起停用 **Franking machines to stop functioning this July**

由今年七月一日起，所有印花機將全面停止使用，屆時會員必須使用電子印花徵費系統。有見及此，議會自去年十月起已舉辦了約二十場工作坊，四月會再開辦四場工作坊，藉此教導會員使用新系統，以趕及在期限前轉用。

會員如希望重溫或學習使用電子印花系統的方法，可瀏覽<https://www.ticf.org.hk/chi/elevytraining.htm>，觀看教學影片。為方便會員轉用電子印花系統，議會已陸續為已參加工作坊但仍未申請電子印花系統管理員帳戶的會員，開立管理員帳戶(詳情見通告C1791)；會員請留意議會直接發給公司負責人的函件。

電子印花系統自去年六月一日啟用起，至

今年三月二十日已有三百多家會員使用。

All franking machines will be completely phased out on 1 July 2019, by which time members must switch to the e-levy system. The TIC has organised about 20 workshops since last October, with four more to come in April, in order to enable members to switch to the new system by the deadline by teaching them how to use it.

Members interested in reviewing or learning how to operate the e-levy system may visit <https://www.ticf.org.hk/eng/elevytraining.htm> for the training videos. To facilitate migration to the e-levy system, the TIC has begun to create e-levy system administrator accounts for members who have joined the workshops but have yet to apply for such accounts (see Circular 1791 for details); members should look out for the letters sent by the TIC directly to their authorised persons.

From 1 June 2018 when the e-levy system was launched to 20 March 2019, more than 300 members were already using it.

申請資助，接通電子印花系統 **Apply for subsidy and connect to e-levy system**

旅行社資訊科技發展配對基金先導計劃自推出至今，第一至七輪申請已有四十一家會員完成項目並收到資助款項。第八輪申請簡佈會於三月六日舉行，議會除了向二十五家會員的三十五名代表介紹先導計劃外，還邀請了三家資訊科技公司，即宇會有限公司、創博資訊科技有限公司、旅接點有限公司，協助會員瞭解電子印花系統的操作。

由今年七月一日起全面取代印花機的電子印花系統，如透過應用程式介面與會員的內部系統連接起來，即可發揮最大效用。會員要接通兩者的話，可向議會申請先導計劃的資助。詳情可瀏覽議會網站(www.tichk.org → 「業界資助計劃」 → 「資訊科技配對基金」)，或致電 2969-8157 聯絡議會特別項目部。

Since the launch of the Pilot Information Technology Development Matching Fund Scheme for Travel Agents (Pilot Scheme), a total of 41 members have already completed their projects and received subsidies in the first seven rounds of applications. A briefing for the eighth-round applications was held on 6 March by the TIC, which, apart from introducing the Pilot Scheme to 35 representatives from 25 travel agents, also invited three IT companies, namely Athena Innovations (HK & China) Ltd, Excellent Management Ltd and TravelConnect Ltd, to help the participants understand the operation of the e-levy system.

The e-levy system, which will totally replace franking machines from 1 July 2019 onwards, is capable of functioning to the fullest extent if connected to the internal system of members through an application program interface (API). Members who wish to connect their own system to the e-levy system may apply for subsidies under the Pilot Scheme. For details, please browse the TIC website (www.tichk.org "Industry Subsidy Schemes" "IT Matching Fund"), or call the TIC's Special Projects Department on 2969-8157.

在職業博覽設置攤位協助會員招聘 **Booths set up at career expos to help members**

三月十九日，香港專業教育學院酒店及旅遊學科於黃克競分校舉行「Hospitality Career Expo 2019」。議會在會場設置攤位，派發了三家旅行社所提供的十一個職位空缺資料。

三月二十二日，香港理工大學酒店及旅遊管理學院舉行「Career Day 2019」。議會同樣在會場設置攤位，向學生派發七家旅行社的

六十七個職位空缺資料。

The Hospitality Discipline of the Institute of Vocational Education (IVE) held the "Hospitality Career Expo 2019" at IVE (Haking Wong) on 19 March 2019. The TIC set up a booth at the career expo, handing out the information of 11 job vacancies from three travel agents.

The School of Hotel & Tourism Management, The Hong Kong Polytechnic University held the "Career Day 2019" on 22 March 2019, at which the TIC also set up a booth and distributed information sheets of 67 job openings available at seven travel agents to the students there.

星光大道重開 Reopening of Avenue of Stars

星光大道經優化後已於今年一月三十一日重開。議會為此在一月十一及二十九日舉辦了三場簡介會，邀請了管理星光大道的新世界發展有限公司、康樂及文化事務署、警務處的代表，講解景點的新設施及交通安排；此外，一月十九及二十六日還安排了兩次實地考察，令業界掌握充份資訊。



為維護業界形象，避免對公眾造成不便，業者應與現場警務人員及星光大道的工作人員合作，旅遊車則切勿在星光大道的上落客區停留等候，保持道路暢通。關於星光大道旅遊車上落客的安排，詳情見通告C1793。

The Avenue of Stars (AoS) was reopened on 31 January this year after revitalisation. To introduce traders to the new facilities and traffic arrangements at the scenic spot, the TIC held three briefings on 11 and 29 January 2019, for which representatives of New World Development Ltd, the Leisure and Cultural Services Department and the Hong Kong Police Force were invited. Two site visits were also arranged on 19 and 26 January to keep members updated.

To protect the industry's image and avoid inconveniencing the public, industry members should cooperate with on-site police officers and AoS staff, and tour coaches should not wait at the pick-up and drop-off locations of the AoS to ensure smooth traffic flow. For details of the pick-up and drop-off arrangements for tour coaches at the AoS, please see Circular C1793.

國際航協新一代結算系統講座 Seminar on NewGen ISS

今年一月二十四日，議會和國際航空協會旅行社商會合辦新一代結算系統講座，供國際航協認可代理人參加。講座有九十二家旅行社共一百五十一人出席，內容涵蓋新一代結算系統、新本地財務標準，以及財政年度結算日子不同的旅行社向國際航協提交統一銀行擔保的時間表。

The TIC and the Society of IATA Passenger Agents jointly hosted a seminar on NewGen ISS (the New Generation of IATA Settlement Systems) for IATA agents on 24 January 2019, which covered details of NewGen ISS, the new Local Financial Criteria and the timelines for IATA agents with different financial year periods to submit their central bank guarantee to IATA. The seminar was attended by 151 participants from 92 travel agents.

繼續放寬內地大橋一天購物團的確認書登記規定(第238號指引) Rule relaxation for registration of mainland one-day shopping tours via HZMB continues (Directive No. 238)

為方便會員登記經港珠澳大橋入境的內地一天購物團的團隊確認書，理事會於去年十一月中決定發出第二百三十六號指引，容許上述旅行團的團隊確認書於抵達香港前(而不是兩天)才向議會登記，試行三個月。

由於業界普遍認為上述便利措施有效，理事會因此發出第二百三十八號指引取代第二百三十六號指引，藉以繼續放寬登記規定。第二百三十八號指引現正生效，詳情見該指引。

To facilitate registration of tour confirmation agreements of inbound one-day shopping tours entering Hong Kong from mainland China via the HZMB, the Board of Directors resolved in mid-November last year to issue Directive No. 236, which was piloted for three months and under which members were allowed to register the tour confirmation agreements of such tours before (rather than two days before) their arrival in Hong Kong.

Since the trade has generally regarded the above relaxation measures as effective, the Board of Directors has issued Directive No. 238 to replace Directive No. 236 in order for the rules to continue to be relaxed. For details, please refer to Directive No. 238, which is in effect now.