

二零一二至一三年度理事會 Board of Directors 2012/2013



▲ 前排左至右：薛迪生先生、陳黃穗女士、黃進達先生(名譽司庫)、梁耀霖先生(副主席)、胡兆英先生(主席)、徐王美倫女士(副主席)、馬豪輝先生(名譽秘書)、梁家駒先生、李國英先生。
中排左至右：吳熹安先生、姚思榮議員、王吉顯先生、周雪鳳女士、廖長江議員、梁富華先生、馬逢國議員、楊傳亮先生、謝思明博士、梁志群先生。
後排左至右：湯麟華先生、李振庭先生、解存金先生、馬煜文先生、謝淦廷先生、梁偉強先生、姜作工先生、胡宇緯先生、梁志新先生。

(缺席：葉慶寧先生。)

Front row (left to right): Mr Raymond Sit, Mrs Pamela Chan, Mr Jason Wong (Honorary Treasurer), Mr Paul Leung (Deputy Chairman), Mr Michael Wu (Chairman), Mrs Gianna Hsu (Deputy Chairman), Mr Ma Ho Fai (Honorary Secretary), Mr Johnny K K Leung and Mr Li Kwok Ying.

Middle row (left to right): Mr Ng Hi On, the Hon Mr Yiu Si Wing, Mr Peter Wong, Ms Dilys Chau, the Hon Mr Martin Liao, Mr Leung Fu Wah, the Hon Mr Ma Fung Kwok, Mr Charles Yang, Dr Tony Tse and Mr Andrew Leung.

Back row (left to right): Mr Warren Tong, Mr Alex Lee, Mr C K Kai, Mr Martin Ma, Mr Ricky Tse, Mr Gary Leung, Mr Ginger Keung, Mr Simon Wo and Mr Norman Leung.

(Absent: Mr Freddy Yip.)

香港國際旅遊展 International Travel Expo Hong Kong

第二十七屆香港國際旅遊展已於今年六月十三至十六日舉行，約有五十個國家或地區的六百八十家參展商參展。六月十三至十四日為專業日，專為業界而設，有多個主題研討會，如郵輪旅遊、海外婚禮及蜜月旅行、遊學團等。

一如往年，議會會員可於專業日免費入場。旅遊展今年約有一萬二千名業者參觀，其中一半為旅行社；入場的公眾人士則有約七萬三千人。

The 27th International Travel Expo Hong Kong (ITE) was held during 13-16 June 2013, with exhibitors from about 50 countries or regions totalling 680. Two days, 13-14 June, were designated as trade days, during which various seminars with such themes as cruise travel, overseas weddings and honeymoon holidays, and study tours were held for industry members.

As in the past, TIC members were given free admission during the trade days. This year, the ITE attracted about 12,000 trade visitors, half of whom were travel agents, and about 73,000 members of the public.

嚴禁使用虛假文件 False documents strictly banned

去年十一月，一名中國女子到議會申請領隊證續證。由於紀錄內沒有她的姓名，而她持有的領隊證編號則屬於另一名領隊，議會因此懷疑她持有並行使偽造的領隊證，於是決定報警。她於去年十二月被捕，並於今年一月因行使虛假文件而被判處監禁四個月。

此外，今年五月，議會懷疑有人使用或企圖使用虛假學歷證明文件以申請領隊證或報讀課程，於是報警；至今已有五人被警方調查。

In November last year, a Chinese woman went to the TIC to apply for renewal of her Tour Escort Pass. Since there was no record of her name and her Tour Escort Pass number belonged to another Pass holder, the TIC suspected that she possessed and uttered a forged Tour Escort Pass and decided to report the case to the police. She was arrested in December last year, and was sentenced to prison for four months in January this year for uttering a false document.

In addition, the TIC reported suspected cases to the police in May this year about the use or attempted use of false academic certificates to apply for the Tour Escort Pass or training courses. Five people are now under investigation by the police.

答謝晚宴 Appreciation dinner

二零一三年四月二十九日，議會假座將軍澳香港九龍東皇冠假日酒店宴會廳舉行一年一度的答謝晚宴，以答謝議會理事、委員會委員及旅遊界同業過去一年的支持。出席晚宴的會員及嘉賓約有四百二十人，包括旅遊事務專員容偉雄先生。當晚節目豐富，除大抽獎外，還有昂坪360安排的花式跳繩表演，以及樂隊現場表演，賓客都盡興而歸。

In order to thank members of the Board, committees and the industry for their support in the past year, the TIC held its annual Appreciation Dinner on 29 April 2013 at the Grand Ballroom of the Crowne Plaza Hong Kong Kowloon East, Tseung Kwan O.

Some 420 members and guests, including Tourism Commissioner Mr Philip Yung, attended the dinner. They all spent a great time together, enjoying various activities including a grand lucky draw, a jump rope show arranged by Ngong Ping 360, and a live band performance.



印尼龍目島考察團 Familiarisation visit to Lombok, Indonesia



◀ 政府高級官員率領旅遊界代表前往龍目島考察。
Senior government officials lead a trade delegation to Lombok.



為促進與印尼旅遊業的合作，商務及經濟發展局局長率領旅遊界代表團，於二零一三年三月十四至十七日訪問印尼，藉以開拓龍目島為香港旅客的新旅遊景點。議會理事及業界代表獲邀與局長及旅遊事務專員同行。

行程首天，代表團到訪雅加達，與印尼旅遊與創意經濟部副部長會面，就旅遊業的發展及合作交換意見，並互述經驗。代表團第二及第三天到龍目島觀光，並出席了兩場商務會議，與當地旅遊業代表和龍目酒店業聯會會員會面。此外，代表團還前往位於龍目島西北面的一個小島遊覽，視察了島上的旅遊設施與酒店，以探討香港與龍目兩地的旅遊商機。

To strengthen tourism cooperation with Indonesia, the Secretary for Commerce and Economic Development led a travel trade delegation to Indonesia from 14 to 17 March 2013 to explore whether Lombok could become a new destination for Hong Kong travellers. TIC directors and travel trade representatives were invited to join the Secretary and the Tourism Commissioner for the visit.

The delegation visited Jakarta on the first day of the trip and met the Deputy Minister of Tourism and Creative Economy of Indonesia to exchange views and share experiences on tourism development and co-operation. During the next two days, the delegates visited Lombok and met local traders and members of the Lombok Hotels Association at two business meetings. They also travelled to a small island to the northwest of Lombok and paid a visit to the tourism facilities and hotels there to explore tourism opportunities between Hong Kong and Lombok.

自費活動及簽證須格外小心處理 Self-pay activities and visas need special care

議會最近處理了一宗投訴個案，個案中的投訴人因為自費活動的安排而與主辦單位發生爭執，並且認為旅行社沒有提供合理的服務。為免發生類似的糾紛，會員推銷自費活動時，應清楚解釋相關活動及門票的條款及細則，讓旅客全面考慮後才決定是否參加。

在另一宗個案中，投訴人指旅行社在售賣旅遊套票時，沒有提醒他們這次旅程需要過境簽證，致使他們不能登機出發。為確保旅程順利，議會提醒會員及旅客，應注意旅程所需的各種簽證。

In a complaint case recently handled by the TIC, the complainants had a quarrel with the organiser of a self-pay activity over its arrangement, and considered that the travel agent failed to deliver reasonable service. To avoid similar disputes, members should clearly explain the terms and conditions of self-pay activities and admission tickets to their customers so that they can make informed decisions on whether to take part in the activities or not.

In another case, the complainants who were not allowed to get on board the departing flight complained that the travel agent failed to remind them, when selling them the air-plus-hotel packages, that transit visas were required for their journey. To ensure a smooth journey, members and travellers are reminded to pay attention to all the visas required for the journey.

粵港共商旅遊監督工作 Tourism supervision in Guangdong and Hong Kong

為加強粵港的旅遊市場監管合作，廣東省旅遊質量監督管理所、廣州市旅遊質量監督管理所、深圳市文體旅遊局監督處、珠海市旅遊質量監督管理所，於今年五月二十二至二十四日派員赴港考察，並出席了議會於二十二日舉辦的交流會，與會員會面。

在交流會上，深圳市文體旅遊局監督處丘干處長表示，該

處過去兩年推出了兩項措施，以加強對深圳的港澳旅遊市場的監管，兩者都有效減少了旅客的投訴；該處會繼續與議會保持緊密合作，加強對市場的監管工作。此外，廣東省旅遊質量監督管理所調研員姚霖尹先生提醒會員，組團社和地接社應簽署合約，以確立雙方責任，而旅行社也應該與顧客簽署合約，以保障雙方利益。



▲ 內地的旅遊監督人員與會員交換意見。
Supervisory officials from the mainland's tourism authorities exchange views with members.

To enhance cooperation in market supervision between Guangdong province and Hong Kong, the Tourism Quality Supervision and Management Office of Guangdong Province; the Tourism Quality Supervision and Management Office of Guangzhou Municipality; the Supervision Office of the Culture, Sports and Tourism Administration of Shenzhen Municipality; and the Tourism Quality Supervision and Management Office of Zhuhai City sent their officials to Hong Kong on an inspection tour during 22-24 May 2013, who attended a seminar organised by the TIC on 22 May to exchange views with members.

At the seminar, Mr Qiu Gan, Director of the Supervision Office of the Culture, Sports and Tourism Administration of Shenzhen Municipality, told the members present that the two measures implemented in the past two years to tighten regulation of the Hong Kong and Macau markets in Shenzhen had effectively reduced complaints, and that his office would continue to work closely with the TIC. In addition, Mr Yao Linyin, of the Tourism Quality Supervision and Management Office of Guangdong Province, reminded members that tour operators and receiving agents should sign contracts to ascertain their responsibilities, and that travel agents and their customers should also do the same to protect their interests.

議會為會員參加招聘會 TIC participated in job fairs for members

議會在四、五月間參加了三次為旅遊學系學生而舉辦的招聘會，期望藉此協助會員找尋合適的員工。

香港理工大學酒店及旅遊業管理學院、香港理工大學，以及香港專業教育學院(黃克競)酒店、服務及旅遊學系，分別於今年四月五日、四月十六及十七日、五月九日舉辦了「Career Day 2013」招聘日、「理大就業展覽 2013」及「職業博覽 2013」。議會在三個招聘會上都設置了攤位，向理工大學及專業教育學院的學生派發約四十家旅行社的一百多個職位空缺資料。



▲ 議會於四、五月間參加了三次招聘會。
The TIC participated in three job fairs in April and May.

To help members look for suitable staff, the TIC participated in three job fairs organised in April and May for students majored in tourism.

At the job fairs, "Career Day 2013", "HK PolyU Job Fair 2013" and "Career Expo 2013", organised respectively by the School of Hotel and Tourism Management of The Hong Kong Polytechnic University (PolyU), PolyU, and the Department of Hotel, Service and Tourism Studies of the Hong Kong Institute of Vocational Education (IVE) (Haking Wong) on 5 April, 16 and 17 April, and 9 May 2013, the TIC set up a booth and distributed to PolyU and IVE students information leaflets about job vacancies numbered more than 100 from some 40 travel agents.

登記內地入境團的新規例(第212號指引) New rules for registering inbound tours from mainland (Directive No. 212)

理事會在二零一三年四月九日的會議上，決定修訂內地入境團的團隊確認書的登記規則。新規定主要如下：

1. 內地入境團如包含登記店舖行程，必須於該團抵港前最少兩天向議會登記其團隊確認書；如不包含登記店舖行程，則必須於抵港前登記。
2. 會員必須以指定表格登記內地入境團的團隊確認書，登記時並須連同該團的住宿證明。
3. 團隊確認書必須由會員與內地組團旅行社簽署並蓋章。
4. 除導遊資料外，團隊確認書登記後不得作任何更改。
5. 違反指引所訂明的規定可被記分。

詳情請參閱第二百一十二號指引。此指引取代第一百八十五號指引，並適用於二零一三年四月二十九日或該日以後抵達香港的內地入境團。

At its 9 April 2013 meeting, the Board decided to amend the rules for registration of tour confirmation agreements of inbound tours from the mainland. Major new requirements are as follows:

1. Whereas the tour confirmation agreements of mainland tours with visits to registered shops must be registered with the TIC at least two days before their arrival in Hong Kong, the agreements of those tours without visits to such shops must be registered before their arrival in Hong Kong.
2. The tour confirmation agreements of mainland tours must be registered by means of the forms designated by the TIC together with proof of accommodation for such tours.
3. Tour confirmation agreements must be signed and stamped by members and mainland China's tour operators.
4. Tour confirmation agreements must not be changed after registration except for the information on the tourist guides.
5. Members having violated specified provisions of the directive may be imposed demerits.

Please see Directive No. 212 for details. This Directive supersedes Directive No. 185 and applies to mainland tours which arrive in Hong Kong on or after 29 April 2013.

外遊旅行團自費活動(第213號指引) Self-pay activities of outbound package tours (Directive No. 213)

理事會在二零一三年五月十四日的會議上，採納了出外旅遊委員會的建議，決定修訂第九十號指引如下：

1. 會員不得在團費外另行徵收不屬於自費活動的活動費用。
2. 會員必須在消費者報團前提供每項自費活動的詳細資料，以及為不參加自費活動的團員所作安排的資料。
3. 自費活動的詳細資料必須包括活動名稱及內容、收費的金額及詳情、在甚麼情況下會或不會安排活動、團員須注意的安全及其他事項(如適用)。
4. 行程表或自費活動表必須清楚註明，團員可以自行決定是否參加自費活動。

詳情請參閱第二百一十三號指引。此指引取代第九十號指引，並適用於二零一三年七月一日或該日之後出發的外遊旅行團。

At its 14 May 2013 meeting, the Board adopted the Outbound Committee's proposal to revise Directive No. 90 as follows:

1. Members must not impose the fees of activities not deemed self-pay activities on tour participants on top of the tour fares.
2. Members must provide consumers before they sign up for package tours with detailed information on each self-pay activity and information on the arrangements for those who do not join that self-pay activity.
3. Detailed information on the self-pay activities must include their names and content, the amount and details of the fees, under what conditions they will or will not be arranged, and safety and other issues which tour participants need to pay heed to (if applicable).
4. The brochure or the list of self-pay activities must clearly specify that tour participants may decide of their own accord whether to join any self-pay activities or not.

Please see Directive No. 213 for details. This Directive supersedes Directive No. 90, and is applicable to outbound package tours which depart on or after 1 July 2013.