

# 投訴處理得當贏得外遊旅客讚揚

## Good work earns praise from outbound travellers

編按：今年六月中，一名旅客買了曼谷的旅遊套票，並已繳付全費，但出發前五天卻收到機位未能確認的通知。旅行社雖然退回所有費用，但沒有按通知期不足及未能履行承諾的規定，賠償套票價格的百分之三十。在議會介入後，旅行社支付了賠償。

*Editor's note: In mid-June this year, a Hong Kong traveller bought a travel package for Bangkok and paid for it in full, only to be told five days before departure that the air ticket could not be confirmed. Although the travel agent fully refunded him, it did not offer 30% of the price of the package as compensation for failure to give sufficient notice and fulfil its promise. After the TIC stepped in, it paid the compensation.*

消費者關係部的周小姐耐心聆聽我的電話，而負責跟進個案的何小姐效率快捷，態度專業，我在此感謝他們。

I wish to thank the Consumer Relations Department's Ms Chow, who patiently listened to my calls, and Ms Ho, who followed up my case efficiently and professionally.

一名外遊旅客，香港

An outbound traveller, Hong Kong

編按：一名旅客今年六月底與家人參加旅行團往廣東省旅遊，回來後向議會投訴行程安排與行程表不符，而當地導遊和旅遊車司機的態度也欠佳。旅行社提出以補償表達心意，獲投訴人接納。

*Editor's note: A package tour participant, after visiting Guangdong province with her family members in late June this year, complained to the TIC that the trip was not arranged according to the itinerary, and that the attitude of the local guide and the coach driver was poor. The travel agent offered the complainant goodwill compensation, which was accepted.*

本人特此表揚消費者關係部李小姐，她處理本個案的表現非常專業。

I would like to commend Ms Li of the Consumer Relations Department for her highly professional way of handling my case.

一名旅行團旅客，香港

A package tour participant, Hong Kong

編按：今年七月初，一名外遊旅客與家人購買了曼谷的旅遊套票，其後發現患上癌症而取消行程。旅行社不願退回套票費用，表示只會按相關條款退回燃油附加費。在議會的協助下，旅行社最終退回百分之六十的款項。

*Editor's note: A Hong Kong traveller and her family bought travel packages for Bangkok in early July this year. She was later diagnosed with cancer and cancelled the trip. Unwilling to refund the fees, the travel agent remarked that only the fuel surcharge would be refunded according to the relevant terms and conditions. Thanks to the TIC, she was finally refunded 60% of the fees by the agent.*

貴會消費者關係部葉小姐熱心助人，經她協助而取回的款項對我十分重要，所以藉此信感謝和表揚她。

I am writing this to thank and commend Ms Yip of your Council's Consumer Relations Department, who was eager to help me get the money refunded, which was very important to me.

一名外遊旅客，香港

An outbound traveller, Hong Kong

編按：一名旅客買了機票，今年七月底往青島，但出發前三天颱風吹襲香港。雖然航空公司容許乘客免費更改機票，但他要求旅行社更改出發日期時，旅行社卻要收費。在議會的協助下，該名旅客最後免費更改了出發日期。

*Editor's note: A traveller bought an air ticket to Qingdao, Shandong province, for late July this year. A typhoon, however, hit Hong Kong three days before his departure. Although the airline allowed its passengers to change their tickets free of charge, the travel agent charged him for changing his departure date. With the TIC's assistance, the traveller finally changed the departure date for free.*

多虧你們的幫忙，旅行社免收更改機票的罰款及行政費。特別感謝消費者關係部的何小姐。

Thanks to your helping hand, the travel agent waived the penalty charge and the administration fee. My special thanks to Ms Ho of the Consumer Relations Department.

一名外遊旅客，香港

An outbound traveller, Hong Kong