



新任獨立理事廖健昇先生 New independent director Mr Alex Liu

廖健昇先生是布高江律師行合夥人，由二零一五年十一月一日起出任議會理事會的獨立理事。廖先生於二零零二年至二零一四年期間擔任議會消費者關係委員會的委員，並於二零一四年四月至二零一五年十月期間出任上訴委員會的獨立委員，對議會的事務有相當認識。

廖先生畢業於香港大學，獲頒榮譽法律學士，其後取得香港大學法律專業證書，一九九三年獲認許為香港執業律師。二零零八年取得美國西北大學凱洛格管理學院與香港科技大學商學院聯合頒發的工商管理碩士。

廖先生熱心服務社會，擔任的公職包括：發展局上訴審裁團(建築物)主席、稅務上訴委員會委員、市場失當行為審裁處成員、律師紀律審裁團委員、中小型企業聯合會義務法律顧問、香港青年創業家總商會法律顧問等。他也曾任消費品安全上訴委員團副主席。

Mr Alex Liu, Partner of Boase Cohen & Collins, began to serve on the TIC Board as an independent director on 1 November 2015. A member of the TIC Consumer Relations Committee between 2002 and 2014, and also an independent member on the Appeal Board panel from April 2014 to October 2015, he is rather familiar with the TIC's work.

Mr Liu received his Bachelor of Laws (Honours) and Postgraduate Certificate in Laws from the University of Hong Kong. He was admitted to practise as a solicitor in Hong Kong in 1993 and awarded a Master of Business Administration jointly by the Kellogg School of Management, Northwestern University and the School of Business and Management, The Hong Kong University of Science and Technology in 2008.

Enthusiastic about serving the public, Mr Liu holds a number of public offices. He is Chairman of the Appeal Tribunal Panel (Buildings) under the Development Bureau; a member of the Board of Review (Inland Revenue Ordinance), the Market Misconduct Tribunal (Securities and Futures Ordinance), and the Solicitors Disciplinary Tribunal; Honorary Legal Adviser of the Hong Kong Small and Medium Enterprises Association; and Legal Adviser of the Hong Kong General Chamber of Youth Entrepreneurs. He was also Deputy Chairman of the Consumer Goods Safety Appeal Board Panel.

會員週年大會 Annual General Meeting

第二十八屆會員週年大會已於二零一五年十一月二十四日假座香港洲際酒店宴會廳舉行，共有七百七十一家會員出席，其中七百四十三家為基本會員，二十八家為普通會員，創出歷年新高。今年理事選舉共有七名候選人競逐四個理事席位，結果許書漢先生、梁志群先生、鄧雯蕙女士、黃進達先生當選。



The 28th Annual General Meeting of the TIC was held on 24 November 2015 at the InterContinental Hong Kong with a record attendance of 771 members, of which 743 were Ordinary Members and 28 were Affiliate Members. There were seven candidates competing for four seats on the Board, and

Mr Lester Hui, Mr Andrew Leung, Ms Tang Man Wai and Mr Jason Wong were elected.

議會的女性理事 Women directors of the TIC

議會於一九八八年成為自律監管機構，現時有二十九名理事，當中雖然只有四名女性，但早在一九九零年代初理事會就已有女性參與。首名女性理事是徐燕女士，於一九九一年三月以屬會代表身份加入理事會；徐王美倫女士則是首名會員選舉產生的女性理事，於一九九二年當選。

The TIC, which became a self-regulatory body in 1988, currently has 29 directors on its Board. Although only four of them are female, women's participation in the Board dates back to the early 1990s. The first woman director is Ms Angela Hsu-Vogt, who was appointed in March 1991 in the capacity of an Association Member representative; and the first member-elected woman director is Mrs Gianna Hsu, who was elected in 1992.

黃進達先生當選議會主席 Mr Jason Wong elected TIC Chairman

議會理事會於二零一五年十二月八日舉行的會議上，選出黃進達先生為新一屆主席，任期為三年，直至二零一八年。上屆主席胡兆英先生過去六年為議會事務盡心盡力，貢獻良多，議會謹此致以衷心謝意。

Mr Jason Wong was elected as the new Chairman of the TIC Board at a meeting held on 8 December 2015 for a term of three years until 2018. The TIC is indebted to the Immediate Past Chairman Mr Michael Wu for his dedication and contribution to the TIC in the past six years.

佛山考察團 Delegation to Foshan, Guangdong

議會接受廣東省旅遊局邀請，繼今年九月的中山考察團後，再於十月三十日至十一月二日組團參加在佛山舉行的「2015廣東國際旅遊文化節」。團員一行約六十人，出席了「廣東國際旅遊文化節」開幕禮及旅遊招商推介會，此外還遊覽了多個景點，包括嶺南新天地、佛山祖廟博物館、長鹿旅遊休博園、黃飛鴻獅藝武術館、南風古灶等。



Following last September's inspection tour to Zhongshan, Guangdong province, the TIC sent another delegation to Foshan, Guangdong to attend the Guangdong International Tourism and Culture Festival 2015 on 30 October at the invitation of the Tourism Administration of Guangdong Province. Some 60 members joined the four-day trip, during which they attended the Festival's opening ceremony and a travel promotion seminar, and also toured around various attractions, including a cultural village, an ancestral temple, a holiday manor, a lion dance martial arts museum and an ancient kiln.

第二次旅行社招聘日 Second Recruitment Day for Travel Agents

議會於九月十九日在尖沙嘴街坊福利會舉行今年第二次「旅行社招聘日」，以協助會員找尋合適的員工。有二十一家會員在會場設置攤位，為求職者面試；其中十一家會員聘請了員工。

The TIC's second Recruitment Day for Travel Agents of this year was held on 19 September at the Tsimshatsui District Kaifong Welfare Association in a bid to help members recruit suitable staff. A total of 21 members set up their booths to interview potential employees, and 11 of them recruited staff members.

修訂購物退款保障計劃(第225號指引) Refund Protection Scheme revised (Directive No. 225)

理事會在二零一五年十一月十日的會議上，決定修訂購物退款保障計劃。主要修訂是規定登記店舖須承諾以下各項：

1. 在營業範圍內出售、存放或管有任何貨品的情況不會違反香港法例；
2. 不會作出任何違反《商品說明條例》或其他香港法例的作為或不作為；
3. 店舖的負責人、註冊地址、公司名稱、聯絡電

The Board accepted the amendments to the Refund Protection Scheme at a meeting on 10 November 2015, the major ones of which include requiring registered shops to undertake:

1. not to sell, store or possess on their business premises any goods in circumstances which contravene the laws of Hong Kong;
2. not to commit on their business premises any acts or omissions which contravene the Trade Descriptions Ordinance or other laws of Hong Kong;
3. to notify the TIC in writing of any change to their authorised per-

話或營業時間若有任何更改，新資料必須於接待旅客七天前以書面通知議會；

4. 收到符合退款規定的貨品時，除非即時以現金全數退款，否則必須以書面向旅客或其代表發出認收退貨憑單；以及
5. 收到議會的信件後，必須於限期前以書面回覆議會關於旅客的查詢、投訴或其他購物退款保障計劃的問題。

此指引取代第一百八十四號指引，由二零一六年一月一日起生效。

sons, registered addresses, company names, contact telephone numbers or business hours seven days before receiving visitors;

4. to issue visitors or their representatives with a written acknowledgement of receipt of sold items after receipt of sold items eligible for a refund unless a full refund is made in cash immediately; and
5. to respond in writing before the deadline to visitors' enquiries, complaints or questions concerning the Refund Protection Scheme after receipt of a letter from the TIC.

This Directive supersedes Directive No. 184 and takes effect from 1 January 2016.

延長春節取消旅行團的通知期(第226號指引) Lunar New Year tours need more time to cancel (Directive No. 226)

理事會在二零一五年十二月八日的會議上，決定延長農曆新年期間取消旅行團的通知期如下：

1. 會員如取消非廣東省的旅行團，而該團的出發日期在二零一六年二月六日至十日(農曆年廿八至年初三)期間(首尾兩天包括在內)，則必須於出發前最少十四天(出發當天及通知日不包括在內)通知顧客。
2. 會員如取消廣東省內的旅行團，而該團的出發日期在第1段所述期間，則必須於出發前最少五天(出發當天及通知日不包括在內)通知顧客。

At its 8 December 2015 meeting, the Board decided to extend the notification period for cancelling package tours during the Chinese New Year as follows:

1. If members cancel non-Guangdong tours which commence during 6-10 February 2016 (both days inclusive), they must notify their customers of the cancellation at least 14 days in advance excluding the departure and notification dates.
2. If members cancel Guangdong tours which commence during the period mentioned in paragraph 1, they must notify their customers of the cancellation at least five days in advance excluding the departure and notification dates.

抽查與內地組團社簽署的合同(第227號指引) Random checks on contracts signed with mainland tour operators (Directive No. 227)

為防止內地入境團由內地不合資格的旅行社組辦，同時為免組團旅行社以低於接待成本的價格招攬旅行團，理事會在二零一五年十二月八日的會議上決定修訂第二百零二號指引。議會將不時抽查會員與內地組團社簽署的合同，會員如收到議會發信要求提交有關合同，必須於兩個工作天內提交。

此指引取代第二百零二號指引，適用於二零一六年一月一日或該日之後抵港的內地旅行團。

In order to prevent mainland inbound tours from being organised by unauthorised mainland travel agencies and to avoid mainland China's tour operators organising such tours at below-cost prices, the Board decided at its 8 December 2015 meeting to amend Directive No. 202. The TIC will randomly select and check the contracts signed between members and mainland tour operators from time to time. Members must submit to the TIC the contracts within two working days counting from the date of the letter sent to them by the TIC requesting them to do so.

This Directive supersedes Directive No. 202 and applies to mainland tours which arrive in Hong Kong on or after 1 January 2016.