



新任業界理事蔡百泰先生^{MH} New trade director Mr Choi Pat Tai ^{MH}

蔡百泰先生是百勝旅運有限公司董事長、香港日本人旅客手配業社協會永遠榮譽會長，由二零一三年十一月二十日起，出任理事會的香港日本人旅客手配業社協會代表。

蔡先生曾於一九九三至二零零六年間擔任議會議事，一直積極參與議會事務，曾出任來港旅遊委員會、訓練委員會、培訓導遊專責小組的召集人；前國際關係委員會副召集人；以及購物事宜委員會、消費者關係委員會、來港旅遊委員會、會籍委員會、公共關係委員會、前導遊審核委員會的委員。

蔡先生表示，承蒙同業信任，再次代表日本手配會出任議會議事，倍感親切。他定當不負所託，以香港的利益和聲譽為前提，保障消費者權益，竭力為業界爭取利益，促進旅遊業長遠發展。他祈望理事會同仁不吝指教，大家合作無間。

Mr Choi Pat Tai is President of Pak Shing Travel Company Limited and Honourable Chairman of the Hongkong Japanese Tour Operators Association (HJTOA). He joined the Board on 20 November 2013 as HJTOA representative.

A director of the TIC between 1993 and 2006, Mr Choi actively participated in the TIC's work in the period. He was Convenor of the Inbound Committee, the Training Committee and the Working Group on Training of Tour Guides; Deputy Convenor of the former International Relations Committee; and a member of the Committee on Shopping-related Practices, the Consumer Relations Committee, the Inbound Committee, the Membership Committee, the Public Relations Committee and the former Tourist Guide Deliberation Committee.

Mr Choi was grateful for the trust his fellow traders put in him, thus allowing him to serve again as HJTOA representative on the Board, to which he felt a sense of belonging. He would try his best to live up to traders' expectations. With Hong Kong's interests and reputation being the top priority, he would strive to protect consumers' rights, fight for the interests of the trade and promote long-term development of the industry. He expected sincere sharing of views and close cooperation with fellow directors.

新任業界理事江伯昌先生 New trade director Mr Peter Kong



江伯昌先生是東名假期有限公司董事總經理，香港外遊旅行團代理商協會主席，由二零一三年九月十八日起成為議會議事會的外遊會代表。他曾

於二零零八年至二零一零年期間擔任理事，本年度為出外旅遊委員會召集人。

江先生表示，旅遊業監管局將於兩年後成立，這段過渡期非常重要，議會須與政府緊密合作，以確保監管工作順利交接。他認為旅監局按法律監管旅遊業，未必能顧及業界的情況，議會應居中協調，多反映業界意見，使監管措施更加完善。他慶幸能重返理事會，為旅遊業改革出一分力。

江先生說外遊市場發展多年，已十分成熟，但市場不住變化，經營模式已有轉變，業者也要不斷進步。他希望協助業界發掘更多商機，例如開拓郵輪旅遊市場等，使旅行社的業務更多元化。

Mr Peter Kong, Managing Director of Orient Holiday Limited and Chairman of the Hong Kong Outbound Tour Operators' Association (OTOA), became a member of the Board as OTOA representative from 18 September 2013. He was a TIC director from 2008 to 2010 and is currently Convenor of the Outbound Committee.

With the Travel Industry Authority (TIA) to be set up in two years' time, Mr Kong considered that the current transition period was very important, and that the TIC should work closely with the Government to ensure a smooth handover of regulatory power. He remarked that since regulation by the TIA would be dictated by the law, with less consideration given to the industry's situation, the TIC should play a mediating role in raising traders' concerns with the TIA so as to improve the regulatory measures. He was glad to rejoin the Board and be able to contribute his effort to reforming the tourism sector.

Mr Kong believed that even though the outbound travel market was very mature after years of development, traders needed to upgrade themselves continuously because the market kept changing, bringing about changes to their mode of operation. He hoped to help traders explore more business opportunities, such as developing cruise travel business, with a view to diversifying their business.

會員週年大會 Annual General Meeting



▲ 今年週年大會首次移師將軍澳舉行。
This year's AGM was held in Tseung Kwan O for the first time.

議會第二十六屆會員週年大會已於二零一三年十一月十九日假座香港九龍東皇冠假日酒店宴會廳召開。今年會員大會首次在將軍澳舉行，會場並且首次有部份地區劃為「禁止宣傳區」。

出席大會的會員超過五百八十人。會上舉行了理事選舉，共有五名候選人競逐四個席位，結果陳寶華先生、梁天龍先生、黃進達先生、梁耀霖先生當選。

▼ 四名新當選理事(左至右)：陳寶華先生、黃進達先生、梁天龍先生、梁耀霖先生。

Four newly-elected directors (from left to right): Mr Stephen Chan, Mr Jason Wong, Mr David Leung and Mr Paul Leung.



The 26th Annual General Meeting (AGM) of the TIC was held on 19 November 2013 at the Crowne Plaza Hong Kong Kowloon East hotel. This year's AGM was held in Tseung Kwan O for the first time, and part of the venue was also designated a "Campaign-free Zone" for the first time.

Upwards of 580 members attended the AGM, at which the Directors' election was held. There were five candidates competing for four seats on the Board, and Mr Stephen Chan, Mr David Leung, Mr Jason Wong and Mr Paul Leung were elected.

內地學歷須申請認證 Mainland qualifications require verification

偽造內地學歷，藉以報讀議會課程的個案近年有上升趨勢。有鑒於此，由二零一三年九月起，凡以內地學歷證書報讀議會課程的人士，一律要先向中國教育部學位與研究生教育發展中心申請認證。議會在收到該中心發出的認證報告後，才會接受他們報名。

As a growing number of people have used forged mainland academic qualifications to apply for TIC-organised courses in recent years, it was decided that starting from September 2013, holders of mainland China's academic certificates who intend to enrol on the TIC's courses are required to apply to the China Academic Degrees and Graduate Education Development Center under the Ministry of Education for verification of their qualifications. Enrolment will be accepted only after the TIC has received the verification reports issued by the Center.

無證導遊冒名頂替被判欺詐罪成 Bogus tourist guide convicted of fraud

二零一零年五月，一名內地旅客與導遊爭執後心臟病發身亡。該導遊其後被揭發並沒有領取議會導遊證，卻多次冒充一名持證導遊接待內地入境團。她最終被警方拘捕，控以一項欺詐罪，並於二零一三年九月被法院裁定罪名成立，判處入獄兩星期並罰款港幣一萬二千元。

In May 2010, a mainland tourist died of a heart attack after quarrelling with a tourist guide, who was later found to be a non-Tourist Guide Pass holder and to have been posed as another Pass holder to receive inbound tour groups from the mainland for a number of times. The guide was finally arrested, charged with one count of fraud, and found guilty in September 2013. She was given a two-week prison sentence and fined HK\$12,000.

亞太區地質旅遊研討會 Asia Pacific Geotourism Conference

亞太區地質旅遊研討會於二零一三年十一月三十日在香港會議展覽中心舉行，與會者來自亞太區及歐洲，約有三百二十人。

研討會由香港地貌岩石保育協會、中國香港世界地質公園、中國地質學會旅遊地學及地質公園研究分會主辦，支持機構包括旅遊事務署、香港旅遊發展局、議會等。

研討會旨在介紹地質旅遊經驗，探討地質旅遊的挑戰及發展機會，以及把香港拓展成區內推動地質旅遊和地質公園的樞紐。會上十多名本地及海外講者先後發言，內容涵蓋地質公園及地質旅遊的概念，以及各國推廣地質旅遊時遇到的困難。



▲ 亞太區地質旅遊研討會今年十一月底在香港舉行。
The Asia Pacific Geotourism Conference was held in Hong Kong in late November this year.

The Asia Pacific Geotourism Conference 2013 was held on 30 November 2013 at the Hong Kong Convention and Exhibition Centre, drawing around 320 participants from the Asia Pacific region and Europe. The

Conference was organised by the Association for Geoconservation, Hong Kong, the Hong Kong Global Geopark of China, and the Committee of Tourism Earthscience and Geopark of Geological Society of China, with supporting organisations such as the Tourism Commission, the Hong Kong Tourism Board and the TIC.

The objectives of the Conference were to share geotourism experience, explore the challenges and opportunities of geotourism, and pioneer Hong Kong as a regional hub of promoting geotourism and geoparks. More than 10 local and overseas speakers gave talks on the concepts of geoparks and geotourism, and the problems of promoting geotourism in different countries.

旅行社及消費者務須提防中間人 Agents and consumers warned to beware of middlemen

議會最近得悉，有旅行社及消費者被中間人詐欺。在一宗個案中，旅行社發出了機票給中間人，但付款的支票卻未能兌現，而那人已把機票轉售。在其他個案中，消費者把錢交給中間人代訂機票，但最終卻沒收到旅行社發出的機票。議會提醒會員及消費者，接受支票付款或委託中間人代購旅遊服務有一定風險，務須審慎。

Several cases have recently come to the TIC's attention where a travel agent and some consumers were defrauded by middlemen. In one of the cases, a travel agent, after issuing an air ticket to a middleman, could not cash the cheque for the payment of the air ticket, which was already resold. In other cases, some consumers gave their money to middlemen to buy air tickets for them, but failed to receive the tickets issued by the travel agent. The TIC would like to remind members and consumers to be cautious when accepting cheques or buying travel services via middlemen, which involves a certain degree of risk.

只與持牌供應者交易(第214號指引) To deal with licensed suppliers only (Directive No. 214)

為加強保障消費者和會員的利益，理事會在二零一三年十月八日的會議上，決定修訂第一百零七號指引，規定會員為出入境旅客安排的旅遊產品或服務，必須由持牌或合法註冊的供應者提供。此指引取代第一百零七號指引，即時生效。

In a bid to enhance protection for consumers and members, the Board decided to revise Directive No. 107 and require that travel products or services arranged by members for outbound travellers and inbound visitors be provided by licensed or legally registered suppliers.

This Directive supersedes Directive No. 107, and takes immediate effect.

提高旅行團服務費(第215號指引) Increase in package tour service charge (Directive No. 215)

理事會在二零一三年十月八日的會議上，決定提高外遊團的旅行團服務費上限。

服務費只可分給領隊、當地導遊、旅遊車司機、旅行社相關人員，其中旅行社相關人員並不包括旅行社東主，但直接為旅行團員提供服務者除外。

詳情請參閱第二百一十五號指引及通告C1463。此指引取代第二百一十號指引，新修訂的各路線分區服務費上限如下表所示：

At its meeting on 8 October 2013, the Board decided to raise the upper limit of the package tour service charge for outbound tours.

The service charge can only be allotted to tour escorts, tourist guides, tour coach drivers and related personnel of travel agents. Related personnel of travel agents do not include owners of travel agents, except for those who have rendered service directly to tour participants.

For details, please see Directive No. 215 and Circular C1463. This Directive supersedes Directive No. 210, and the newly revised ceiling of the service charge for various destinations is listed in the table below:

區域 Zones	旅遊地點 Destinations	每人每天 服務費上限(港幣) Maximum daily service charge per person (HK\$)
1	新加坡、馬來西亞、泰國、越南、柬埔寨、緬甸、菲律賓、台灣、南韓、北朝鮮、印尼、汶萊及斯里蘭卡 Singapore, Malaysia, Thailand, Vietnam, Cambodia, Myanmar, Philippines, Taiwan, South Korea, North Korea, Indonesia, Brunei and Sri Lanka	100
2	日本、印度、尼泊爾及外蒙古 Japan, India, Nepal and Outer Mongolia	120
3	馬爾代夫、關島、塞班島及帛琉 Maldives, Guam, Saipan and Palau	90
4	廣東省及澳門 Guangdong province and Macau	60
5	中國(除廣東省及澳門外) China (except Guangdong province and Macau)	80
6	歐洲、北美洲、澳洲、紐西蘭、非洲、中東、地中海、俄羅斯及中亞細亞 Europe, North America, Australia, New Zealand, Africa, Middle East, Mediterranean Sea, Russia and Central Asia	140
7	中南美洲及南北極 Middle and South America, Antarctica and Arctic	160

延長春節取消旅行團的通知期(第216號指引) Lunar New Year tours need more time to cancel (Directive No. 216)

理事會在二零一三年十一月十二日的會議上，決定延長農曆新年期間取消旅行團的通知期如下：

- 會員如取消非廣東省的旅行團，而該團的出發日期在二零一四年一月三十日至二月三日(農曆年三十至年初四)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。
- 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。

詳情請參閱第二百一十六號指引。

At its 12 November 2013 meeting, the Board decided to extend the notification period for cancelling package tours during the Chinese New Year as follows:

- If members cancel non-Guangdong tours which commence during the period from 30 January to 3 February 2014 (both days inclusive), they must notify their customers of the cancellation at least 14 days in advance excluding the departure and notification dates.
- If members cancel Guangdong tours which commence during the period mentioned in paragraph 1, they must notify their customers of the cancellation at least 5 days in advance excluding the departure and notification dates.

For details, please see Directive No. 216.