

### 新任業界理事梁耀霖先生 New Trade Director Mr Paul Leung



梁耀霖先生是香港旅行社協會主席，本年度以旅行社協會代表身份加入理事會，並擔任議會來港旅遊委員會召集人，以及規條委員會、管治委員會、導遊及領隊審核委員會的委員。

梁先生表示，東南亞旅遊市場的競爭十分激烈，特別是新加坡的賭場和環球影城今年相繼開幕，會對香港構成相當威脅。他指出，內地旅客現在佔整體旅客中的極大比重，香港旅遊發展局應加強海外市場的推廣，令入境業的客源更多元化。

梁先生指出，有些會員覺得議會訂立政策時閉門造車，對旅行社懲罰多、幫助少。議會是旅行社商會，有責任去瞭解會員旅行社的真正需要，為業界創造良好的營商環境。他希望議會在新主席的領導下變得更加開放，使議會在會員心目中的形象得以提升，並增加會員對議會的認同感。

Mr Paul Leung, Chairman of the Hong Kong Association of Travel Agents (HATA), joined the TIC Board as HATA representative for the current year. He is Convenor of the TIC's Inbound Committee, and a member of the Compliance Committee, the Governance Committee and the Tourist Guide and Tour Escort Deliberation Committee.

Mr Leung remarked that Hong Kong's tourism faced fierce competition in Southeast Asia, in particular from Singapore with a casino and a theme park Universal Studios opening this year. He pointed out that mainland China now being a dominant source market for inbound tourism, the Hong Kong Tourism Board should step up overseas promotions to attract visitors from a wider range of source markets.

Mr Leung pointed out that some members were of the view that the TIC had scant regard for their situations when formulating policies, and often punished them but rarely helped them. It was the responsibility of the TIC, a trade association, to understand members' real needs and create a good business environment for the trade. He hoped that the TIC would become more open under the leadership of the new Chairman, thus improving its image in the eyes of members and winning more recognition from them.

### 新任獨立理事廖長江先生 New Independent Director Mr Martin Liao JP



廖長江先生是執業大律師，二零零九年十二月三十日獲政府委任為議會獨立理事，任期兩年。他現任議會規條委員會、處理理事選舉投訴委員會的委員。

廖先生於英國倫敦大學學院畢業，獲頒榮譽經濟學士及法學碩士，在英國期間考取英格蘭及威爾斯執業大律師資格。一九八五年獲香港大律師執業資格，並於一九九二年取得新加坡訟務及事務律師執業資格。

在公職方面，廖先生曾擔任香港大律師公會執委、區域法院暫委法官等；現在擔任香港學術及職業資歷評審局大會副主席、香港大學校董會成員、大律師紀律審裁團成員等。他於二零零八年獲選為第十一屆全國港區人大代表，並獲委任為政協第十一屆上海市委員會委員。

Mr Martin Liao is a practising barrister. The Government appointed him as an Independent Director on the TIC Board on 30 December 2009 for a term of two years. Currently, he serves on the Compliance Committee and the Directors' Election Complaint Committee.

Mr Liao received his bachelor's honours degree in economics and master's degree in laws from the University College London, and qualified as a barrister in England and Wales. He was admitted as a barrister in Hong Kong in 1985 and qualified as an advocate and solicitor in Singapore in 1992.

As to public service, Mr Liao was a Council Member of the Hong Kong Bar Association, a Deputy District Judge, etc. At present, he is Vice-chairman of the Council of the Hong Kong Council for Accreditation of Academic and Vocational Qualifications, and a member of the Hong Kong University Council and the Barristers Disciplinary Tribunal Panel. In 2008, he was elected as a Hong Kong deputy to the 11th National People's Congress and also appointed as a member of the 11th Shanghai Municipal Committee of the Chinese People's Political Consultative Conference.

## 新任獨立理事馬逢國先生 New Independent Director Mr Ma Fung Kwok SBS, JP



馬逢國先生是香港藝術發展局主席，二零零九年十二月三十日獲政府委任為議會獨立理事，任期兩年。他於本年度擔任議會規條委員會、修章委員會的委員。

馬先生是資深電影製作人及發行人，社會服務經驗十分豐富。他曾任香港演藝學院校董會副主席、文化委員會委員、地產代理監管局成員、香港電影發展基金審核委員會委員。他現任西九文化區管理局董事局成員、表演藝術資助委員會委員。

一九九七至二零零四年期間，馬先生曾先後擔任臨時立法會與第一、二屆立法會的議員。他是第十一屆港區人大代表、新世紀論壇召集人，也是香港影業協會創會會員、香港電視專業人員協會榮譽主席。

Mr Ma Fung Kwok, Chairman of the Hong Kong Arts Development Council, became a government-appointed Independent Director on 30 December 2009 for a term of two years. He serves on the TIC's Compliance and Constitution/By-law Committees for the current year.

Mr Ma is a veteran film producer and distributor with extensive experience in community service. He was Deputy Chairman of the Council of The Hong Kong Academy for Performing Arts, and a member of the Culture and Heritage Commission, the Estate Agent Authority and the Projects Vetting Committee of the Film Development Fund. He now serves on the Board of the West Kowloon Cultural District Authority and the Funding Committee for the Performing Arts.

During 1997 to 2004, Mr Ma was a member of the Provisional Legislative Council and the Legislative Council. He is a Hong Kong deputy to the 11th National People's Congress, Convenor of the New Century Forum, a founding member of the Hong Kong, Kowloon and New Territories Motion Picture Industry Association, and Honorary Chairman of the Hong Kong Televisioners Association.

## 連任業界理事譚光舜先生 Re-elected Trade Director Mr Tommy Tam



譚光舜先生去年在會員週年大會上連任理事，現任議會名譽司庫，票務委員會召集人，以及修章、管治、策劃與發展、人事及財務委員會的委員。

譚先生擔任理事超過八年，看到議會多年來的轉變，例如由二零零二年起監管入境旅行社；獨立理事的人數大增；會員有更多機會參與委員會的工作。他認為議會要兼顧業界和公眾的利益，角色矛盾，以致有些會員覺得議會只會懲罰它們，也令議會辦事處在執行監管工作時感到吃力。議會應否改變定位，是急切要探討的問題。

對於集體專業責任保險計劃未能落實，譚先生感到十分遺憾。另外，航空公司紛紛削減旅行社佣金，雖則議會可做的事並不多，但只要會員齊心，定可找出新路向。入境業方面，他認為應該增加新景點、酒店房間及會展獎勵旅遊設施。希望政府、議會和會員加強合作，使旅遊業繼續蓬勃發展。

Mr Tommy Tam was re-elected to the TIC Board at last year's Annual General Meeting. He is now the TIC's Honorary Treasurer and Convenor of the Ticketing Committee. He also serves on the Constitution/By-law, Governance, Planning and Development, and Staff and Finance Committees.

Having been a TIC director for over eight years, Mr Tam had witnessed over the years many changes of the TIC, which, for instance, began to regulate inbound travel agents in 2002, substantially increased the number of its independent directors and allowed more member participation in its committee work. He considered conflicting the TIC's role to balance the interests of the trade and the public, with the result that some members thought that the TIC was bent on punishing them and the Executive Office struggled to carry out its regulatory duties. The TIC urgently needed to reflect on whether its role should be changed.

Mr Tam regretted that the collective professional liability insurance scheme failed to materialise. As to the repeated commission cuts by the airlines, though there was not much the TIC could do, he believed that members could find a way out as long as they pulled together. On the inbound industry, he suggested that more attractions, hotels and MICE facilities should be built. He hoped the Government, the TIC and members would work closer so that the industry could grow continuously.

### 新任業界理事黃進達先生 New Trade Director Mr Jason Wong



黃進達先生是康泰旅行社有限公司的董事，於二零零九年當選為理事，現任議會公共關係委員會的副召集人，以及會籍委員會、策劃與發展委員會、訓練委員會的委員。

黃先生表示，投身旅遊業已好幾年，希望親身參與議會的事務，加上有感於理事會需要年輕的新血加入，所以決定參選。成為理事後，他希望為行業的發展盡一分力，培育更多新力軍。他並且呼籲年輕的同業多參與議會的工作，把新思維帶進議會。

黃先生認為，旅遊業今天發展成熟，有賴議會多年來的努力。不過，社會不斷變化，議會也需要因應時勢而轉變。近年來業界要面對不少困難，例如成本上漲、競爭激烈、與航空公司的合作關係有所轉變等等，議會都必須正視。他期望議會繼續致力為行業增值，以推動

旅遊業進一步發展。

Mr Jason Wong is Director of Hong Thai Travel Services Limited. He was elected to the TIC Board in 2009, and currently serves on the Public Relations Committee as Deputy Convenor and the Membership, Planning and Development, and Training Committees as a member.

According to Mr Wong, he decided to stand for election because he wanted to play a direct part in the TIC's work after entering the industry for several years, and believed that the Board needed to have more young members. Now that he was elected, he hoped to contribute himself to the development of the trade and to train more new blood. He also called on young traders to bring new ideas to the TIC by taking part in its work more actively.

Mr Wong commented that the industry was so well established today because of the TIC's efforts over all these years. However, as society kept changing, the TIC should move with the times, and pay close attention to the various difficulties facing traders in recent years, such as rising costs, fierce competition and changes in the airline-agent relationship. He hoped the TIC would continue to add value to the trade so as to further promote industry development.

### 連任業界理事葉慶寧先生 Re-elected Trade Director Mr Freddie Yip



葉慶寧先生現職金怡旅行社有限公司及金彩假期有限公司董事長，他表示再次參選是希望藉著過往在議會多年的工作經驗，繼續為業界服務。葉先生對這次連任感受良多，既感謝支持者不離不棄，也覺得業者之間的矛盾和分歧頗大，要團結一致爭取權益實在談何容易。然而，業界總要有不同的聲音，透過議會向政府有關部門反映。

葉先生認為，立法會經濟發展事務委員會要求政府對議會做一次徹底檢討，這反映了部份業界內外人士和立法會議員對議會的態度：為何業外理事在短短幾年間由四人增至十二人？究竟在理事會內人數佔四成以上的業外理事，對業界運作所帶來的影響是好是壞？這有待時間去驗證。

葉先生承諾會盡力平衡所有理事的意見，在保障消費者權益的同時也顧及業界生存的空間，儘量減少誤會，增加互信和支持，讓同業有更好的發展空間。

Mr Freddy Yip is Managing Director of Goldjoy Travel Limited and Gold Choice Holidays Limited. He stood for election again because he wished to continue to serve the industry with his rich experience on the Board. Mr Yip had mixed feelings over his re-election. While he was grateful for members' unstinting support, he was concerned about the big divide in views among traders, which made united efforts for the trade's interests a difficult task. Nevertheless, it was a good thing to have various kinds of views, which were brought up with the Government by the TIC.

In Mr Yip's view, the request of the Legislative Council's Panel on Economic Development for the Government to conduct a thorough review on the TIC reflected the attitude of some traders, non-traders and legislative councillors towards the TIC: why was the number of non-trade directors raised from four to 12 within just a few years? Was it good or bad for the trade to have over 40% of non-trade directors on the Board? Only time would tell.

Mr Yip pledged to balance the views of all directors so as to protect the interests of consumers and to ensure the survival of the industry. He would also try his best to minimise misunderstandings and build up trust and support among traders, so that the industry could have more room for further development.

## 連任業界理事姚思榮先生 Re-elected Trade Director Mr Yiu Si Wing



姚思榮先生是香港中國旅行社有限公司董事副總經理、香港中旅港澳遊管理有限公司的董事，於二零零七年當選議會理事，二零零九年連任，現任議會副主席，出外旅遊委員會副召集人，以及修章委員會、管治委員會、策劃與發展委員會、人事及財務委員會的委員。

姚先生表示這次參選使他瞭解到會員對旅遊業和議會的看法，他會向理事會反映這些意見，務求改善營商環境及議會的工作。此外，他希望藉著自己對內地情況的認識和業務關係，促進香港和內地旅遊業界的溝通和合作，增進本地旅行社對內地市場的瞭解。

談到新加坡今年推出多個新景點，姚先生認為對入境業的威脅不大，因為香港的優勢是中西文化薈萃，近年更積極推廣節慶、購物、美食等特色旅遊活動，這方面新加坡有所不及。相反，那些新景點會吸引不少香港人遊覽，為外遊業帶來了大好機遇。

Mr Yiu Si Wing is Director and Deputy General Manager of China Travel Service (Hong Kong) Limited and Director of China Travel (HK & Macau Tour) Management Hong Kong Limited. He was first elected to the TIC Board in 2007 and was re-elected in 2009. He is currently TIC Deputy Chairman, Deputy Convenor of the Outbound Committee, and a member of the Constitution/By-law Committee, the Governance Committee, the Planning and Development Committee and the Staff and Finance Committee.

Mr Yiu's election campaign allowed him to have a good grasp of members' views about the industry and the TIC. He would bring up those views with the Board so as to improve the business environment and the work of the TIC. In addition, he hoped that his knowledge about the mainland market and business connections could promote communication and cooperation between the Hong Kong and mainland tourism industries, and help local traders know more about the mainland market.

Talking about the new attractions unveiled in Singapore this year, Mr Yiu did not regard them as a threat since Hong Kong offered a culture that drew the best from the East and West, and unique festival, shopping and gourmet tours aggressively promoted in recent years, which were unmatched by Singapore. On the contrary, the new attractions in Singapore would attract many travellers from Hong Kong, thus creating a great opportunity for the outbound travel industry.

## 二零零九至一零年度理事會 Board of Directors 2009/2010

主席：胡兆英先生<sup>MH</sup>  
 副主席：徐王美倫女士、姚思榮先生  
 名譽秘書：馬豪輝先生<sup># SBS, JP</sup>  
 名譽司庫：譚光舜先生  
 理事：陳黃穗女士<sup># BBS, JP</sup>、馮炳輝先生、  
 許書漢先生、解存金先生<sup>MH</sup>、甘博  
 文博士<sup>#</sup>、高永良先生、姜作工先  
 生、高育賢女士<sup># JP</sup>、江伯昌先生、  
 李金漢教授<sup>#</sup>、梁志群先生<sup>JP</sup>、梁富  
 華先生<sup># MH, JP</sup>、梁家駒先生<sup>#</sup>、梁耀  
 霖先生、李國英先生<sup># BBS, MH, JP</sup>、  
 廖長江先生<sup># JP</sup>、凌錦文先生、馬逢國  
 先生<sup># SBS, JP</sup>、薛迪生先生<sup>#</sup>、鄧桂國  
 先生<sup># BBS, JP</sup>、湯麟華先生、謝淦廷  
 先生、黃進達先生、葉慶寧先生

(<sup>#</sup>獨立理事)

Chairman: Mr Michael Wu<sup>MH</sup>  
 Deputy Chairmen: Mrs Gianna Hsu and Mr Yiu Si Wing  
 Honorary Secretary: Mr Ma Ho Fai<sup># SBS, JP</sup>  
 Honorary Treasurer: Mr Tommy Tam  
 Directors: Mrs Pamela Chan<sup># BBS, JP</sup>, Mr Michael Fung,  
 Mr Lester Hui, Mr C K Kai<sup>MH</sup>, Dr Kam Pok Man<sup>#</sup>,  
 Mr Joseph Kao, Mr Ginger Keung,  
 Ms Teresa Ko<sup># JP</sup>, Mr Peter Kong, Prof. Lee Kam Hon<sup>#</sup>,  
 Mr Andrew Leung<sup>JP</sup>, Mr Leung Fu Wah<sup># MH, JP</sup>,  
 Mr Johnny K K Leung<sup>#</sup>, Mr Paul Leung,  
 Mr Li Kwok Ying<sup># BBS, MH, JP</sup>, Mr Martin Liao<sup># JP</sup>,  
 Mr Ling Kam Man, Mr Ma Fung Kwok<sup># SBS, JP</sup>,  
 Mr Raymond Sit<sup>#</sup>, Mr Tang Kwai Nang<sup># BBS, JP</sup>,  
 Mr Warren Tong, Mr Ricky Tse, Mr Jason Wong and  
 Mr Freddy Yip

(<sup>#</sup>Independent Directors)

## 二零零九至一零年度上訴委員會、各委員會及小組委員會 Appeal Board, committees and sub-committees for 2009/2010

### 上訴委員會 Appeal Board

職責：處理對各紀律委員會、消費者關係委員會、會籍委員會、導遊及領隊審核委員會所作決定而提出的上訴

業界委員：理事會內的屬會代表和選舉產生理事

獨立委員：陳章明教授\* *BBS, JP*、陳棠先生\*、趙躍揚先生\*、許照中先生\* *JP*、郭琳廣先生\* *BBS, JP*、李鏗教授\* *JP*、李介明先生\*、馬慧霖女士\*、謝思明博士\*、黃張閻衛女士\*

Terms of reference: To hear appeals lodged against decisions of the disciplinary committees, the Consumer Relations Committee, the Membership Committee and the Tourist Guide and Tour Escort Deliberation Committee

Trade members: Association Member's representatives on the TIC Board and Elected Directors

Independent members: Prof. Alfred Chan\* *BBS, JP*, Mr Chan Tong\*, Mr Conrad Chiu\*, Mr Stephen Hui\* *JP*, Mr Larry Kwok\* *BBS, JP*, Prof. Lee Ngok\* *JP*, Mr Li Kai Ming\*, Ms Margaret W L Ma\*, Dr Tony Tse\* and Mrs Gloria Wong\*

### 購物事宜委員會 Committee on Shopping-related Practices

職責：處理登記店舖涉嫌違反承諾的個案

召集人：薛迪生先生\*

副召集人：湯麟華先生

委員：陳陸安先生、鄭津先生、張細恩先生\*、方保僑先生\*、馮炳輝先生、洪宏道先生\*、林雷穎嫻女士\*、羅祥國博士\*、戴卓賢先生\*、謝永齡博士\*、謝淦廷先生、葉慶寧先生、葉永新先生\*

當然委員：任向華先生\*

Terms of reference: To handle cases in which registered shops are suspected of breaching their pledges

Convenor: Mr Raymond Sit\*

Deputy Convenor: Mr Warren Tong

Members: Mr Simon Chan, Mr Cheng Chun, Mr S Y Cheung\*, Mr Francis Fong\*, Mr Michael Fung, Mr Anthony Hung\*, Mrs Daisy Lam\*, Dr Law Cheung Kwok\*, Mr Spencer Tai\*, Dr John Tse\*, Mr Ricky Tse, Mr Freddy Yip and Mr Eric Yueh\*

Ex-Officio Member: Mr Howard Yam\*

### 規條委員會 Compliance Committee

職責：處分違反議會規例的會員、領隊、導遊

召集人：梁家駒先生\*

副召集人：解存金先生 *MH*、馬豪輝先生\* *SBS, JP*

委員：朱樂生先生\*、馮炳輝先生、洪宏道先生\*、甘博文博士\*、高育賢女士\* *JP*、林乾禮先生\* *JP*、羅祥國博士\*、李金漢教授\*、梁富華先生\* *MH, JP*、梁耀霖先生、廖長江先生\* *JP*、馬達國先生\* *SBS, JP*、麥磊明博士\*、薛迪生先生\*、鄧桂能先生\* *BBS, JP*、湯麟華先生

小組成員：委員會所有委員、陳小冰女士、林賽玉女士(候補：許叔驥先生)、劉展強先生、柯浩榮先生、胡國華先生(候補：劉先美先生)、余莉華女士(候補：梁芳遠女士)

Terms of reference: To take disciplinary action against members, tour escorts and tourist guides for violating the TIC's regulations

Convenor: Mr Johnny K K Leung\*

Deputy Convenors: Mr C K Kai *MH* and Mr Ma Ho Fai\* *SBS, JP*

Members: Mr Antonio Chu\*, Mr Michael Fung, Mr Anthony Hung\*, Dr Kam Pok Man\*, Ms Teresa Ko\* *JP*, Mr Lam Kin Lai\* *JP*, Dr Law Cheung Kwok\*, Prof. Lee Kam Hon\*, Mr Leung Fu Wah\* *MH, JP*, Mr Paul Leung, Mr Martin Liao\* *JP*, Mr Ma Fung Kwok\* *SBS, JP*, Dr Barry Mak\*, Mr Raymond Sit\*, Mr Tang Kwai Nang\* *BBS, JP* and Mr Warren Tong

Panel members: All members of the Committee, Ms Joyce Chan, Ms Loretta Lam (Alternate: Mr Chris Hui), Mr Brandon Lau, Mr Danny Or, Mr Wu Kwok Wah (Alternate: Mr Lau Sin Mei) and Ms Ann Yu (Alternate: Ms Leung Fong Yuen)

### 修章委員會 Constitution/By-law Committee

職責：研究議會及各屬會的會章，並提出建議

Terms of reference: To study and make recommendations on the M&As of the TIC and its Association Members

召集人：高育賢女士\* JP  
 副召集人：梁志群先生 JP  
 委員：張珺于女士\*、朱樂生先生\*、何栢靈先生 JP、徐王美倫女士、洪宏道先生\*、李金漢教授\*、梁家駒先生\*、馬逢國先生\* SBS, JP、麥磊明博士\*、薛迪生先生\*、譚光舜先生、湯麟華先生、蔡大維先生\*、胡兆英先生 MH、姚思榮先生、袁家齊先生

Convenor: Ms Teresa Ko\* JP  
 Deputy Convenor: Mr Andrew Leung JP  
 Members: Ms Jasminia K Cheung\*, Mr Antonio Chu\*, Mr Ronnie Ho JP, Mrs Gianna Hsu, Mr Anthony Hung\*, Prof. Lee Kam Hon\*, Mr Johnny K K Leung\*, Mr Ma Fung Kwok\* SBS, JP, Dr Barry Mak\*, Mr Raymond Sit\*, Mr Tommy Tam, Mr Warren Tong, Mr David Tsoi\*, Mr Michael Wu MH, Mr Yiu Si Wing and Mr Ronnie Yuen

### 消費者關係委員會 Consumer Relations Committee

職責：協助處理消費者對旅行社的投訴  
 召集人：李國英先生\* BBS, MH, JP  
 副召集人：姜作工先生  
 委員：陳黃穗女士\* BBS, JP、周錦標先生、蔡得大先生、周耀民先生、周潔冰博士\* MH、鍾志勤先生、高錦祥先生\* BBS, MH、江宜菴女士\*、賴萬德先生\*、林翠蓮女士\*、林湃先生\*、李偉倫先生、凌錦文先生、廖健昇先生\*、吳文廣先生、潘建樹先生、蔡大維先生\*、溫艾狄女士\*、胡宇緯先生

Terms of reference: To assist in handling complaints filed by consumers against travel agents  
 Convenor: Mr Li Kwok Ying\* BBS, MH, JP  
 Deputy Convenor: Mr Ginger Keung  
 Members: Mrs Pamela Chan\* BBS, JP, Mr Chau Kam Piu, Mr Choi Tak Tai, Mr Armand Chow, Dr Jennifer Chow\* MH, Mr Teddy Chung, Mr Ko Kam Cheung\* BBS, MH, Ms Jenny Kong\*, Mr Joe Lai\*, Ms Alice Lam\*, Mr Nelson Lam\*, Mr Alan Lee, Mr Ling Kam Man, Mr Alex Liu\*, Mr George Ng, Mr Joseph Poon, Mr David Tsoi\*, Ms Alice Wan\* and Mr Simon Wo

### 處理理事選舉投訴委員會 Directors' Election Complaint Committee

職責：處理與議會理事選舉有關的投訴  
 召集人：甘博文博士\*  
 委員：梁家駒先生\*、廖長江先生\* JP、馬豪輝先生\* SBS, JP、薛迪生先生\*

Terms of reference: To handle complaints concerning TIC Directors' elections  
 Convenor: Dr Kam Pok Man\*  
 Members: Mr Johnny K K Leung\*, Mr Martin Liao\* JP, Mr Ma Ho Fai\* SBS, JP and Mr Raymond Sit\*

### 管治委員會 Governance Committee

職責：檢討議會的運作，並留意各方可能不時對議會所作的檢討  
 召集人：胡兆英先生 MH  
 委員：陳黃穗女士\* BBS, JP、徐王美倫女士、許書漢先生、解存金先生 MH、甘博文博士\*、高育賢女士\* JP、江伯昌先生、梁志群先生 JP、梁富華先生\* MH, JP、梁家駒先生\*、梁耀霖先生、李國英先生\* BBS, MH, JP、馬豪輝先生\* SBS, JP、薛迪生先生\*、譚光舜先生、鄧桂能先生\* BBS, JP、湯麟華先生、姚思榮先生  
 當然委員：蔡亮女士\*

Terms of reference: To review the operation of the TIC and to keep in view any review(s) of the TIC that may be conducted from time to time  
 Convenor: Mr Michael Wu MH  
 Members: Mrs Pamela Chan\* BBS, JP, Mrs Gianna Hsu, Mr Lester Hui, Mr C K Kai MH, Dr Kam Pok Man\*, Ms Teresa Ko\* JP, Mr Peter Kong, Mr Andrew Leung JP, Mr Leung Fu Wah\* MH, JP, Mr Johnny K K Leung\*, Mr Paul Leung, Mr Li Kwok Ying\* BBS, MH, JP, Mr Ma Ho Fai\* SBS, JP, Mr Raymond Sit\*, Mr Tommy Tam, Mr Tang Kwai Nang\* BBS, JP, Mr Warren Tong and Mr Yiu Si Wing  
 Ex-Officio Member: Mrs Laura Aron\*

### 來港旅遊委員會 Inbound Committee

職責：與政府部門聯絡，商議入境交通及來港團運作事宜  
 召集人：梁耀霖先生

Terms of reference: To liaise with government departments concerning inbound traffic and tour operation  
 Convenor: Mr Paul Leung

副召集人：許書漢先生  
 委員：張健明先生、張伯民先生、趙啟和先生、蔡百泰先生 *MH*、傅子剛先生\*、馮惠儀女士、何貴萍女士、計憲先生、郭志傑先生\*、林和忠先生、林乾禮先生\* *JP*、梁富華先生\* *MH, JP*、李彥霖先生、陸達明先生、陸桂花女士、戴毅傑先生、曾錫耀先生、黃振鴻先生\*、黃志偉先生、黃雅麗女士、王維永先生、葉子城先生  
 當然委員：任向華先生\*

Deputy Convenor: Mr Lester Hui  
 Members: Mr Ken Chang, Mr Aman Cheung, Mr Paul Chiu, Mr Choi Pat Tai *MH*, Mr Joseph Fu\*, Ms Joyce Fung, Ms Sulian Ho, Mr George Kai, Mr Patrick Kwok\*, Mr Herman Lam, Mr Lam Kin Lai\* *JP*, Mr Leung Fu Wah\* *MH, JP*, Mr Vincent Li, Mr David Luk, Ms Luk Kwai Fa, Mr Ronnie Tai, Mr Edmund Tsang, Mr Benjamin Wong\*, Mr David Wong, Ms Josephine Wong, Mr Wing Wong and Mr Steve Yip  
 Ex-Officio Member: Mr Howard Yam\*

### 內地來港旅行團事務委員會 Mainland China Inbound Tour Affairs Committee

職責：制訂措施以規管內地來港旅行團的經營方式  
 召集人：徐王美倫女士  
 委員：陳志光先生\* *JP*、周文偉先生、何鎮東先生、黃輝躍先生、解存金先生 *MH*、金晉弘先生、郭偉明先生、郭志傑先生\*、鄭國威先生\* *MH*、李金漢教授\*、羅啟邦先生、孫華女士、鄧桂能先生\* *BBS, JP*、吳巧凌女士  
 當然委員：梁家駒先生\*、任向華先生\*

Terms of reference: To formulate measures to regulate the operation of inbound tours from mainland China  
 Convenor: Mrs Gianna Hsu  
 Members: Mr William Chan\* *JP*, Mr Benny Chau, Mr Ho Chun Tung, Mr Huang Fei Yueh, Mr C K Kai *MH*, Mr Ken Kam, Mr Joseph Kwok, Mr Patrick Kwok\*, Mr Kwong Kwok Wai\* *MH*, Prof. Lee Kam Hon\*, Mr Lo Kai Pong, Ms Ada Sun, Mr Tang Kwai Nang\* *BBS, JP* and Ms Gloria Wu  
 Ex-Officio Members: Mr Johnny K K Leung\* and Mr Howard Yam\*

### 會籍委員會 Membership Committee

職責：審批與議會會籍有關的申請  
 召集人：湯麟華先生  
 委員：白嘉民先生(候補：梁偉強先生)、周陳文琬女士\*、甘博文博士\*、林洋鉅先生\*、李志雲先生\*、凌錦文先生(候補：張瑞芳先生)、麥磊明博士\*、麥業成先生\*、魏華克先生(候補：陳立志先生)、薛迪生先生\*、戴卓賢先生\*、曾志堅先生、謝滄廷先生(候補：雷禮忠先生)、黃進達先生(候補：馬慧玲女士)、王余先生(候補：施俊明先生)、余傑英先生(候補：馬培民先生)

Terms of reference: To consider and approve TIC membership applications  
 Convenor: Mr Warren Tong  
 Members: Mr Francis Bagaman (Alternate: Mr Gary Leung), Mrs Grace Chow\*, Dr Kam Pok Man\*, Mr Kenneth Lam\*, Mr Harry Lee\*, Mr Ling Kam Man (Alternate: Mr Cheung Sui Fong), Dr Barry Mak\*, Mr Johnny Mak\*, Mr Ngai Wah Hak (Alternate: Mr Chan Lup Chi), Mr Raymond Sit\*, Mr Spencer Tai\*, Mr Kenny Tsang, Mr Ricky Tse (Alternate: Mr Nelson Lui), Mr Jason Wong (Alternate: Ms Eliza Ma), Mr Simon Wong (Alternate: Mr Steve Sy) and Mr William Yu (Alternate: Mr Ma Pei Min)

### 出外旅遊委員會 Outbound Committee

職責：向理事會建議一切與外遊業有關的事務  
 召集人：江伯昌先生  
 副召集人：姚思榮先生  
 委員：陳錦全先生、陳淑芳女士、陳寶華先生、周錦標先生、張淑雯女士、張少昌先生、馮炳輝先生、關啟球先生、劉展強先生、劉美詩女士、

Terms of reference: To make recommendations to the Board on all matters relating to the outbound travel industry  
 Convenor: Mr Peter Kong  
 Deputy Convenor: Mr Yiu Si Wing  
 Members: Mr Denny Chan, Ms Jo Jo Chan, Mr Stephen Chan, Mr Chau Kam Piu, Ms Dannia Cheung, Mr Sedgewick Cheung, Mr Michael Fung, Mr Kwan Kai Kow, Mr Brandon Lau, Ms Susanna Lau, Mr Alex Lee, Mr William Leung, Mr Vincent Li,

李振庭先生、梁為濂先生、李彥霖先生、吳文廣先生、伍少玲女士、蘇子楊先生、胡宇緯先生、黃炳生先生、王志傑先生、黃智雄先生、袁振寧先生、翁怡輝先生、薛衛國先生

當然委員：任向華先生\*

Ex-Officio Member:

Mr George Ng, Ms Signoree Ng, Mr Johnny So, Mr Simon Wo, Mr Jackson Wong, Mr Raymond Wong, Mr Simon C H Wong, Mr C N Yuen, Mr Berry Yung and Mr Zee Wai Kwok  
Mr Howard Yam\*

## 策劃與發展委員會 Planning and Development Committee

職責：制訂行業發展的策略和藍圖

召集人：鄧桂能先生\* *BBS, JP*

委員：張鳳婷女士\*、何栢靈先生 *JP*、徐王美倫女士、黃岳永先生\*、高永良先生、姜作工先生、劉鎮漢先生\*、羅祥國博士\*、李金漢教授\*、梁志群先生 *JP*、李漢城先生\* *BBS, JP*、呂尚懷先生\*、吳祖獻先生\*、譚光舜先生、黃進達先生、胡兆英先生 *MH*、葉慶寧先生、姚思榮先生

當然委員：蔡亮女士\*

Terms of reference: To formulate strategies and plans for the development of the industry

Convenor: Mr Tang Kwai Nang\* *BBS, JP*

Members: Ms Chitty Cheung\*, Mr Ronnie Ho *JP*, Mrs Gianna Hsu, Mr Erwin Huang\*, Mr Joseph Kao, Mr Ginger Keung, Mr Anthony Lau\*, Dr Law Cheung Kwok\*, Prof. Lee Kam Hon\*, Mr Andrew Leung *JP*, Mr Michael Li\* *BBS, JP*, Mr James Lu\*, Mr Joe Ng\*, Mr Tommy Tam, Mr Jason Wong, Mr Michael Wu *MH*, Mr Freddy Yip and Mr Yiu Si Wing

Ex-Officio Member: Mrs Laura Aron\*

## 公共關係委員會 Public Relations Committee

職責：促進與各地旅遊機構的合作，加強會員和公眾對議會的認識

召集人：許書漢先生

副召集人：黃進達先生

委員：陳冠明先生、陳寶華先生、鄭玉玲女士、蔡瑩貞女士、周國良先生、郭杰慧女士、梁志新先生、李毅立先生、劉京平先生、盧輝華先生、盧萬雷先生、馬慧玲女士、馬煜文先生、吳熹安先生、吳權藝先生、湯錦成先生\*、湯君華先生、湯麟華先生、曾志堅先生、黃俊豪先生、邱永康先生、楊結強先生、葉德烈先生\*

Terms of reference: To promote cooperation with tourism organisations in various places, and to enhance members' and the public's understanding of the TIC

Convenor: Mr Lester Hui

Deputy Convenor: Mr Jason Wong

Members: Mr Jonathan Chan, Mr Stephen Chan, Ms Cheng Yuk Ling, Ms Gloria Choi, Mr Joey Chow, Ms Rita Kwok, Mr Norman Leung, Mr Leo Li, Mr Jeanpaul Liu, Mr Larry Lo, Mr Manuel Lo, Ms Eliza Ma, Mr Martin Ma, Mr Ng Hi On, Mr Roy Ng, Mr K S Tong\*, Mr Teddy Tong, Mr Warren Tong, Mr Kenny Tsang, Mr Tony Wong, Mr Isaac Yau, Mr Peter Yeung and Mr Patrick Yip\*

## 出版委員會 Publication Committee

職責：監督出版《議會季刊》

召集人：解存金先生 *MH*

委員：陳淑君女士、陳冠明先生、鄭玉玲女士、許書漢先生、姜作工先生、劉國翹先生\*、李汝大先生、李金漢教授\*、梁嘉妍女士、李毅立先生、李佩鑫先生、施俊明先生、譚國新先生、湯君華先生、曾錫耀先生、黃照康先生、余傑英先生

當然委員：胡兆英先生 *MH*

Terms of reference: To oversee the publication of *The Voice of TIC*

Convenor: Mr C K Kai *MH*

Members: Ms Janet Chan, Mr Jonathan Chan, Ms Cheng Yuk Ling, Mr Lester Hui, Mr Ginger Keung, Mr Benton Lau\*, Mr Desmond Lee, Prof. Lee Kam Hon\*, Ms Rosanna Leung, Mr Leo Li, Mr Li Pui Hum, Mr Steve Sy, Mr John Tam, Mr Teddy Tong, Mr Edmund Tsang, Mr Sunny Wong and Mr William Yu

Ex-Officio Member: Mr Michael Wu *MH*



### 人事及財務委員會 Staff and Finance Committee

職責： 審議、制訂財政預算，並制訂議會的人力資源政策

召集人： 甘博文博士\*

委員： 徐王美倫女士、梁家駒先生\*、馬豪輝先生\* *SBS, JP*、譚光舜先生、胡兆英先生 *MH*、姚思榮先生

Terms of reference: To prepare and review budgets, and to formulate human resources policy of the TIC

Convenor: Dr Kam Pok Man\*

Members: Mrs Gianna Hsu, Mr Johnny K K Leung\*, Mr Ma Ho Fai\* *SBS, JP*, Mr Tommy Tam, Mr Michael Wu *MH* and Mr Yiu Si Wing

### 票務委員會 Ticketing Committee

職責： 處理有關票務代理商運作的事宜

召集人： 譚光舜先生

委員： 陳建鵬先生、張少昌先生、張裕發先生、何麗美女士、韓慕貞女士、林柏樂先生、劉顯華先生、梁志群先生 *JP*、梁國興先生、梁偉強先生、梁為濂先生、廖東發先生、盧輝華先生、陸張佩麗女士、文龔慧玲女士、吳財喜先生、柯天德先生、沈朝生先生、蕭偉茵女士、黃子榮先生、黃雅麗女士、王涓濱先生、邱永康先生、袁友明先生

Terms of reference: To handle all matters in relation to the operation of ticketing agents

Convenor: Mr Tommy Tam

Members: Mr Daniel Chan, Mr Sedgewick Cheung, Mr Cheung Yu Fat, Ms Barbara Ho, Ms Pauline Hon, Mr Frankie Lam, Mr David Lau, Mr Andrew Leung *JP*, Mr Fred Leung, Mr Gary Leung, Mr William Leung, Mr Larry Liu, Mr Larry Lo, Mrs Angela Luk, Mrs Stella Man, Mr Ken Ng, Mr Oris Or, Mr Jason Shum, Ms Tara Siu, Mr Jonathan Wong, Ms Josephine Wong, Mr Martin Wong, Mr Isaac Yau and Mr Anderson Yuen

### 導遊及領隊審核委員會 Tourist Guide and Tour Escort Deliberation Committee

職責： 處理需要特別考慮的導遊證 / 領隊證申請或續證申請

召集人： 梁富華先生\* *MH, JP*

副召集人： 梁志群先生 *JP*

委員： 陳小冰女士、張昭于女士\*、周嫻英先生\*、奚鴻泉先生\*、鄺國威先生\* *MH*、林乾禮先生\* *JP*、林賽玉女士(候補：許叔驥先生)、林健雄先生\*、羅敏兒女士、李金漢教授\*、梁耀霖先生、麥磊明博士\*、柯浩榮先生、鄧桂能先生\* *BBS, JP*、曾世平先生(候補：盧懷明先生)、王鴻泰先生(候補：余莉華女士)、游迪威先生

Terms of reference: To consider Tourist Guide Pass / Tour Escort Pass applications or renewal applications that require special deliberation

Convenor: Mr Leung Fu Wah\* *MH, JP*

Deputy Convenor: Mr Andrew Leung *JP*

Members: Ms Joyce Chan, Ms Jasminia K Cheung\*, Mr Chow Kwok Ying\*, Mr Barry Kai\*, Mr Kwong Kwok Wai\* *MH*, Mr Lam Kin Lai\* *JP*, Ms Loretta Lam (Alternate: Mr Chris Hui), Mr Patrick Lam\*, Ms Lolanda Law, Prof. Lee Kam Hon\*, Mr Paul Leung, Dr Barry Mak\*, Mr Danny Or, Mr Tang Kwai Nang\* *BBS, JP*, Mr Tsang Sai Ping (Alternate: Mr Lo Wei Ming), Mr Sunny H T Wong (Alternate: Ms Ann Yu) and Mr Yau Tik Wai

### 訓練委員會 Training Committee

職責： 為旅行社職員舉辦各類培訓課程

召集人： 梁志群先生 *JP*

委員： 陳桂芬女士、陳錦全先生、陳京輝先生、張健明先生、鄭重慶先生\*、張昭于女士\*、戚寶儀女士\*、周東成先生、朱樂生先生\*、何麗美女士、何淑牽女士、韓慕貞女士、林惠玲女士、羅敏兒女士、李金漢教授\*、彭聘國先生、辛聰金先生、黃進達先生、王余先生、王維永先

Terms of reference: To organise training courses for agency staff

Convenor: Mr Andrew Leung *JP*

Members: Ms Brenda Chan, Mr Denny Chan, Mr Roland Chan, Mr Ken Chang, Mr Cheng Chung Hing\*, Ms Jasminia K Cheung\*, Ms Colleen Chik\*, Mr Chow Tung Shing, Mr Antonio Chu\*, Ms Barbara Ho, Ms Elsa Ho, Ms Pauline Hon, Ms Lam Wai Ling, Ms Lolanda Law, Prof. Lee Kam Hon\*, Mr Samson Pang, Mr San Chung Kam, Mr Jason Wong, Mr Simon Wong, Mr Wing Wong, Mr Yau Tik Wai,

生、游迪威先生、袁麗鳳女士、容植深先生、張邱漢琴博士\*

Ms Linda Yuen, Mr Yung Chik Sum and Dr Hanqin Zhang\*

### 議會選舉專責小組 Working Group on TIC Elections

職責： 研究及檢討與議會選舉有關的事宜，並向理事會提出建議  
召集人： 陳黃穗女士\* *BBS, JP*  
成員： 周陳文琬女士\*、朱樂生先生\*、徐王美倫女士、解存金先生 *MH*、林健雄先生\*、梁志群先生 *JP*、梁家駒先生\*、凌錦文先生、薛迪生先生\*、湯麟華先生、蔡大維先生\*

Terms of reference: To study and review matters concerning TIC elections and make recommendations to the Board  
Convenor: Mrs Pamela Chan\* *BBS, JP*  
Members: Mrs Grace Chow\*, Mr Antonio Chu\*, Mrs Gianna Hsu, Mr C K Kai *MH*, Mr Patrick Lam\*, Mr Andrew Leung *JP*, Mr Johnny K K Leung\*, Mr Ling Kam Man, Mr Raymond Sit\*, Mr Warren Tong and Mr David Tsoi\*

(\*業外委員)

(\*Non-trade members)

### 譴責法航及荷航實施零佣金 AF and KL condemned for zero commission policy

法航及荷航決定實行旅行社零佣金政策，議會雖已多番抗議，但兩家航空公司仍一意孤行，由今年四月十六日起實行新政策。

為表達旅行社的不滿，議會於二零一零年二月二十五日在多份本地報章刊登聲明，包括《蘋果日報》、《明報》、《東方日報》、《星島日報》、《南華早報》，以及在二零一零年三月五日出版的《TTG Asia》刊登聲明，強烈譴責法航及荷航取消佣金的決定，不單破壞雙方的合作關係，也令旅行社不得不向顧客徵收費用，以致旅客購買機票的開支無端增加。該聲明也於議會網站的彈出式視窗中顯示，並已印製成海報，以供會員在辦公地點展示。

In spite of the TIC's repeated protests against Air France's and KLM's decision to reduce agency commission to zero, the two airlines stick with their plan to implement the new policy on 16 April 2010.

To show the discontent of travel agents, the TIC published a statement in a number of local newspapers, including the *Apple Daily*, *Mingpao*, the *Oriental Daily News*, the *Sing Tao Daily* and the *South China Morning Post*, on 25 February 2010 and *TTG Asia* on 5 March 2010 to severely censure the decision of Air France and KLM to eliminate commission, which not only destroyed the spirit of cooperation between the airlines and agents, but also forced travel agents to charge their customers with the unfortunate result that the travelling public would have to pay more for their air tickets. The statement is also shown in a pop-up window of the TIC website and has been printed as posters for members to display in their offices.



議會譴責法航及荷航的聲明。

The TIC's statement of censure against Air France and KLM.

## 議程及會議紀錄已經上網 Meeting agendas and minutes have gone online

由今年一月起，會員只要登入議會網站([www.tichk.org](http://www.tichk.org))「會員服務」的「議程及會議紀錄」欄，就可瀏覽理事會、各委員會及工作小組的會議議程及紀錄，但小組會議、上訴委員會會議的紀錄則不會公開。此外，《年報》及《會章》已分別載於「出版刊物」及「議會」部份。

Starting from January this year, members can browse the agendas and minutes of the Board, committees and working groups after logging on the "Agendas and Minutes" sub-section under "Services for Members" at the TIC website ([www.tichk.org](http://www.tichk.org)), except for the minutes of panel meetings and Appeal Board meetings. The annual reports and the M&A of the TIC have also been posted in the "Publication" and "The Council" sections respectively.



登入後，網頁會顯示按月份排列的會議議程。點擊「按理事會或委員會/工作小組排列」連結，就會顯示理事會及各委員會的清單。

Log on and a list of agendas sorted by month will be displayed. Click "Sort by Board or Committee/Working Group" to view a list of the Board and all committees.



點擊「理事會」連結，可進入理事會的專頁。  
Click the link of "Board of Directors" to go to the page for the Board.



理事會的專頁載有議程及會議紀錄。  
The agendas and minutes of the Board are available on this page.

## 會員宣傳時不可誇張失實 Inaccuracies not ingredients for promotional material

議會最近接到一宗投訴個案，投訴人覺得他們參加的旅行團雖有豪華之名，卻無豪華之實，因此大感失望。雖然消費者關係委員會認為，個案中的會員已按行程提供服務，因此無須賠償，而出外旅遊委員會商議後，認為難以給「豪華團」下準確的定義，可是，會員應當知道，旅客對豪華團的期望會較高，一旦酒店、旅遊車等不符期望，他們就會更易投訴。

在另一宗投訴個案中，投訴人指會員在出發前，一再更改宣傳單張上承諾會入住的酒店，但因為通知期短，他們難以轉團，唯有如期出發。消費者關係委員會認為，該會員雖然更改了承諾，但投訴人既然接受了新安排，就等於新的合約已告生效。規條委員會認為，該會員既然沒有兌現已許下的承諾，就等於廣告內容失實，因此決定加以處分。會員務須審慎對待承諾，以免損害本身聲譽。

In a recent complaint case handled by the TIC, the complainants were greatly disappointed by the "de luxe" tour they joined, which they claimed was far from de luxe. Although the Consumer Relations Committee decided that no compensation needed to be paid by the member concerned as it had delivered the services according to the itinerary and the Outbound Committee found it difficult to accurately define a de luxe tour, members should know that travelers have higher expectations of de luxe tours and are therefore more likely to complain if the hotels, coaches, etc of such tours fall short of their expectations.

In another complaint case, the complainants were frustrated at repeated changes to the hotels promised in the itinerary, and could not but depart as scheduled as the short notification period made them unable to switch to another tour. The Consumer Relations Committee was of the view that although the member concerned had changed its promises, the complainants' acceptance of the new arrangements meant that a new contract was in place. The Compliance Committee decided to penalise the member for failing to keep its promises, which was equal to publishing inaccurate information in the advertisement. Members should pay close attention to their promises in order not to damage their reputation.

## 旅遊業防貪研討會 Seminar on anti-corruption

為了向旅行社推廣誠信管理及內部管控，廉政公署防止貪污處於二零一零年三月十六日在議會舉辦「旅遊業貪污風險及預防措施研討會」，有三十名旅行社代表參加。會上防貪處代表講解《防止賄賂條例》的要點以及業內一些常見的貪污情況，並建議旅行社推行各種防貪措施，包括為公司制訂紀律守則，以禁止員工在處理業務時收受或提供不法利益。



廉政公署舉辦講座向旅行社介紹防貪措施。  
The ICAC introduces anti-corruption measures to travel agents at a seminar.

To promote integrity management and internal control practices in the travel industry, the Corruption Prevention Department of the Independent Commission Against Corruption (ICAC) held a seminar on corruption risks and preventive measures on 16 March 2010 at the TIC, which was attended by 30 travel agent representatives. At the seminar, speakers from the ICAC explained the gist of the Prevention of Bribery Ordinance and gave examples of some common corrupt practices in the industry. Travel agents were advised to adopt various preventive measures, including drawing up a company code of conduct, in order to prohibit the acceptance or offer of illegal advantages in doing business.

## 澳門訪問團 Delegation to Macau

議會接受澳門政府旅遊局的邀請，於二零一零年一月二十二日組團訪問澳門，有十多名理事參加。議會代表此行除了和旅遊局官員會面外，也和澳門旅遊商會、澳門旅行社協會、澳門旅遊業議會、澳門專業導遊協會等業界組織代表見面交流。訪問團其後遊覽了澳門旅遊塔和新濠天地。



港澳旅遊業界代表合照。  
A group photo of Hong Kong and Macau travel trade representatives.

At the invitation of the Macau Government Tourist Office (MGTO), the TIC organised a delegation comprising more than 10 directors to Macau on 22 January 2010. Apart from meeting with MGTO officials, the delegates also exchanged views with trade representatives from the Association of Macau Tourist Agents, the Macau Travel Agency Association, the Travel Industry Council of Macau and the Macau Tourist Guide Association. They also paid a visit to the Macau Tower and the City of Dreams.

## 內地導遊考試預備課程 Preparatory course for mainland tour guide exam

為協助香港導遊考取內地的導遊證，職業訓練局、廣東省旅遊局、議會合作推出「旅遊業國家資格考試培訓」課程；課程為期十二天，由廣東省旅遊局派出導師授課。首個課程已於一月中開課，修畢課程的學員可報考三月底舉行的廣東省全國導遊人員資格考試。

With a view to helping Hong Kong tourist guides to obtain the mainland's tour guide permit, the Vocational Training Council, the Guangdong Provincial Tourism Administration and the TIC have jointly rolled out a 12-day training course tailored for the qualifying examination for the permit and taught by instructors from the Guangdong Provincial Tourism Administration. The first course commenced in mid-January, and students completing it may sit the national tour guide examination held in Guangdong province in late March this year.