

二零一零至一一年度理事會 Board of Directors for 2010/11



前排左至右：梁家駒先生、譚光舜先生(名譽司庫)、姚思榮先生(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)、李金漢教授。

中排左至右：馮炳輝先生、梁富華先生、李國英先生、陳黃穗女士、薛迪生先生、馬逢國先生、楊傳亮先生、梁志群先生。

後排左至右：胡建名先生、李振庭先生、解存金先生、梁耀霖先生、馬煜文先生、姜作工先生、吳熹安先生。

(缺席：周雪鳳女士、侯叔祺先生、廖長江先生、盧輝華先生、鄧桂能先生、黃進達先生、葉慶寧先生。)

Front row (left to right): Mr Johnny K K Leung, Mr Tommy Tam (Honorary Treasurer), Mr Yiu Si Wing (Deputy Chairman), Mr Michael Wu (Chairman), Mrs Gianna Hsu (Deputy Chairman), Mr Ma Ho Fai (Honorary Secretary) and Prof. Lee Kam Hon.

Middle row (left to right): Mr Michael Fung, Mr Leung Fu Wah, Mr Li Kwok Ying, Mrs Pamela Chan, Mr Raymond Sit, Mr Ma Fung Kwok, Mr Charles Yang and Mr Andrew Leung.

Back row (left to right): Mr Charlie Foo, Mr Alex Lee, Mr C K Kai, Mr Paul Leung, Mr Martin Ma, Mr Ginger Keung and Mr Ng Hi On.

(Absent: Ms Dilys Chau, Mr Simon Hau, Mr Martin Liao, Mr Larry Lo, Mr Tang Kwai Nang, Mr Jason Wong and Mr Freddy Yip.)

答謝晚宴 Appreciation Dinner

議會一年一度的答謝晚宴已於二零一一年五月二十六日假九龍香格里拉大酒店宴會廳舉行。

三百六十名會員、同業及嘉賓聚首一堂，旅遊事務專員容偉雄先生也應邀出席並致歡迎辭。

當晚香港旅遊發展局安排了精彩的LED舞獅表演，席間並舉行幸運大抽獎，送出五十多份豐富獎品，氣氛熱鬧。



Some 360 members, traders and guests joined the annual Appreciation Dinner of the TIC on 26 May 2011 at the Grand Ballroom of the Kowloon Shangri-la Hotel, at which Commissioner for Tourism Mr Philip Yung was also present and delivered a welcome speech for the event. Guests enjoyed the spectacular LED lion dance performance arranged by the Hong Kong Tourism Board and the grand lucky draw that gave out 50-odd fabulous prizes.



旅遊業改革的業界諮詢 Trade consultation on tourism sector reform

政府於四月底就香港旅遊業的運作及規管架構的檢討展開公眾諮詢。為了讓會員瞭解改革方向，並且聽取業界的意見，議會於二零一一年四月二十九日在尖沙嘴聚德軒粵菜酒家舉辦會員午餐聚會，約有六十名會員出席。

此外，議會於二零一一年五月十二日假帝苑酒店舉行會員論壇，邀請了不同界別的講者出席。議會獨立理事李金漢教授分析了旅行社行業當前的狀況；《明報》副執行總編輯劉進圖先生、立法會旅遊界功能界別議員謝偉俊先生表達了對旅遊業監管架構改革的看法；香港保險業聯會行政總監譚仲豪先生則講述保險業面對監管模式轉變的經驗。論壇共有八十一名會員出席。

兩次活動所發表的意見已張貼於議會網站 (www.tichk.org) 「最新消息」欄。

The public consultation on the review of the operation and regulatory framework of Hong Kong's tourism sector was launched in late April. In order to help members to better understand the directions of reform and listen to their opinions, the TIC held a Members' Lunch Gathering at the Jade Terrace Restaurant in Tsim Sha Tsui on 29 April 2011, which attracted around 60 participants.

The TIC also held a Members' Forum at The Royal Garden Hotel on 12 May 2011, at which guest speakers from different sectors were present. At the forum, TIC Independent Director Prof. Lee Kam Hon gave an analysis of the current situation of the travel agent industry. Mr Kevin Lau, Deputy Chief Editor of the *Ming Pao Daily News* and Mr Paul Tse, Legislative Councillor of the Tourism Functional Constituency, expressed their thoughts on the reform of the regulatory regime. Mr Peter Tam, Chief Executive of The Hong Kong Federation of Insurers, talked about the insurance sector's experience in coping with the change of the regulatory system of the insurance industry. A total of 81 members attended the forum.

The opinions expressed at the two functions have been posted in the "Latest News" section of the TIC website (www.tichk.org).



議會分別於四月、五月舉辦午餐聚會(左)和論壇(右)，就旅遊業監管架構的改革方案向業界諮詢意見。

A lunch gathering (left) and a forum (right) were held in April and May respectively to consult traders' views on the reform of the regulatory framework of the tourism sector.

議會內部審計 Internal audit for TIC

為提升管治水平，議會去年藉公開招標委任了羅兵咸永道諮詢服務有限公司為議會做內部審計。審計分為四個階段，由二零一零年十二月開始，為期一年半。第一階段的審計已於今年三月結束，範圍是管治及行政事宜，審計報告已向理事會提交。第二階段會審視會員服務及公共關係，預計將於八月完成。第三、四階段的審計範圍為監管、調查、處理查詢、登記事宜。

With a view to improving governance, the TIC appointed PricewaterhouseCoopers Advisory Services Limited through open tender last year to provide internal audit service. The audit consists of four phases, which already commenced in December 2010 and will last one and a half years. Phase 1 of the audit, covering governance and administrative matters, was completed in March 2011 and its report has been submitted to the TIC Board. Membership services and public relations will be reviewed in Phase 2, expected to be completed in August. The last two phases will cover monitoring, investigation, handling of enquiries, and registration.

內地入境團指引簡介會 Seminars on mainland inbound tour directives

議會不時會因應情況修訂規管內地入境團的指引。為免會員因不瞭解有關指引而違規，議會特於二零一一年六月一日及六月七日，為經營內地入境團的旅行社舉辦兩次簡介會，詳細講解有關指引的各項規定，例如登記團隊確認書、向內地旅客派發行程表等。兩次簡介會共有約七十名會員出席。

The TIC may from time to time revise the directives governing inbound tours from the mainland in order to adapt to the changing circumstances. To help members avoid violations because of a lack of understanding of these directives, the TIC organised two seminars for members operating mainland inbound tours on 1 and 7 June 2011. Regulations such as registration of tour confirmation agreements and distribution of itineraries to mainland tour group participants were explained in detail at the two seminars that drew around 70 members.

訪問香港海關 Visit to Hong Kong Customs

二零一一年五月三十一日，購物事宜委員會委員及議會辦事處代表一行十一人，造訪香港海關位於北角的海關總部大樓，藉以加強彼此的溝通和合作。

訪問期間，香港海關貿易管制處的消費者保障科介紹了有關保障消費者的法例及工作，情報及調查處的版權及商標調查科則講述海關打擊冒牌貨活動的概況。議會代表還參觀了總部大樓的多種設施，並且出席了由海關關長主持的午宴。

Eleven TIC representatives, comprising members of the Committee on Shopping-related Practices and staff of the TIC Executive Office, paid a visit to the headquarters of the Customs and Excise Department in North Point on 31 May 2011 to forge closer communication and cooperation.

During the visit, the TIC representatives were briefed on consumer protection legislation and the work done by the Consumer Protection Bureau under the Trade Controls Branch, and on actions taken to tackle counterfeit goods by the Intellectual Property Investigation Bureau of the Intelligence and Investigation Branch. They also toured around various facilities and attended a luncheon hosted by the Commissioner of Customs and Excise.



購物事宜委員會委員拜訪香港海關。
Members of the Committee on Shopping-related Practices visit the Customs and Excise Department.

最低工資簡介會 Briefing on minimum wage

為協助業界瞭解《最低工資條例》的內容，議會於二零一一年三月三十日在普敦培訓中心舉辦簡介會，邀請了勞工處的代表向業者講解計算最低工資的方法、計算工作時數、法定最低工資的適用範圍等，有一百一十一名旅行社代表參加。

會員十分關注最低工資的實施。
Members are very concerned about the implementation of a minimum wage.



In order to help the trade to have a better understanding of the Minimum Wage Ordinance, the TIC held a briefing on the Ordinance for the travel trade on 30 March 2011 at the Preston Training Centre. Speakers from the Labour Department were invited to explain the method of calculating the minimum wage and hours worked as well as the ambit of the Ordinance to the 111 participants.

捐助日本地震災民 Donations to Japanese earthquake victims

今年三月十一日，日本東北地區發生九級大地震及海嘯，災情嚴重。為表達旅遊業界對日本地震災民的心意，議會品質保障基金及會員旅行社合共捐款約港幣十四萬元，有關捐款已轉交日本駐港總領事館。

On 11 March 2011, a 9-magnitude earthquake and tsunami hit northeastern Japan, causing severe damage to the region. To express the travel industry's concern for the earthquake victims, the TIC Bonding Fund and member agents have donated some HK\$140,000, which has been passed on to the Consulate-General of Japan in Hong Kong.

迫不得已取消旅行團的新安排(第203號指引) **New arrangements for tours cancelled for reasons beyond control (Directive No. 203)**

理事會在二零一一年五月十七日的會議上，決定修訂會員因迫不得已理由而取消旅行團的規定。新指引的要點如下：

1. 旅行團因迫不得已理由而取消時，團員可選擇繳付退票費(詳下)及相關手續費(詳下)後取回已付款項，或繳付退票費後把團費保留在會員那裡，然後在六個月內使用。
2. 如主要交通服務供應商(即航空公司、郵輪公司、火車公司)因為會員取消預訂而徵收退票費，會員為團員安排退款時，可向團員收取退票費的實際金額，但收取總額不得多於團員已付的團費。
3. 會員必須向議會提交書面證明，並夾附交通服務供應商的證明文件(如有)，才可收取退票費。會員所提交的證明會上載到議會網站，給公眾人士瀏覽。
4. 手續費為港幣五十至三百元，視乎旅行團目的地而定。

詳情請參閱第二百零三號指引。此指引取代第一百四十三號指引及《經營外遊團守則》第3(8)段，並適用於二零一一年七月一日或該日之後報名的旅行團參加者。

收緊免費旅行團的管制(第204號指引) **Stricter control over free outbound tours (Directive No. 204)**

為加強對消費者的保障，理事會決定收緊對免費外遊旅行團的管制。修訂的重點如下：

1. 會員如提供或安排免費外遊旅行團，則不得向旅客收取其他費用，包括燃油附加費；簽證費；政府稅項；機場保安費；領隊、當地導遊及旅遊車司機服務費等。
2. 會員必須為免費外遊旅行團的參加者購買綜合旅遊保險(保障範圍必須包括個人意外保障、醫療費用、緊急救援服務)，並且不得收取任何費用。

詳情請參閱第二百零四號指引。此指引取代第一百三十一號指引，由二零一一年六月二十四日起生效。

The Board decided at its meeting on 17 May 2011 to amend the rules governing cancellation of package tours by members for reasons beyond control. The main points of the new directives are as follows:

1. If package tours are cancelled for reasons beyond control, tour participants may choose to be refunded the paid monies after paying the cancellation charges (see below) and the handling fee (see below), or to allow the members to retain the tour fares after paying the cancellation charges and then use the monies within six months.
2. If the major transport service providers (which mean airlines, cruise liner companies and train companies) impose cancellation charges because members have cancelled their bookings, members may collect the actual amounts of the cancellation charges when making refunds to the tour participants, but the total amounts collected must not exceed the tour fares paid by the participants.
3. Members must submit to the TIC written proof and substantiating documents issued by the transport service providers (if any) in order to collect the cancellation charges. The proof submitted by members will be uploaded to the TIC website for the public to browse.
4. The handling fee ranges from HK\$50 to HK\$300 depending on the destinations of the package tours.

For details, please see Directive No. 203. This Directive supersedes Directive No. 143 and paragraph 3(8) of the Code of Business Practice on Outbound Package Tours, and is applicable to those tour participants who sign up for package tours on 1 July 2011 or after that day.

To enhance consumer protection, the Board has resolved to tighten control over free outbound package tours. The amendments are highlighted as follows:

1. If members provide or arrange free outbound package tours, they must not collect any fares from the tour participants, including fuel surcharges; visa fees; government taxes; airport security charges; and the service charge for escort, local guide and driver of package tours; etc.
2. Members must take out comprehensive travel insurance policies (whose scope must include personal accident cover, medical expenses and emergency rescue service) for the participants of free outbound package tours, and must not collect any fees for the comprehensive travel insurance.

Please see Directive No. 204 for details. This Directive supersedes Directive No. 131 and has taken effect since 24 June 2011.