

旅行社違規個案 Cases of Travel Agent Violations

成立的違規個案會於本網站刊登一個月，但違反「記分制適用規則」而違規級別屬嚴重或以上(即被記 10 分或以上)的個案則會張貼一年；詳見《規條委員會處理會員涉嫌違反議會規則個案的準則》。

Substantiated violation cases are posted on this website for one month, but those cases where the travel agents have violated such rules as listed in “Applicable rules under the Demerit System“ and the violations are considered serious or above (i.e. 10 demerits or above) are posted for one year. For details, please see the Guidelines on the handling of cases involving members suspected of violating TIC rules by the Compliance Committee.

規條委員會於 2020 年 9 月 9 日認為以下旅行社違反了議會的規例：

The following travel agents were considered in violation of the TIC’s rules by the Compliance Committee on 9 September 2020:

張貼日期 Post date : 2022-08-05

旅行社公司名稱(營業名稱) Company names of travel agents (trade names)	違反的規例(違規原因) Rules in violation (reasons of violation)	被記分數 No. of demerits
海外旅遊有限公司 Overseas Travel Company	A (1) & B (2)	警告

A: 《經營入境旅行服務守則》第 2(1)(f)段 Code of Business Practice on Inbound Travel Service Paragraph 2(1)(f)

B: 《經營入境旅行服務守則》第 3(4)(b)段 Code of Business Practice on Inbound Travel Service Paragraph 3(4)(b)

1. 會員須遵守此《守則》及理事會不時頒佈及修訂之經營守則 A member shall abide by this General Code of Conduct and other Codes which will be promulgated from time to time by the TIC Board and amended by the TIC Board from time to time

2. 會員須確保其預訂服務條件與本《守則》並無抵觸 A member shall ensure that his conditions of booking are not in conflict with this Code

上訴委員會在 2021 年 12 月 21 日的會議上，維持規條委員會在以下個案中的決定，或減少了所施以的處分：

At its meeting on 21 December 2021, the Appeal Board upheld the decisions made, or reduced the penalties imposed, by the Compliance Committee in the following cases:

張貼日期 Post date : 2022-04-26

旅行社公司名稱(營業名稱) Company names of travel agents (trade names)	違反的規例(違規原因) Rules in violation (reasons of violation)	被記分數 No. of demerits
歡景旅行社有限公司 Blooming Travel Agency Limited	A (1) & B (2)	25

A: 第 222 號指引 Directive No. 222

B: 《經營入境旅行服務守則》第 2(1)(d)段 Code of Business Practice on Inbound Travel Service Paragraph 2(1)(d)

1. 「深圳旅行團團隊確認書(包含登記店舖行程)」必須於該團抵達香港前最少兩天登記，「深圳旅行團團隊確認書(不包含登記店舖行程)」則必須於該團抵達香港前登記 The Tour Confirmation Agreements for Shenzhen Tours (With Visits to Registered Shops) shall be registered at least two days before the arrival of the Shenzhen tour in Hong Kong, and the Tour Confirmation Agreements for Shenzhen Tours (Without Visits to Registered Shops) shall be registered before the arrival of the Shenzhen tour in Hong Kong
- 2: 會員須避免作出與法律/合約上之義務相抵觸或令人懷疑其操守之行為及事情 A member shall avoid actions and situations inconsistent with his legal or contractual obligations or likely to raise doubts about his integrity

規條委員會於 2021 年 12 月 29 日認為以下旅行社違反了議會的規例：
The following travel agents were considered in violation of the TIC's rules by the Compliance Committee on 29 December 2021:

張貼日期 Post date : 2022-4-25

旅行社公司名稱(營業名稱) Company names of travel agents (trade names)	違反的規例(違規原因) Rules in violation (reasons of violation)	被記分數 No. of demerits
香港吉誠旅運有限公司 Hong Kong Wan He Travel Company Limited	A (1) & B (2)	10
金澤旅運有限公司 Golden Fortress Tour Limited	C(3)	10
香港萬和旅遊有限公司 Hong Kong Man Wo Travel Limited	D(4)	15

- A: 第 196 號指引 Directive No. 196
B: 第 222 號指引 Directive No. 222
C: 第 225 號指引 Directive No. 225
D: 第 222 號指引 Directive No. 222

- 1: 凡接待在內地組辦的入境旅行團的會員，必須於團隊抵達香港後，立即經導遊向每一名旅客派發行程表。行程表必須印在 A4 大小的紙上，並須包括以下各項內容：1.一般資料：香港接待社的名稱、地址及電話號碼，以及接待社聯絡人的姓名及聯絡電話； 團隊抵港及離港日期； 內地組團社的名稱及電話號碼 Members shall immediately distribute itineraries through tourist guides to each of the participants of inbound tours organised in mainland China on their arrival in Hong Kong. The itinerary shall be printed on A4 paper and shall contain the following items: 1. General information: the name, address and telephone number of the receiving agent, and the name and contact number of the receiving agent's contact person; the arrival and departure date of the mainland tour; the name and telephone number of mainland China's tour operator
- 2: 「深圳旅行團團隊確認書(包含登記店舖行程)」必須於該團抵達香港前最少兩天登記，「深圳旅行團團隊確認書(不包含登記店舖行程)」則必須於該團抵達香港前登記 The Tour Confirmation Agreements for Shenzhen Tours (With Visits to Registered Shops) shall be registered at least two days before the arrival of the Shenzhen tour in Hong Kong, and the Tour Confirmation Agreements for Shenzhen Tours (Without Visits to Registered Shops) shall be registered before the arrival of the Shenzhen tour in Hong Kong
3. 會員如要安排內地入境旅行團旅客到某指定店舖購物，必須預先於最少七個工作天前，向議會登記該店舖的資料 If members intend to arrange for mainland China's inbound group visitors to patronise any designated shops, they shall register with the TIC the information of those shops at least seven working days in advance
4. 「深圳旅行團團隊確認書(包含登記店舖行程)」必須於該團抵達香港前最少兩天登記，「深圳旅行團團隊確認書(不包含登記店舖行程)」則必須於該團抵達香港前登記 The Tour Confirmation Agreements for Shenzhen Tours (With Visits to Registered Shops) shall be

registered at least two days before the arrival of the Shenzhen tour in Hong Kong, and the Tour Confirmation Agreements for Shenzhen Tours (Without Visits to Registered Shops) shall be registered before the arrival of the Shenzhen tour in Hong Kong

規條委員會於 2021 年 11 月 15 日認為以下旅行社違反了議會的規例：
The following travel agents were considered in violation of the TIC's rules by the Compliance Committee on 15 November 2021:

張貼日期 Post date : 2021-12-2

旅行社公司名稱(營業名稱) Company names of travel agents (trade names)	違反的規例(違規原因) Rules in violation (reasons of violation)	被記分數 No. of demerits
香港海外國際旅遊有限公司 Hong Kong Overseas International Tourist Company Limited	A (1), A (2), B (3) & D(4)	30

A: 第 212 號指引 Directive No. 212

B: 第 218 號指引 Directive No. 218

C: 第 222 號指引 Directive No. 222

- 1: 團隊確認書的第 I 部份必須由會員與內地組團旅行社簽署並蓋章，第 II 部份則只須由會員簽署並蓋章 Part I of the Tour Confirmation Agreement shall be signed and stamped by members and mainland China's tour operators, and Part II shall be signed and stamped by members only
2. 每份貼上足額登記費貼紙的團隊確認書，必須連同有關並只限於該內地旅行團的住宿證明(住宿證明必須註明團號及印花編號)，以傳真、電郵、或專人送遞的方式發送至議會登記 Each Tour Confirmation Agreement pasted with the registration-fee sticker(s) with the sufficient amount shall be registered with the TIC together with proof of accommodation related and limited to the mainland tour (in which the tour code and the serial number of the registration-fee sticker(s) shall be marked) by fax, by email or by hand
3. 「內地旅行團團隊確認書(包含登記店舖行程)」必須於該團抵達香港前最少兩天登記，「內地旅行團團隊確認書(不包含登記店舖行程)」則必須於該團抵達香港前登記 The Tour Confirmation Agreements for Mainland Tours (With Visits to Registered Shops) shall be registered at least two days before the arrival of the mainland tour in Hong Kong, and the Tour Confirmation Agreements for Mainland Tours (Without Visits to Registered Shops) shall be registered before the arrival of the mainland tour in Hong Kong
4. 「深圳旅行團團隊確認書(包含登記店舖行程)」必須於該團抵達香港前最少兩天登記，「深圳旅行團團隊確認書(不包含登記店舖行程)」則必須於該團抵達香港前登記 The Tour Confirmation Agreements for Shenzhen Tours (With Visits to Registered Shops) shall be registered at least two days before the arrival of the Shenzhen tour in Hong Kong, and the Tour Confirmation Agreements for Shenzhen Tours (Without Visits to Registered Shops) shall be registered before the arrival of the Shenzhen tour in Hong Kong.

上訴委員會在 2021 年 11 月 8 日的會議上，維持規條委員會在以下個案中的決定，或減少了所施以的處分：

At its meeting on 8 November 2021, the Appeal Board upheld the decisions made, or reduced the penalties imposed, by the Compliance Committee in the following cases:

張貼日期 Post date : 2021-11-18

旅行社公司名稱(營業名稱) Company names of travel agents (trade names)	違反的規例(違規原因) Rules in violation (reasons of violation)	被記分數 No. of demerits
康豐泰國際旅遊有限公司 Hope Fung Time International Travel Company Limited	A (1) & A (2)	20

A: 第 193 號指引 Directive No. 193

- 會員必須指派同一名持有由議會發出的有效導遊證的導遊，為在內地組辦的同一個入境旅行團全程在香港時間提供接待服務，但於入境口岸迎接團隊及團隊「自由活動」的時間除外
Members shall assign the same tourist guide who holds a valid Tourist Guide Pass issued by the TIC to receive the same inbound tour organised in mainland China throughout its journey in Hong Kong except for the time when the tour group is met at the immigration control points and when tour members are on their own for “free activity”
- 會員不得在欠缺充分理由下更改原先所指派接待和迎接團隊的導遊
Members shall not make any change to the tourist guides originally assigned to receive and meet the tour group without valid grounds

上訴委員會在 2021 年 9 月 20 日的會議上，維持規條委員會在以下個案中的決定，或減少了所施以的處分：

At its meeting on 20 September 2021, the Appeal Board upheld the decisions made, or reduced the penalties imposed, by the Compliance Committee in the following cases:

張貼日期 Post date : 2021-10-22

旅行社公司名稱(營業名稱) Company names of travel agents (trade names)	違反的規例(違規原因) Rules in violation (reasons of violation)	被記分數 No. of demerits
金盈(國際)旅遊有限公司 Golden Profits (International) Travel Service Limited	A (1), B (2), C (3) & D (4)	20

A: 第 196 號指引 Directive No. 196

B: 第 193 號指引 Directive No. 193

C: 第 221 號指引 Directive No. 221

D: 《議會會員一般作業守則》第 2(1)(d)段 General Code of Conduct for TIC Members Paragraph 2(1)(d)

- 凡接待在內地組辦的入境旅行團的會員，必須於團隊抵達香港後，立即經導遊向每一名旅客派發行程表。行程表必須印在 A4 大小的紙上，並須包括以下各項內容：1.一般資料：香港接待社的名稱、地址及電話號碼，以及接待社聯絡人的姓名及聯絡電話；團隊抵港及離港日期；內地組團社的名稱及電話號碼 2.行程內容：必須清楚列明行程中的膳食、住宿、交通、遊覽、娛樂等詳細資料
Members shall immediately distribute itineraries through tourist guides to each of the participants of inbound tours organised in mainland China on their arrival in Hong Kong. The itinerary shall be printed on A4 paper and shall contain the following items: 1. General information: the name, address and telephone number of the receiving agent, and the name and contact number of the receiving agent’s contact person; the arrival and departure date of the mainland tour; the name and telephone number of mainland China’s tour operator 2. Itinerary arrangements: details of meals, accommodation, transport, sightseeing, entertainment
- 會員必須指派同一名持有由議會發出的有效導遊證的導遊，為在內地組辦的同一個入境旅行團全程在香港時間提供接待服務，但於入境口岸迎接團隊及團隊「自由活動」的時間除外
Members shall assign the same tourist guide who holds a valid Tourist Guide Pass issued by the TIC to receive the same inbound tour organised in mainland China throughout its journey in Hong Kong except for the time when the tour group is met at the immigration control points and

- when tour members are on their own for “free activity”
- 3: 「內地(除深圳外)旅行團團隊確認書(包含登記店舖行程)」必須於該團抵達香港前最少兩天登記,「內地(除深圳外)旅行團團隊確認書(不包含登記店舖行程)」則必須於該團抵達香港前登記 The Tour Confirmation Agreements for Mainland (ex Shenzhen) Tours (With Visits to Registered Shops) shall be registered at least two days before the arrival of the mainland tour in Hong Kong, and the Tour Confirmation Agreements for Mainland (ex Shenzhen) Tours (Without Visits to Registered Shops) shall be registered before the arrival of the mainland tour in Hong Kong
 - 4: 會員須避免作出與法律/合約上之義務相抵觸或令人懷疑其操守之行為及事情 A member shall avoid actions and situations inconsistent with his legal or contractual obligations or likely to raise doubts about his integrity