



三年後將有新監管機構

A new regulatory body in three years

有不少外遊市場，例如中東、日本、泰國等，今年都發生了難以預測的種種事故，使外遊旅行社的業務受到不同程度的影響。還幸估計全年計算下來，外遊印花金額會和去年相差無幾。可是，今年頭十一個月的投訴卻增加了百分之七。雖然議會明白投訴增加大抵是因為上述事故，但會員仍應竭力維持優良服務，妥善處理旅客投訴，以免行業聲譽受損。

今年入境業的市況相當好，一月至十一月內地入境團的數目大幅增加四成，而一月至十月來港旅客的人次也上升了百分之十六。市況暢旺固然值得一提，但更應大書特書的，卻是投訴減少了三成。投訴減幅顯著，不僅證明議會的措施已發生效用，還顯示入境旅行社的服務水平已有所提升。

不過，最近酒店房間供應緊張，卻引發了別的問題。有些內地團的組團社打算自行安排房間，但所安排的房間不是欠佳，就是要多名旅客入住一間房間，使議會及警方不得不出來收拾殘局。議會在此重申，會員接待內地團之前，如果住宿由它們安排，就應取得酒店的書面確認；如果由組團社安排，則應要求對方確認房間。

政府剛公佈了改革旅遊業監管架構的路向，決定成立獨立的法定機構，接管議會自律監管的職責及旅行代理商註冊處發牌的工作，直接發牌給旅行社、領隊、導遊。希望新的法定機構除了維護外遊和入境旅客的權益外，還會力求旅遊業在監管有度的情況下不斷發展。✎

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This year, quite a number of outbound markets, such as the Middle East, Japan and Thailand, have seen various incidents erupt out of the blue, affecting the business of outbound agents to different degrees. Fortunately, the annual outbound levy amount is expected to be more or less the same as last year. The complaint figures for the first 11 months, however, were up 7%. **Whereas the TIC understands that this was probably caused by those incidents, members should try their utmost to maintain their quality service and properly handle the complaints of travellers so that the industry's reputation will not be harmed.**

The inbound sector fared rather well this year, with a big surge of 40% in mainland tour groups between January and November, and an increase of 16% in visitor arrivals from January to October. A brisk market no doubt deserves a mention, but a 30% drop in complaints deserves more than a special mention. **Such a marked drop shows that the TIC's measures have worked and the service standard of inbound agents has improved.**

Having said that, the recent short supply of hotel rooms has triggered off some other problem. Some tour operators of mainland tours planned to arrange rooms on their own, but it turned out that the rooms arranged were below standard or so insufficient that several tourists had to squeeze into one single room, thus forcing the TIC and the police to sort out the mess. It should be stressed that before taking any mainland tours, members need to obtain written confirmation from the hotels if they arrange the accommodation, or request the tour operators to confirm the rooms if it is the tour operators that do the job.

The Government has just unveiled its plan to reform the regulatory framework of the industry. According to the plan, an independent statutory body will be set up to take over the self-regulatory duties of the TIC and the licensing work of the Travel Agents Registry, and directly issue licences to travel agents, tour escorts and tourist guides. It is hoped that the new statutory body can protect the rights of outbound travellers and inbound visitors, and at the same time strive to ensure that the industry will continue to grow under moderate regulation. ✎

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