

一些讚賞的話

Some words of praise

(編按：去年三月底，王君榮先生參加了港澳團，在香港期間被導遊強迫購物，他於是把在旅遊車上所拍的片段上載網站。七月中，多個地方的傳媒大幅報導此事，議會立刻著手調查，最後違規導遊的導遊證被暫停半年，香港的接待社也被罰款。)

被強迫購物的事件過去一年了，回顧過去的一年，確實感覺到是不平凡的一年，對香港旅遊業也同樣是不平凡的一年。由於香港政府對事件的重視及議會推出了許多措施，香港旅遊市場的零團費和強迫購物的現象有了明顯好轉，我在此祝福香港旅遊業明天更美好。

王君榮，安徽

(編按：今年二月中，一個合肥旅行團來港，團員大多來自安徽大學，初到香港，十分陌生，但導遊鄒先生熱情、開朗，使團員在愉快、歡樂的氣氛中過了難忘的三天，感受到東方之珠香港之美。)

旅程結束回來後，大家同感不枉此行，難忘香港，並且一致誇獎鄒導遊。我代表大家特向議會表達對鄒導遊的讚許和謝意，並請議會代為轉達，加以表揚。

谷泉，安徽

(編按：梁太太今年三月初報名參加復活節出發的北海道五天團，但報名後不久日本就發生大災難，於是和旅行社商討可否退團或轉團，但旅行社卻說即使轉團也要扣減一半訂金。在議會的協助下，旅行社最終給予梁太太及其他團員多項選擇，包括轉團而不用另外繳付費用，使大家都滿意。)

貴會消費者關係部何小姐在處理這事時必定付出了不少時間和精神，同時又要承受多方面的壓力和批評，本人對此表示衷心謝意，盼貴會繼續致力為旅遊業做出貢獻。

梁太太，香港

(Editor's note: In late March last year, Mr Wang Junrong joined a tour to Hong Kong and Macau, and was forced to shop by the tourist guide while in Hong Kong, which made him upload to the web the video clip he took on the tour coach. In mid-July, the story was widely covered by the media in many places. The TIC immediately looked into the incident, with the result that the guide had her Tourist Guide Pass suspended for six months and the receiving agent in Hong Kong was fined.)

A year has passed since I was forced to shop. Looking back at the past year, I really find it most extraordinary, and it should be just as extraordinary for Hong Kong's tourism industry. Since the Hong Kong Government has taken the incident seriously and the TIC has rolled out a lot of measures, zero-tour fares and forced shopping in the Hong Kong tourism market have clearly changed for the better. May I wish Hong Kong's tourism industry a better tomorrow.

Wang Junrong, Anhui

(Editor's note: An inbound tour from Hefei, Anhui province, arrived in Hong Kong in mid-February this year. Most tour members were from Anhui University and it was their first trip to Hong Kong. Though in an unfamiliar place, they were able to spend three unforgettable days in a pleasant and delightful way and appreciate the beauty of the Pearl of the Orient, Hong Kong, thanks to the outgoing and cheerful tourist guide, Mr Zou.)

When we were back home after the journey, we all felt we had a great time in Hong Kong and could hardly forget the city. Tourist guide Zou won the praise of all of us. I am writing this for our tour group to express our praise and thanks to him. We hope the TIC will relay our feelings to him and also commend him.

Gu Quan, Anhui

(Editor's note: In early March this year, Mrs Leung signed up for a five-day Hokkaido tour, which would start off during Easter holidays. Soon after that, Japan was struck by a huge disaster. Mrs Leung discussed with her travel agent whether she could join another tour or withdraw from the tour, and was told that half of the deposit would be forfeited even for a switch to another tour. With assistance from the TIC, Mrs Leung and other tour members were finally given many choices, including switching to another tour without paying extra fees, which made everyone happy.)

Miss Ho of your Council's Consumer Relations Department must have spent much time and energy in handling the matter, and endured pressure and criticism from many parties. I am grateful for that from my heart, and I hope your Council will continue to strive for contributions for the industry.

Mrs Leung, Hong Kong