

登記店舖記分紀錄 Demerit Records of Registered Shops

目前沒有店舖被暫停或撤銷登記。

At present, there is no shop whose registration has been suspended or revoked.

記分原因 Reasons of Demerits :

- (A) 法院或執行當局裁定登記店舖在營業範圍內出售、存放或管有任何貨品的情況違反香港法例，或在營業範圍內作出任何違反《商品說明條例》或任何其他適用香港法例的作為或不作為
A court or enforcement authority having ruled that a registered shop has sold, stored or possessed on its business premises any goods in circumstances which contravene the laws of Hong Kong, or has committed on its business premises any acts or omissions which contravene the Trade Descriptions Ordinance or any other applicable laws of Hong Kong
- (B) 強迫旅客購物
Compelling visitors to make purchases
- (C) 沒有於接待旅客七天前以書面通知議會更改負責人、註冊地址、公司名稱、聯絡電話或營業時間
Failing to notify the TIC in writing of any change to the authorised person, registered address, company name, contact telephone number or business hours seven days before receiving visitors
- (D) 議會介入處理投訴前，拒絕退款
Refusing to offer a refund before intervention by the TIC

- (E) 違反購物退款保障計劃內有關退款的規定
Violating regulations about refunds in the Refund Protection Scheme
- (F) 在營業時間內拒絕讓公眾人士自由出入，或拒絕讓議會及執法機關人員巡查
Refusing to allow the public to freely enter and leave its business premises or refusing to allow personnel of the TIC or law-enforcement agencies to conduct inspections throughout business hours
- (G) 沒有核對帶團前往購物的每一名導遊的導遊證
Failing to check the Tourist Guide Pass of each tourist guide who takes tour groups to the shop
- (H) 拒絕向議會提供接待旅行社、導遊或團隊進出店舖時間的資料
Refusing to provide the TIC with information about the receiving agents, the tourist guides and the time when tour groups enter and leave the shop
- (I) 收到議會的信件後，沒有於限期前以書面回覆議會關於旅客的查詢、投訴或其他購物退款保障計劃的問題
After receipt of a letter from the TIC, failing to respond in writing before the deadline, to visitors' enquiries, complaints or questions concerning the Refund Protection Scheme
- (J) 沒有按議會訂立的規則，在收據正面註明「入境旅客服務熱線」及「購物退款保障計劃」的相關字句，及/或在收據上列出與退款保障計劃相抵觸的條款
The front of the receipt not printed with the phrases about the inbound tourist service hotline and the Refund Protection Scheme in accordance with the rules stipulated by the TIC from time to time, and/or the shop printed any provisions on receipts which are in contradiction to the Refund Protection Scheme
- (K) 收據並非清楚可讀，亦沒有詳細列明貨品資料
The receipt not legible or not clearly listing details of the sold items
- (L) 收據或發票上沒有註明公司名稱、地址、聯絡電話等資料，或沒有公司印章
The receipt or voucher not stating information about the company such as its name, address, contact telephone number, etc, or not bearing its company stamp
- (M) 沒有事先取得書面許可而利用議會、政府或香港旅遊發展局的名義作宣傳或推廣用途
Mentioning such bodies as the TIC, the Government or the Hong Kong Tourism Board for promotional purposes without prior written approval
- (N) 沒有在店內當眼處(最少包括入口處及店內每個收銀處)貼上由議會提供有關購物退款保障計劃的海報
Failing to post in prominent places (including at least the entrance and the cash register) inside the shop the poster about the Refund Protection Scheme provided by the TIC
- (O) 沒有向旅客解釋「購物退款保障計劃」的內容
Not giving visitors an explanation of the Refund Protection Scheme
- (P) 收到退還的貨品後沒有於七天內退款
Not making a refund within seven days after receiving the item returned

(Q) 收到符合退款規定的貨品時，沒有即時以現金全數退款，亦沒有以書面向旅客或其代表發出認收退貨憑單

After receipt of sold items eligible for a refund, failing to make a full refund in cash immediately and failing to issue visitors or their representatives with a written acknowledgement of receipt of sold items

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