

會員要為削佣做好準備

Members need to prepare for commission cuts



—— 零零九年上半年，旅遊業受到環球金融危機和人類豬流感的雙重打擊，幸虧下半年市況好轉，所以全年的外遊印花額才比前年減少了百分之十一點七，而來港旅客人數則輕微上升了百分之零點三，這已不能算是叫人失望的了。今年頭兩個月的市況都相當不錯，希望各位同業繼續維持優良的服務，保持穩步復甦的趨勢。

三月九日，有一個菲律賓旅行團抵港後沒有人接待。議會翌日接到通知，雖然經調查後，證實與香港的旅行社完全無關，但為求受影響的旅客對香港留下良好印象，於是聯絡同業提供協助，最終使他們在付出一定費用後大致按原定行程完成旅程。議會轄下相關的委員會會商討今後的處理方法，務求既可協助受影響旅客，也不會損害本地業者的利益。

泰國曼谷局勢不穩，保安局發出紅色外遊警示，經營泰國團的主要旅行社於是取消了所有曼谷團。其後由於當地業者表示景點未受影響，加上有些旅客也不想錯過假期，曼谷團因此如期出發，但有其他想法的旅客，則可選擇繳付手續費後取回團費或保留團費六個月。

在過去兩三年間，航空公司相繼削減旅行社佣金，這是影響不少會員生計的一大問題。雖然議會對此非常關注，而在法航及荷航撤銷佣金一事上，議會更大費周章，採取了種種抗議行動，但對方最終都一意孤行。雖然大家都不滿法航及荷航的決定，但仍要做兩手準備，議會票務委員會將繼續尋求解決方案。✎

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The industry suffered from a double whammy of the global financial crisis and the human swine flu scare in the first half of 2009, and fortunately, turned around in the second half, registering an annual decrease of 11.7% in outbound levy and a slight rise of 0.3% in visitor arrivals over 2008, which is hardly disappointing. With the encouraging market performance for the first two months of this year, it is hoped that members will continue with their good service in order to maintain the sound momentum of the recovery.

On 9 March, a Philippine tour group was left unattended after arriving in Hong Kong. The TIC was notified of its situation the next day, and found out, after investigation, that no travel agent in Hong Kong was involved. Nevertheless, the TIC still decided to help the affected visitors so that they would have a good impression of Hong Kong. With the help from many industry members, they were able to complete their journey roughly according to the original itinerary after paying a fee. **The relevant committees of the TIC will meet to work out plans to handle future incidents so that affected visitors will be helped without sacrificing the interests of local traders.**

As unrest broke out in Bangkok, Thailand, the Security Bureau issued a Red Outbound Travel Alert and major Thailand tour operators decided to cancel all Bangkok tours. Later on, with traders there stating that the tourist attractions were unaffected and some travellers unwilling to see their holidays spoiled, Bangkok tours have begun to depart as scheduled; but those travellers who think otherwise may choose to get their tour fares back after paying a service fee or join another tour within six months.

During the past two to three years, agency commission was cut by one airline after another, which has become a major problem affecting the livelihood of not a few members. **The TIC has been very concerned about this trend, and has even put much effort into protesting against the elimination of commission by Air France and KLM, which have not been deterred. Although we are all dissatisfied with the two airlines' decision, we need to be well prepared, and as such the Ticketing Committee will continue to look for ways to resolve the matter.** ✎

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