

旅遊業容不得害群之馬 Tourism has no place for unscrupulous traders



今年五月二十二日，一名內地旅客在登記店舖內與導遊爭執後離世。議會非常重視此事，一方面即時展開調查，另一方面為死者家屬提供所需協助。在調查過程中，議會發現接待社永盛旅遊有限公司涉嫌聘請無證導遊，而且涉嫌行使和製造虛假文件。規條委員會開會商議後，認為此事嚴重打擊香港旅遊業的聲譽，必須嚴懲，因此已終止了永盛旅遊的議會會籍，並把個案轉交警方跟進。

議會自八年前開始監管入境業以來，雖然制訂了種種措施，藉以維護入境團體旅客的權益，可惜的是，一小撮害群之馬的惡行，一再令全行蒙羞。此事發生後，議會轄下相關的委員會已草擬了多項措施，全面收緊對入境旅行社、導遊、登記店舖的監管，並會交由六月二十九日召開的理事會緊急會議審議。

在過去兩個多月期間，政府先後對曼谷發出紅色及黑色外遊警示，而受影響的會員則按照既定機制，統一曼谷旅行團的處理方法。雖然會員的安排對旅客造成不便，但由於所有安排都以旅客的安全為先，因此曼谷團全都安然無恙。我謹代表議會感謝會員的合作與支持。

今年上半年，議會舉辦了一連串活動給會員參加，像香港地質公園考察團、資訊科技座談會、會員午餐聚會、肇慶考察團等，參加的總人數約四百五十人。議會舉辦這些活動，不僅希望能與會員加強溝通，也在意於提升會員的業務能力，務求會員能把握經濟復甦所帶來的商機。☑

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On 22 May this year, a mainland visitor passed away after arguing with a tourist guide inside a registered shop. The TIC was hugely concerned about this incident and immediately initiated an investigation on the one hand and offered assistance to the family of the deceased on the other. During the investigation, the TIC found that the receiving agent Win's Travel Agency Limited was suspected of employing a non-holder of the Tourist Guide Pass and of using and producing false documents. **The Compliance Committee convened a meeting to deliberate the case and was of the view that it had dealt a severe blow to the reputation of Hong Kong tourism and the travel agent had to be heavily penalised. It therefore terminated the TIC membership of the agent and referred the case to the police for action.**

Since the TIC began to regulate the inbound industry eight years ago, it had laid down various measures to protect the interests of inbound group visitors. Despite this, the terrible acts of a few unscrupulous traders have brought shame on the whole industry time and again. After the incident, the relevant committees of the TIC have drafted plenty of measures to tighten the regulatory grip on inbound agents, tourist guides and registered shops, and will submit them to an emergency meeting of the Board scheduled for 29 June.

During the past two to three months, the Government has issued Red and Black Outbound Travel Alerts for Bangkok, and the affected members have acted in a uniform way to handle Bangkok tours according to the established mechanism. Whereas the members' arrangements might have inconvenienced the travellers, all Bangkok tours have safely returned home thanks to the priority put on the safety of such arrangements. I would like to thank on the TIC's behalf the members for their cooperation and support.

The TIC has organised not a few activities for members during the first half of this year, such as a familiarisation tour to Hong Kong Geopark, an IT seminar, members' lunch gatherings, a delegation to Zhaoqing, Guangdong province, etc. **The objectives of these activities are two-fold: to enhance communication with members and to raise members' competitiveness so that they can grab the business opportunities that come with the economic recovery.** ☑

Joseph Tung