




甚麼是最佳改革方案？ What is the best reform option?

政府四月底發出改革旅遊業監管架構的諮詢文件，要求公眾和業界表達意見。由於政府這次檢討對議會及業界影響深遠，議會因此成立了專責小組負責，務求充份諮詢業者的意見後，向政府提出對香港和旅遊業最有利的方案。會員也可自行向政府提交意見(見「主題故事」)。

沒有旅客或旅行社，想見到外遊團因為迫不得已的理由而取消。可是，外遊團現今的目的地遍及世界各地，因迫不得已的理由而要取消的情況往往難以避免。在這種情況下，議會既要保障旅客的利益，但也要力求旅行社不會損失過巨而不能生存。有鑒於此，議會一方面修訂了關於外遊團因迫不得已理由而取消的指引(見第203號指引及「議會簡報」)，另一方面和航空公司、保險公司等磋商，希望可以盡量減少旅客和會員的損失。

今年第一季，外遊市場的表現不大理想，外遊印花下跌了約百分之十三，猶幸四、五月大幅反彈，頭五個月的印花才能微升百分之二左右。不過，外遊印花微升的同時，一至五月的外遊投訴也稍增了約百分之四，希望會員切勿因為業務好轉而放棄了優良服務。


在入境業方面，今年一至五月的內地入境團登記增加了百分之十二，而投訴則大減百分之三十三。這顯示入境會員的服務有所改善，而內地團體旅客對香港的愛好仍然得以維持。希望會員處處以旅客為先，追求長遠而全面的業務發展模式。 

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The Government issued a consultation paper in late April to consult the public and the trade on how the regulatory regime of the tourism sector should be reformed. **Since the review will have great implications for the TIC and the trade, the TIC has set up a task force in order that traders will be fully consulted before a proposal best for Hong Kong and the trade is submitted to the Government.** Members may also submit their views to the Government direct (see "Cover Story").

No travellers or travel agents want to see outbound tours cancelled because of reasons beyond control. Such situations, however, are hard to prevent given the destinations of outbound tours now scattered around the world. Under these circumstances, the TIC has to protect the interests of travellers and ensure that travel agents would not suffer so great a loss that they could not survive. The directive governing cancellation of outbound tours for reasons beyond control has thus been amended on the one hand (see Directive No. 203 and "Council Bulletin"), and negotiations with airlines and insurance companies are under way on the other hand, in order that losses to travellers and members could be minimised.

The outbound market performed rather unsatisfactorily in the first quarter this year: the outbound levy dropped by about 13%. Thanks to a strong rebound in April and May, the outbound levy was able to register a slight increase of about 2% for the first five months of the year. There was, however, a small rise of about 4% in outbound complaints for the same period. It is hoped that members will not set aside good service because of a turnaround in business.

As for the inbound market, the number of mainland tour registrations rose by 12% and that of complaints plunged by 33% from January to May this year. This shows that inbound agents have improved their service, and mainland group visitors' interest in Hong Kong has not faltered. It is hoped that members will always give top priority to the visitors, and go after a business model that can last long and is well-rounded. 

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