

董耀中先生歡送晚宴 Farewell dinners for Mr Joseph Tung

總幹事董耀中先生服務議會二十年，已於二零一七年十二月二十四日榮休。議會為答謝董先生多年來的貢獻，於十二月七日假座皇朝會舉行歡送晚宴。出席的賓客超過一百人，包括前任及現任議會理事，過往與董先生合作無間的政府官員及旅遊組織的代表，以及議會辦事處的高層人員。

此外，十八個旅遊業界商會，包括議會、香港旅遊發展局、駐香港旅遊局代表協會、香港航空公司代表協會、香港遊樂園及景點協會、議會八個屬會及其他商會，於十二月十三日在The Mira Hong Kong為董先生舉行歡送晚會。

議會祝董先生退休生活愉快，身體健康。



▲ 三名議會前主席袁家齊先生(左一)、何栢靈先生(右二)、胡兆英先生(右一)，聯同現任主席黃進達先生(左二)向董耀中先生致送禮物。
Three former TIC Chairmen Mr Ronnie Yuen (first from left), Mr Ronnie Ho (second from right) and Mr Michael Wu (first from right) present a gift to Mr Joseph Tung with incumbent Chairman Mr Jason Wong (second from left).



▲ 董先生與賓客合照。
A group photo of Mr Tung and guests.

Having served the TIC as Executive Director for 20 years, Mr Joseph Tung retired on 24 December 2017. To express its gratitude for his contribution over the years, the TIC held a farewell dinner for him on 7 December at The Dynasty Club. Upward of 100 guests joined the event, including former and incumbent directors, Government officials and representatives of travel-related organisations whom Mr Tung had worked closely with in the past, as well as senior staff members of the TIC.

Additionally, 18 travel trade associations including the TIC, the Hong Kong Tourism Board, the Association of National Tourist Office Representatives in Hong Kong, the Board of Airline Representatives in Hong Kong, the

Hong Kong Association of Amusement Parks and Attractions, the eight Association Members of the TIC and other trade bodies, held a farewell dinner for Mr Tung on 13 December at The Mira Hong Kong.

The TIC wishes Mr Tung good health and happiness in his retirement.

會員向法庭撤回上訴 Member withdraws appeal from court

「友利國際發展有限公司」質疑議會三個規管入境業指引的訴訟，已於今年四月被高等法院原訟法庭裁定敗訴；友利國際其後向上訴法庭提出上訴，卻於十月中撤回。旅行代理商註冊處十月通知議會，友利國際的牌照已於十月七日屆滿，議會於是在十月十九日撤銷其會籍。

關於此事的來龍去脈，可參閱本刊二零一七年第二期「專題」，以及通告C1648、C1655、C1689。

After losing its lawsuit to challenge three of the TIC's directives on inbound travel at the Court of First Instance of the High Court in April this year, Loyal Profit International Development Limited filed an appeal with the Court of Appeal but withdrew it in mid-October. With notification from the Travel Agents Registry in October that the licence of Loyal Profit expired on 7 October, the TIC revoked its membership on 19 October.

For the ins and outs of the matter, please refer to "Special Topic" of *The Voice's* No. 2/2017 issue, and Circulars C1648, C1655 and C1689.

電子印花系統明年試行 E-levy system to have test run next year

旅遊業賠償基金管理委員會的網上電子印花徵費系統完成開發後，議會於今年五月、八月舉辦了兩次講座，向會員介紹系統的操作。管理委員會將於二零一八年三至五月期間，安排五、六家旅行社參加試行計劃，藉以準備全面推行電子印花系統。

會員如想瞭解電子印花系統的詳情，可瀏覽管理委員會的網站(www.ticf.org.hk/chi/e-levy.htm)。

After the development of the web-based e-levy system of the Travel Industry Compensation Fund Management Board was completed, the TIC held two seminars in May and August this year to introduce the e-levy system to members. To prepare for a full launch of the system, the Management Board has invited five to six agents to participate in a pilot run to be conducted from March to May 2018.

Members may find detailed information about the e-levy system at the Management Board's website (www.ticf.org.hk/eng/e-levy.htm).

會員週年大會 Annual General Meeting

第三十屆會員週年大會已於二零一七年十一月三十日假香港洲際酒店召開，共有五百三十二家會員出席，其中五百一十五家為基本會員，十七家為普通會員。今年理事選舉共有五人競逐四個理事席位，結果崔定邦先生、沈朝生先生、鄧雯蕙女士、姚柏良先生當選。



▲ 四名新當選理事與主席合照：(左起)崔定邦先生、鄧雯蕙女士、黃進達主席、沈朝生先生、姚柏良先生。

Four newly elected directors with Chairman: (from left) Mr Timothy Chui, Ms Karen Tang, Chairman Mr Jason Wong, Mr Jason Shum and Mr Perry Yiu.

The 30th Annual General Meeting of the TIC was held on 30 November 2017 at the Inter-Continental Hong Kong with an attendance of 532 members, of which 515 were Ordinary Members and 17 were Affiliate Members. There were five candidates competing for four seats on the Board, and Mr Timothy Chui, Mr Jason Shum, Ms Karen Tang and Mr Perry Yiu were elected.

提升網絡安全認識活動 Activities to raise cyber security awareness

由於近年網絡攻擊個案有上升趨勢，議會早前舉辦了兩次有關網絡保安的講座，合共約有一百二十人參加。十月十九日，議會在中華總商會舉行午餐聚會，邀請了資訊保安專家古煒德先生主講。會上講解了各種網絡攻擊的手法，例如釣魚電郵、惡意軟件、勒索軟件等。為求預防攻擊，旅行社需要安裝防惡意軟件，定期把資料備份，並經常安裝軟件更新及修補程式等。

議會又於十二月六日舉辦網絡安全意識講座，邀請了香港電腦保安事故協調中心高級顧問簡正修先生主講。會上除了介紹協調中心的服務(www.hkcert.org)，還講述了針對個人和系統的網絡攻擊手法，資料外洩事故等。應付網絡威脅既要加強保安系統及保安意識，還要擬定事故回應及復原計劃，以確保事故發生後能迅速復原。



Given the upward trend in cyber attacks, the TIC has organised two talks on cyber security, with a total of some 120 agents attended. On 19 October, a Members' Lunch Gathering was held at the Chinese General Chamber of Commerce, with information security expert Mr Roy Ko as guest speaker. He explained different types of cyber attacks,

such as phishing, malware and ransomware. To guard against such attacks, travel agents need to install anti-malware software, make regular data backups and always update software to the latest version and apply latest patches.

The TIC also invited Mr Bernard Kan, Senior Consultant of the Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT), to speak at a seminar on cyber security awareness, which was held on 6 December. At the seminar, Mr Kan introduced HKCERT's services (www.hkcert.org) to the participants and briefly talked about cyber attacks targeting human and system vulnerability as well as incidents of information leakage. To tackle cyber threats, travel agents, apart from enhancing their security systems and security awareness, should formulate security incident response and recovery plans to ensure quick recovery from security incidents.

資訊科技配對基金計劃可望延長 IT Matching Fund Scheme expected to be extended

「旅行社資訊科技發展配對基金先導計劃」自去年七月推出以來，已完成四輪申請的審批，共有約九十家會員獲批資助，成功率為百分之九十六，總資助額達港幣八百多萬元。第五輪申請已於十二月三十一日截止。由於「先導計劃」的港幣一千萬元撥款只餘下不足兩成，議會正向政府爭取繼續撥款，以期把計劃延續下去，使更多會員受惠。

Since its launch in July 2016, the Pilot Information Technology Development Matching Fund Scheme for Travel Agents (Pilot Scheme) has granted over HK\$8 million of subsidies to about 90 applicants in four rounds of applications, with a success rate of 96%. The fifth round of applications closed on 31 December. Given that more than 80% of the HK\$10 million funding has been granted, the TIC is negotiating with the Government for more funding so that more members could be benefited under the Pilot Scheme.

外遊安全講座 Talk on travel safety

鑒於近年港人在外遊時遇事的數字有上升趨勢，入境事務處特別於十一月十七日舉辦講座，以協助外遊旅行社加強對旅客和前線員工的人身安全的保障。入境處代表講述了外遊的安全風險，介紹入境處「協助在外香港居民小組」的工作，處理過的個案，以及中國外交部的領事保護與服務。講座約有四十名旅行社代表出席。



In the light of the increasing number of incidents encountered by Hong Kong residents when they travel abroad, the Immigration Department offered to give a talk for outbound tour operators on 17 November in a bid to help them better protect the personal safety of travellers and their front-line staff. Around 40 agent representatives attended the talk, at

which representatives of the Immigration Department talked about the safety risks when travelling abroad, the work of the Assistance to Hong Kong Residents Unit and the cases it had handled, and the consular protection and services of the Ministry of Foreign Affairs of China.

延長春節取消旅行團的通知期(第231號指引) Extension of notification period for cancelling Lunar New Year tours (Directive No. 231)

理事會於二零一七年十二月十二日的會議上，決定延長農曆新年期間取消旅行團的通知期如下：

1. 會員如取消廣東省及澳門以外地方的任何外遊旅行團，而該團的出發日期在二零一八年二月十五日至二月十九日(農曆年三十至年初四)期間(首尾兩天包括在內)，則必須於出發前最少十四天(出發當天及通知日不包括在內)通知顧客。
2. 會員如取消廣東省內及澳門的外遊旅行團，而該團的出發日期在第1段所述期間，則必須於出發前最少五天(出發當天及通知日不包括在內)通知顧客。
3. 如旅行團跨省或跨國，取消旅行團的通知期即屬上述第1段的情況。

At its 12 December 2017 meeting, the Board decided to extend the notification period for cancelling package tours during the Chinese New Year as follows:

1. If members cancel outbound package tours destined for non-Guangdong-province-and-non-Macao places which commence during 15-19 February 2018 (both days inclusive), they must notify their customers of the cancellation at least 14 days in advance excluding the departure and notification dates.
2. If members cancel tours destined for Guangdong province and Macao which commence during the period mentioned in paragraph 1, they must notify their customers of the cancellation at least five days in advance excluding the departure and notification dates.
3. For transprovincial or transnational package tours, the notification period for cancellation of tours mentioned in paragraph 1 above will apply.

不包括住宿而在香港以外地方的活動(第232號指引) Activities at places outside Hong Kong and without accommodation (Directive No. 232)

現今市場上，既有在深圳集合和解散的一天遊，也有多種不包括住宿而在香港以外地方的活動，例如在日本的當地半天遊等。這類旅遊產品的費用由於無須繳付印花徵費，因此不受「旅遊業賠償基金」及「旅行團意外緊急援助基金計劃」的保障。

為了使旅客瞭解這類旅遊產品的情況，理事會決定修訂第一百零二號指引，規定會員必須在產品的相關資料中清楚註明以下兩點，並須在交易前向消費者提供有關資料：

1. 有關旅遊產品不受「旅遊業賠償基金」及「旅行團意外緊急援助基金計劃」的保障；及
2. 有關旅遊產品會否由持有議會所發出有效領隊證的人士跟隨。

此指引取代第一百零二號指引，並由二零一八年一月一日起生效。

Apart from one-day trips which begin and end in Shenzhen, there are now on the market activities at places outside Hong Kong and without accommodation, such as half-day local trips in Japan. Since levies need not be paid in respect of the fees of these travel products, they are not covered by the Travel Industry Compensation Fund and the Package Tour Accident Contingency Fund Scheme.

To help travellers to understand the situation of these travel products, the Board has decided to amend Directive No. 102 and require members to clearly state in the information of the relevant travel products the following two points, and to provide such information to consumers before transactions:

1. the travel products concerned are not covered by the Travel Industry Compensation Fund and the Package Tour Accident Contingency Fund Scheme; and
2. whether the travel products concerned will be accompanied by holders of valid Tour Escort Passes issued by the TIC.

This Directive supersedes Directive No. 102 and takes effect from 1 January 2018.

跟進投訴的和解方案或裁決結果(第233號指引) Following up of settlements or rulings concerning complaints (Directive No. 233)

為確保會員盡快處理關於消費者 / 入境旅客投訴的和解方案或裁決結果，理事會採納了消費者關係委員會的建議，通過下述決議：

1. 訂購出外或本地旅遊服務的消費者 / 入境旅客對會員的投訴，經議會調停後，雙方同意的解決方法即為「和解方案」(包括附加條件)。和解方案一經向議會存檔，會員必須於議會通知日起計的十四天內執行。
2. 如有關投訴經消費者關係委員會或上訴委員會處理，則消費者關係委員會或上訴委員會的決定即為「裁決結果」。裁決結果如獲投訴人接納，會員必須於議會通知日起計的十四天內執行。會員在執行裁決結果時，可要求投訴人簽署同意不再追究的文件，但不得附加其他條件。

此指引取代第一百四十九號指引，適用於二零一八年一月一日或以後議會所收到的消費者 / 入境旅客對會員的投訴。

To ensure that settlements or rulings concerning complaints lodged by consumers/inbound travellers are quickly executed by members, the Board has adopted the Consumer Relations Committee's proposal to resolve that:

1. "Settlements" (including additional conditions, etc) refer to methods of resolving the complaints against members which are lodged by consumers having booked outbound or local travel services/inbound visitors, and which are agreed by both parties after conciliation by the TIC. Once the settlements have been filed with the TIC, members must execute them within 14 days counting from the date of the TIC's notification.
2. "Rulings" refer to the decisions made by the Consumer Relations Committee or the Appeal Board in relation to the complaints. If the rulings are accepted by the complainants, members must execute them within 14 days counting from the date of the TIC's notification. When executing the rulings, members may request the complainants to sign a document to consent to not further pursuing the cases, without appending any additional conditions.

This Directive supersedes Directive No. 149, and is applicable to complaints against members lodged with the TIC by consumers / inbound visitors on or after 1 January 2018.