



香港旅遊業議會
**TRAVEL INDUSTRY COUNCIL
OF HONG KONG**
Incorporated with limited liability

DIRECTIVE

Issue Date: 14th April 1999

Ref: BOD75/09/03/99

***Re: Service fee for refund of totally unused tickets
Resolution No.75***

In order to avoid disputes between travellers and travel agents over the service fee charged by travel agents for providing ticket refund service, the Board of Directors of TIC resolved

“THAT members shall be allowed to charge a service fee of not more than HK\$300 for refund of each totally unused ticket.”

This service fee may be charged on each refund ticket after deduction of the handling fee of HK\$250 (as filed with the Civil Aviation Department) and the penalty charges imposed by the relevant airline.

This directive shall take effect immediately. Violation of this directive may result in penalty to be imposed on the member according to Article 11(3)(a) and (b) of the Articles of Association of TIC.

BY ORDER OF THE BOARD OF DIRECTORS
TRAVEL INDUSTRY COUNCIL OF HONG KONG

Joseph Tung
Executive Director

IMPORTANT