



香港旅遊業議會
**TRAVEL INDUSTRY COUNCIL
OF HONG KONG**

Incorporated with limited liability

DIRECTIVE

Issue Date: 16th December 1999

Ref: BOD79/14/12/99

***Re: Code of Business Practice on Outbound Package Tours – Visa Fee
Resolution No. 79***

To avoid disputes between member agents and their clients on refund of visa fees in cases of cancellation of package tours, the TIC Board has resolved that with immediate effect if a member shall cancel a package tour, he shall refund visa fees to his clients within 3 working days for group visas which are invalid for use by his clients individually.

For your easy understanding, the codes relating to visa charges are stipulated as follows:

1. If a member shall cancel a package tour, he shall refund service / handling charge for processing the visa to his clients within 3 working days. Any visa fees already incurred by the member for the clients in application for a group visa which is invalid for use by his clients individually shall also be refunded to his clients within 3 working days.
2. If a member shall cancel a package tour, he shall be entitled to deduct any visa fees already incurred by the member for the clients in application for a travel visa other than a group visa stated in paragraph 1.
3. If a client cancels a booking or if the tour is cancelled due to reasons beyond the control of a member, the member shall be entitled to deduct the service / handling charge and visa fees already incurred by the member for the clients in any application for a travel visa from the tour fare to be refunded.

Your co-operation is highly appreciated. All violations to the above will be subject to penalties in accordance with TIC M&A Article 11 (3) (a) and (b).

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

Joseph Tung
Executive Director

IMPORTANT