



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

**DIRECTIVE**

Issue Date: 17 June 2005

Ref: BOD135/17/06/05

**Cancellation of package tours guaranteed to depart  
Resolution No. 135**

To ensure fair competition between members and to provide better protection for travellers, the TIC Board accepted, during a meeting held on 14 June, the proposal put forward by the Outbound Committee to add the following requirements to the existing regulations:

**If a member cancels a package tour which has been guaranteed to depart in its advertisements, leaflets, itineraries, receipts, etc not for reasons beyond its control, it shall offer to pay each of the travellers concerned 15% of the price of the relevant tour but not exceeding HK\$1,000 as compensation within three working days. However, if, immediately after the occurrence of some severe incidents, a member cancels a package tour guaranteed to depart before departure because of safety reasons, it does not need to offer any compensation to the travellers concerned.**

Members are reminded that this Directive shall be implemented together with paragraph 13 of the Code of Business Practice on Outbound Package Tours. In other words, if a package tour guaranteed to depart is cancelled by a member not for reasons beyond its control and without sufficient notice, the member concerned shall pay each of the travellers 30% of the price of the relevant tour but not exceeding HK\$2,000 as compensation, of which 15% is for cancellation of a package tour guaranteed to depart and 15% is for cancellation of a tour without sufficient notice.

This Directive takes effect on 1 July 2005.

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

Joseph Tung  
Executive Director

IMPORTANT