



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

IMPORTANT

DIRECTIVE

Issue Date: 21 June 2006

Ref: BOD149/21/06/06

**Following up of settlements or rulings concerning complaints lodged by outbound travellers/inbound visitors
Resolution No. 149
(Category: General)**

After the handling of complaints lodged by outbound travellers/inbound visitors by the TIC Executive Office, the outbound travellers/inbound visitors and the members concerned may reach settlements, or the complaint cases may have to be referred to the Consumer Relations Committee for deliberations and rulings. If the outbound travellers/inbound visitors accept the settlements or the rulings, staff of the Executive Office will notify the members as such. Some members, however, may attempt to delay executing the settlements or the rulings by means of all kinds of excuse, thus making the complaint cases unable to be resolved within a reasonable time.

To protect the reputation of members and the image of the industry, the Board of Directors adopted the Consumer Relations Committee's proposal at its meeting held on 13 June 2006 to resolve that:

Members shall execute any settlements or rulings (such as the provision of ticket refunds, compensation, etc) accepted by the outbound travellers/inbound visitors within 14 days, counting from the date of notification issued by staff of the Executive Office about such settlements or rulings.

As regards the collection of goods and the refund of money concerning complaints about shopping lodged by inbound visitors, members shall make arrangements in accordance with Directive No. 123.

This Directive takes immediate effect. Violation of this directive will be subject to penalties in accordance with Article 11(3)(a)&(b) of the TIC's Articles of Association.

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

Joseph Tung
Executive Director