



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

IMPORTANT

DIRECTIVE

Issue Date: 20 November 2006

Ref: BOD153/20/11/06

Refund arrangements for tour cancellations
Resolution No. 153
(Directive category: Outbound → Package Tour)

Existing regulations of the TIC stipulate that members shall refund all money they received within seven working days if a package tour is cancelled prior to departure for reasons beyond their control, and shall refund all money they received within three working days if a package tour is cancelled prior to departure not for reasons beyond their control.

Since it has come to the TIC's attention that members find it difficult to make refunds for credit card payments of tour fares within three or seven working days, the Board adopted the Outbound Committee's proposal at its meeting held on 14 November 2006 to resolve that:

Members shall make refund applications to banks for credit card payments of tour fares within seven working days if a package tour is cancelled prior to departure for reasons beyond their control.

Members shall make refund applications to banks for credit card payments of tour fares within three working days if a package tour is cancelled prior to departure not for reasons beyond their control.

"Reasons beyond control" mean hostilities, political unrest, natural disasters, pestilences, bad weather, technical problems to transport, changes to the frequency or timetable of any means of conveyance by its operator without advance notice, strikes, industrial action, etc.

This Directive takes effect from 1 December 2006, applies to package tours cancelled by members on or after that day, and is to be enforced with Directive No. 143, and paragraphs 13.1 and 13.2 of the Code of Business Practice on Outbound Package Tours.

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

Joseph Tung
Executive Director