



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

IMPORTANT

DIRECTIVE

Issue Date: 15 June 2007

Ref: BOD167/15/06/07

**Distribution of itineraries to mainland China's inbound group visitors (revised)
Resolution No. 167
(Directive category: Inbound)**

To help mainland China's inbound group visitors clearly know their itinerary arrangements in Hong Kong, reduce possible conflicts between Hong Kong's receiving agents and inbound group visitors because of itinerary arrangements, and further raise the service standard and image of receiving agents, the Board of Directors resolved at its 12 June 2007 meeting that:

Members shall distribute itineraries through tourist guides to mainland China's inbound group visitors on their arrival in Hong Kong. The itinerary shall contain the following items:

1. General information:

- a. the name, address and telephone number of the receiving agent, and the name and contact number of the receiving agent's contact person
- b. the name and tour code of the inbound tour
- c. the arrival and departure date of the inbound tour
- d. the name, Tourist Guide Pass No. and contact number of the tourist guide
- e. the name and telephone number of mainland China's tour operator

2. Itinerary arrangements:

- a. details of meals, accommodation, transport, sightseeing, entertainment, and routes and time intervals of shopping activities which are in the itinerary
- b. details of any items in the itinerary not arranged by the receiving agent (if any)

3. Fees and charges:

- a. details of the fees of all self-pay activities, service charges and any other charges

4. Notes for visitors:

- a. information about the rights and duties of, and protection for, inbound group visitors, including the following sentence:**

“根據香港旅遊業議會規定，凡經旅行社安排到登記店舖購物的旅客，導遊必須讓他們自由購物。旅客如對所購貨品不滿，並於購買日起計六個月內提出退款，均可獲「入境旅行團（登記店舖）購物退款保障計劃」的保障（旅客必須憑單據正本辦理退款手續，有關貨品並且必須沒有損壞，亦沒有因使用而導致的損耗，方可獲百分百退回貨款）。”， which means that the Travel Industry Council of Hong Kong stipulates that tourist guides shall let visitors who are arranged by members to patronise registered shops make purchases freely. If the visitors are dissatisfied with their purchases and make a refund request within six months after purchase, they are entitled to the protection under the Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers (they shall return the original receipt and the purchased items, which shall be undamaged and on which there shall be no wear and tear because of use, in order to be entitled to a full refund).

5. Relevant hotlines:

- a. the TIC's inbound tourist service hotline: (852)2807-0707**
b. the Consumer Council's hotline: (852)2929-2222
c. the Hong Kong Tourism Board's hotline: (852)2508-1234

Members shall use “行程表” (itinerary) as the title of any document which contains the above information, and shall not distribute to the visitors the tour confirmation agreement which they have signed with mainland China's tour operator as if it were the itinerary.

This Directive supersedes Directive No. 165 and takes effect from 1 July 2007. Violation of this directive will be subject to penalties laid down in Articles 11(3)(a) and 11(3)(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