



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

Incorporated with limited liability

IMPORTANT

DIRECTIVE

Issue Date: 13 September 2019

Ref: BOD241/13092019/O/JM

Reservation of air-plus-hotel packages (revised)
Resolution No. 241
(Directive category: Outbound)

The Board of Directors resolved at its meeting on 10 September 2019 to adopt the Outbound Committee's proposal to revise Directive No. 166 as follows:

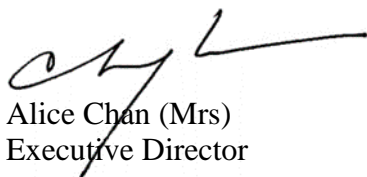
1. **The following definitions are applicable to this Directive:**
 - (1) **“air-plus-hotel package” refers to outbound travel services which contain air tickets and accommodation arranged by members for travellers; and**
 - (2) **“working day” excludes Saturdays, Sundays and public holidays.**
2. **A member shall specify on the receipt of air-plus-hotel packages that they are “subject to confirmation” or “confirmed”, or any other phrases which can also clearly and accurately convey the same meaning.**
3. **For air-plus-hotel packages which are subject to confirmation, –**
 - (1) **a member shall work out a confirmation date agreed by its customers and specify it on the receipt;**
 - (2) **if a member is unable to provide such packages at the originally agreed price and by the confirmation date, it shall refund the money paid by its customers in accordance with applicable rules within three working days, but need not make any compensation; and**
 - (3) **a member shall handle such packages in accordance with Points 3(1) and 3(2) irrespective of whether the date on which its customers make a reservation or the confirmation date worked out by the member and agreed by its customers falls within seven days before departure.**
4. **For air-plus-hotel packages which are confirmed, –**
 - (1) **if a member is unable to provide such packages and has collected full payment or a deposit, it shall –**

- (a) **notify its customers seven days before departure (excluding the day of departure), failing which it shall handle the reservations in accordance with Point 4(2); and**
 - (b) **refund the money paid by its customers in accordance with applicable rules within three working days.**
- (2) **Subject to applicable situations in Point 4(1)(a), a member shall pay 15% of the price of the packages but not exceeding HK\$1,000 to each of its customers as compensation within three working days. This rule also applies to customers who make a reservation within seven days before departure.**
- (3) **If a member is unable to provide such packages and has collected full payment, it shall pay 15% of the price of the packages but not exceeding HK\$1,000 to each of its customers as compensation within three working days.**
- (4) **If a member is unable to provide such packages for reasons beyond control, it need not make any compensation.**
5. **For the avoidance of doubt, it is expressly stated that Directive Nos. 239 and 240 do not apply to the situations mentioned in this Directive.**

This Directive supersedes Directive No. 166 and applies to those who book air-plus-hotel packages on or after 1 October 2019. Violation of this directive will be subject to penalties laid down in Article 11 of the TIC's Articles of Association.

For latest information on rules of the TIC, please visit the TIC website (www.tichk.org → "Codes and Regulations").

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



Alice Chan (Mrs)
Executive Director