



Guidance for booking cruise products through travel agents

1. Before booking any cruise products, travellers must fully understand the respective terms and conditions, including any exemption clauses, of the cruise companies and the travel agents. The captain of the cruise ship may decide to cancel or change any pre-planned legs of the voyage or ports of call on grounds of bad weather, mechanical problems or any other force majeure causes for the safety of the cruise ship and its passengers.
2. During the journey, travellers who have questions about the services provided or run into any incidents are advised to first refer to the terms and conditions of the cruise products they have purchased, and then contact, when necessary, the cruise companies or the travel agents.
3. After returning to Hong Kong, travellers who are dissatisfied with the arrangements of the journey are advised to first refer to the terms and conditions of the cruise products they have purchased, and then contact, when necessary, the following companies or institution for assistance in following up the matters:
 - (i) the cruise companies;
 - (ii) the travel agents; or
 - (iii) the Travel Industry Council of Hong Kong.

Travellers may also contact the Consumer Council for referral of the matters to the relevant companies or institution.

4. Travellers who have purchased cruise products from and have made direct payment to travel agents are covered by the Travel Industry Compensation Fund and the Package Tour Accident Contingency Fund Scheme. After payment, they should check whether the receipts are franked with the adequate levy amount.
5. When choosing travel insurance, travellers must fully understand the cover of the policy, and then take out suitable insurance to meet their own needs.

Contact information of the Travel Industry Council of Hong Kong and the Consumer Council:

Travel Industry Council of Hong Kong

Switchboard : 2807-1199
Hotline : 2969-8188
Website : www.tichk.org
Email of the Consumer Relations Department : crd@tichk.org

Consumer Council

Consumer Complaint & Enquiry Hotline : 2929-2222
Website : www.consumer.org.hk
Email : cc@consumer.org.hk



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



旅客經旅行社 訂購郵輪旅遊產品須知

1. 旅客在訂購郵輪旅遊產品前，必須清楚瞭解郵輪公司及旅行社各自的條款及細則，包括免責條款。為保障郵輪及其乘客的安全，郵輪船長有權因天氣不佳、機械故障或其他任何不可抗力因素，而決定取消或修改既定的航程或停靠的港口。
2. 旅客在旅程中如對服務安排有疑問，或遇到事故，宜先參考所購買的郵輪旅遊產品的條款及細則，在有需要時與郵輪公司或旅行社聯絡。
3. 旅客返港後，若對旅程中的安排有意見，宜先參考所購買的郵輪旅遊產品的條款及細則，在有需要時聯絡以下公司或機構，以協助跟進有關事宜：
 - (i) 郵輪公司；
 - (ii) 旅行社；
 - (iii) 香港旅遊業議會。

旅客亦可以聯絡消費者委員會，以轉介有關事宜給相關公司或機構。

4. 旅客向旅行社直接付款購買郵輪旅遊產品，可得到「旅遊業賠償基金」及「旅行團意外緊急援助基金計劃」的保障。付款後，應檢查收據是否已蓋上足額印花費。
5. 旅客選擇旅遊保險時，必須先清楚瞭解保險的保障範圍，然後按個人需要，選購合適保險。

香港旅遊業議會及消費者委員會的聯絡方法如下：

香港旅遊業議會

總機：2807-1199

熱線：2969-8188

網址：www.tichk.org

消費者關係部電郵地址：

crd@tichk.org

消費者委員會

消費者投訴及諮詢熱線：2929-2222

網址：www.consumer.org.hk

電郵地址：cc@consumer.org.hk



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