

退票費書面證明表格

Form for written proof of cancellation charges

會員如以迫不得已理由取消旅行團而向團員收取主要交通服務供應商(即航空公司、郵輪公司、火車公司)所徵收的費用(下稱退票費)，必須向議會提交收取退票費的書面證明，並夾附交通服務供應商發出的證明文件(如有)。詳情請參閱議會第 223 號指引。

If members cancel package tours for reasons beyond control and wish to collect from the tour participants the cancellation charges imposed by the major transport service providers (namely airlines, cruise liner companies and train companies), they must submit to the TIC written proof and substantiating documents issued by the transport service providers (if any). For details, please refer to Directive No. 223.

為方便會員提交退票費的書面證明，議會特別準備了以下表格，以供會員使用。請會員在填寫表格前注意下列事項：

The form below is specially prepared for members to help them submit written proof for collecting cancellation charges. Members are advised to note the following before completing the form:

1. 表格須印在會員的信紙上。
The form must be printed on writing paper with the member's letterhead.
2. 表格內各項資料均須填妥，否則不獲接納。
The form will not be accepted unless all its items are completed.
3. 如表格空位不敷應用，請另行加紙。
Please attach additional sheets if necessary.
4. 會員所填寫的表格及交通服務供應商發出的證明文件(如有)，都會上載到議會網站給公眾人士瀏覽。
The form completed by members and the substantiating documents issued by the transport service providers (if any) will be uploaded to the TIC website for the public to browse.
5. 會員把表格及證明文件電郵(proof@tichk.org)或傳真(2510-9907)至議會後，請致電(2807-1199)議會出境旅遊部，確保所有資料已經收到。
After emailing (proof@tichk.org) or faxing (2510-9907) the form and substantiating documents to the TIC, members are advised to call the Outbound Department of the TIC on 2807-1199 to ensure that they have been received.
6. 會員即使已把表格及證明文件提交給議會，也要向受影響旅客提供退票費的詳情。
Members need to provide the affected tour participants with details of the cancellation charges even after submitting the form and substantiating documents to the TIC.

旅行社收取退票費的書面證明

Written proof for collection of cancellation charges by travel agents

1.	主要交通服務供應商名稱(代訂機構名稱(如有)) Name of major transport service provider (name of booking agent (if any))	
2.	原定使用服務日期 Original date of service	
3.	原定班次編號 Original code of transport service	
4.	原定目的地 Original destination	
5.	旅行團編號(如有) Tour code (if any)	
6.	原定預訂服務的級別 / 類別(如團體票 / 硬臥票) Original class/category of booked service (e.g. group ticket/hard-sleeper ticket)	
7.	取消預訂的數量 Number of cancelled places	
8.	受影響團員人數 Number of affected tour participants	
9.	取消每一訂位的實際退票費金額 Actual amount of cancellation charge for cancellation of each place	

聲明 Statement

- (1) 本公司提交的資料全部屬實，並同意承擔一切法律及其他責任；
All the information submitted to the TIC by our company is accurate, and our company agrees to bear all legal and other liabilities;
- (2) 本公司同意，如香港旅遊業議會因本公司提交的資料而招致任何損失、法律費用、索償、罰款等，本公司將全數彌償香港旅遊業議會；
Our company agrees to fully indemnify the Travel Industry Council of Hong Kong for any losses, legal fees, claims, fines, etc incurred by the Travel Industry Council of Hong Kong because of the information submitted by our company;
- (3) 本公司清楚明白，香港旅遊業議會如發現本公司提交的資料有任何與事實不符之處，會將個案轉介相關執法機構，及 / 或交由香港旅遊業議會規條委員會處理。
Our company totally understands that if the information submitted by our company is in any way contrary to the fact, the Travel Industry Council of Hong Kong will refer the case to the relevant law enforcement agencies, and / or submit the case to the Compliance Committee of the Travel Industry Council of Hong Kong for action.

公司名稱 Company name		牌照號碼 Licence no.
聯絡人姓名 Name of contact person		職銜 Title
聯絡電話 Tel	傳真 Fax	電郵 Email
簽署 Signature		公司印章 Company stamp
日期 Date		時間 Time

總頁數(連同此表格在內) Total no. of pages (including this form): _____