

會員週年大會 Annual General Meeting

議會第二十三屆會員週年大會已於二零一零年十一月二十三日假香港洲際酒店舉行，共有五百零八家會員出席。今年理事選舉共有五名候選人競逐四個席位，結果胡建名先生、馮炳輝先生、梁志群先生、吳熹安先生當選。



主席胡兆英先生(中)報告議會的工作。
TIC Chairman Mr Michael Wu (middle) reports on the TIC's work.



四名新當選理事與總幹事、主席、名譽顧問合照：(左起)總幹事董耀中先生、胡建名先生、吳熹安先生、梁志群先生、主席胡兆英先生、馮炳輝先生、名譽顧問何栢靈先生。
The four newly elected directors with the TIC's Executive Director, Chairman and Honorary Adviser: (from left to right) Executive Director Mr Joseph Tung, Mr Charlie Foo, Mr Ng Hi On, Mr Andrew Leung, Chairman Mr Michael Wu, Mr Michael Fung and Honorary Adviser Mr Ronnie Ho.

The 23rd Annual General Meeting of the TIC was held on 23 November 2010 at the InterContinental Hong Kong hotel, with 508 members in attendance. There were five candidates vying for four seats on the Board, and Mr Charlie Foo, Mr Michael Fung, Mr Andrew Leung and Mr Ng Hi On were elected.

會員大力反對縮短匯款期 Members up in arms over shorter remittance period

國際航空運輸協會香港辦事處最近建議由二零一二年一月一日起，把「開賬與結算計劃」的付款及匯報次數由每兩週一次增加至每週一次。鑒於新政策對旅行社影響重大，議會除了發出問卷收集會員的意見外，還於二零一零年十二月八日在九龍香格里拉大酒店舉辦論壇與會員商討對策。國際航協香港辦事處代表及代理人計劃聯會的航空公司代表應邀出席，向會員解釋該建議。

論壇約有一百五十名會員出席。會員認為，現行的做法一直運作良好，香港旅行社拖欠款項的比率非常低，新政策將令旅行社工作量大增，並加重其財政負擔。



The Hong Kong Office of the International Air Transport Association (IATA Hong Kong) has recently proposed to increase the remittance and reporting frequency of the Billing and Settlement Plan (BSP) from bi-weekly to weekly with effect from 1 January 2012. Since the new policy will have a huge impact on members, the TIC, apart from sending out questionnaires to collect their views, held a members' forum on 8 December 2010 at the Kowloon Shangri-la hotel to discuss actions to be taken. Representatives of IATA Hong Kong and Airline Representatives to the Agency Programme Joint Council were present at the TIC's invitation to explain the proposal.

Around 150 members attended the forum. They believed that the current practice had been working well and the default rate of Hong Kong's agents had been very low. The new policy would greatly increase their workload and financial burden.

「開賬與結算計劃」建議增加匯款次數，引起不少會員關注。

Many members express their concern over the proposed increase in BSP remittance frequency.

旅行團被挾持該怎麼辦？ What to do if tour groups taken hostage?

香港旅行團在馬尼拉被挾持，令業界關注到外遊領隊在旅行團遇上類似事件時應如何應變。議會因此於二零一零年九月二十日及二十七日舉辦有關講座，邀請了警方的談判專家及防止罪案科的人員主講，約有一百三十名旅行社代表出席。

講者引用外地曾發生的挾持事件為例子，再舉出建議的應變方法。講者強調，這種情況沒有單一的處理方法，旅行團一旦被挾持，最重要是保持冷靜，領隊和導遊應與團員保持溝通，隨機應變。



必須保持冷靜，在他們被挾持時。導遊和領隊應與團員保持溝通，並根據實際情況靈活處理。

警方向會員講解萬一被挾持時如何保障自身安全。
Members are briefed on ways to protect personal safety in hostage situations.

In the wake of the Manila hostage crisis involving a Hong Kong tour group, the industry was concerned about how tour escorts should handle similar situations. The TIC therefore invited a police negotiator and officers from the Crime Prevention Bureau to speak at two seminars on the issue held on 20 and 27 September 2010, which attracted some 130 agent representatives.

At the seminars, the speakers cited previous hostage incidents in foreign countries as examples and suggested ways to deal with such situations though, they stressed, there were no uniform ways. Tour group members

國慶假期大型巡查 Mass spot checks during national day holidays

為加強旅客在香港購物的信心，議會於國慶假期期間，即二零一零年九月三十日至十月二日展開大規模巡查行動，合共查核了七十二個入境團，十六家登記店舖，沒有發現違規行為。

In order to boost tourists' confidence in shopping in Hong Kong, the TIC conducted mass spot checks during the national day holidays. From 30 September to 2 October, a total of 72 inbound tour groups and 16 registered shops were checked. No irregularities were spotted.

更換印花機 Replacement of franking machines

鑒於舊印花機經常故障，旅遊業賠償基金管理委員會購買了三百台新印花機，以替換已無法維修的舊機。議會已於今年十月底起分批為會員送遞並安裝新機，至十二月中已更換了約二百七十台。

As the old franking machines often break down, the Travel Industry Compensation Fund Management Board has bought 300 new machines to replace those which can no longer be repaired. The TIC started to deliver and install the new machines in late October and about 270 machines were replaced by mid-December.

建議服務收費(第190號指引) Recommended service fees (Directive No. 190)

由於旅行社的營運成本不斷上升，理事會在二零一零年十月十二日的會議上接納了票務委員會的建議，決定就多種服務推出建議服務收費。

詳情請參閱第一百九十號指引。此指引取代第一百一十四號指引，已於二零一零年十一月一日生效。

Since the operating costs of travel agents has been steadily on the rise, the Board decided to adopt the Ticketing Committee's proposal at its 12 October 2010 meeting to introduce recommended service fees for various services.

Please see Directive No. 190 for details. This Directive supersedes Directive No. 114 and has taken effect since 1 November 2010.

導遊核證制度(第192號指引) Tourist Guide Accreditation System (Directive No. 192)

理事會在二零一零年十一月十九日的會議上決

The Board resolved at its meeting held on 19 November 2010 that all

定，所有由會員指派接待到港旅客的導遊，必須持有由議會發出的有效導遊證。

此指引取代第一百一十一號指引，並由二零一一年二月一日起生效。

內地團須由同一名導遊全程接待(第193號指引) Mainland tours received by one guide throughout (Directive No. 193)

為提升在內地組辦的入境旅行團(內地旅行團)的服務水平，理事會在二零一零年十一月十九日的會議上決定：

1. 會員必須指派同一名持證導遊，為同一個內地旅行團全程在香港提供接待服務，但於入境口岸迎接團隊及團隊自由活動的時間除外。
2. 會員可指派另一名持證導遊於入境口岸迎接團隊。
3. 會員不得在欠缺充份理由下更改導遊。
4. 會員向議會登記內地旅行團的團隊確認書時，必須提供所有導遊的名字。

詳情請參閱第一百九十三號指引，此指引由二零一一年二月一日起生效。

會員須支付服務報酬給導遊(第194號指引) Members must pay guides remunerations (Directive No. 194)

為保障接待內地旅行團的導遊，理事會在二零一零年十一月十九日的會議上決定，指派導遊接待內地旅行團的會員，必須向導遊支付服務報酬，以免他們依賴購物回佣為主要收入。

此指引取代第一百六十二號指引，並由二零一一年二月一日起生效。

禁止要求導遊承擔內地團的款項(第195號指引) Mainland tours' payments must not borne by guides (Directive No. 195)

為保障接待內地旅行團的導遊，理事會在二零一零年十一月十九日的會議上決定，會員不得要求導遊承擔或不合理地墊支內地旅行團的任何費用。

此指引取代第一百六十三號指引，並由二零一一年二月一日起生效。

tourist guides assigned by members to receive visitors to Hong Kong must have a valid Tourist Guide Pass issued by the TIC.

This Directive supersedes Directive No. 111 and takes effect from 1 February 2011.

To enhance the service quality of inbound tours organised in mainland China (mainland tours), the Board decided at its 19 November 2010 meeting that:

1. Members must assign the same Tourist Guide Pass holder to receive the same mainland tour throughout its journey in Hong Kong except for the time when the tour group is met at the immigration control points and when tour members are on their own for free activity.
2. Members may assign another Tourist Guide Pass holder to meet the tour group at the immigration control points.
3. Members must not change the tourist guides originally assigned without valid grounds.
4. Members must provide the names of all the tourist guides when registering with the TIC the tour confirmation agreements of mainland tours.

Please see Directive No. 193 for details. This Directive takes effect from 1 February 2011.

To protect tourist guides who receive mainland tours, the Board resolved at its 19 November 2010 meeting that members which assign tourist guides to receive mainland tours must pay the guides concerned service remunerations so that they do not have to rely on shopping commission as their major source of income.

This Directive supersedes Directive No. 162 and takes effect from 1 February 2011.

To protect tourist guides receiving mainland tours, the Board decided at its meeting held on 19 November 2010 that members must not require tourist guides to bear or unreasonably advance any payments for mainland tours.

This Directive supersedes Directive No. 163 and takes effect from 1 February 2011.

內地旅客行程表的新規定(第196號指引) **New rules for itineraries for mainland visitors (Directive No. 196)**

為使內地旅客瞭解在香港旅遊期間的行程安排和權益，理事會在二零一零年十一月十九日的會議上，決定修訂關於向內地旅客派發行程表的指引，修訂的重點如下：

1. 「旅客須知」部份須增加以下兩項：
 - a. 導遊不得以香港特區政府或任何機構的名義，向旅客兜售紀念品等物品；
 - b. 導遊如要拿走或影印旅客的旅遊證件，必須得到旅客同意。
2. 導遊派發行程表時須讀出指定部份。

行程表樣本可參閱第一百九十六號指引的附件。此指引取代第一百八十六號指引，由二零一一年二月一日起生效。

To enable mainland visitors to clearly understand their itinerary arrangements and rights in Hong Kong, the Board resolved at its 19 November 2010 meeting to revise the directive concerning the itineraries distributed to mainland visitors. The revisions are highlighted as below:

1. The following two sentences must be added to the "Notes for visitors" section in Chinese:
 - a. Tourist guides must not peddle such items as souvenirs to visitors in the name of the Hong Kong SAR Government or any organisations; and
 - b. Tourist guides must have the consent of visitors if they wish to take away or photocopy the travel documents of the visitors.
2. Tourist guides must read out the specified parts of the itineraries when distributing them to visitors.

Please refer to the attachment to Directive No. 196 for a sample of the itinerary. This Directive supersedes Directive No. 186 and takes effect from 1 February 2011.

會員須申報與登記店舖的關連(第197號指引) **Members must declare association with registered shops (Directive No. 197)**

為加強入境旅客對登記店舖的信心，提高透明度，理事會在二零一零年十一月十九日的會議上決定，如會員的股東／合夥人／獨資經營者或董事屬於以下情況，必須以指定表格向議會申報，並且在出現任何變更後主動通知議會：

1. 股東／合夥人／獨資經營者或董事本人(或其公司)部份或全資擁有任何登記店舖，或為任何登記店舖的董事；
2. 股東／合夥人／獨資經營者或董事的親屬*(或其公司)部份或全資擁有任何登記店舖，或為任何登記店舖的董事(*親屬指父母、配偶、子女、兄弟姊妹)。

此指引由二零一一年二月一日起生效。會員如申報與登記店舖有關連，有關資料會在議會網站公開。

To enhance the confidence of inbound visitors in registered shops and increase transparency, the Board decided at its meeting held on 19 November 2010 that members whose shareholders/partners/sole proprietors or directors belong to any one of the following situations must use designated forms to make declarations to the TIC and inform the TIC of any changes on their own initiative:

1. (the firms or companies of) the shareholders/partners/sole proprietors or directors partly or wholly own any registered shops, or are directors of any registered shops; or
2. (the firms or companies of) the relatives* of the shareholders/partners/sole proprietors or directors partly or wholly own any registered shops, or are directors of any registered shops (*relatives mean parents, spouse, offspring and siblings).

This Directive takes effect from 1 February 2011. The TIC will announce on its website that the members and the registered shops declared by them have association.

不得強迫內地旅客購物(第198號指引) **No forced shopping for mainland visitors (Directive No. 198)**

為保障參加內地旅行團的旅客，理事會在二零一零年十一月十九日的會議上決定：

1. 會員不得強迫內地旅行團旅客購物。
2. 如會員所指派接待內地旅行團的導遊強迫有關旅客購物，會員須為此負上作為僱主

To protect participants of mainland tours, the Board decided at its meeting held on 19 November 2010 that:

1. Members must not compel participants of mainland tours to make purchases.
2. If the tourist guides assigned by members to receive mainland tours compel the tour participants to make purchases, the members must

應負的責任。

此指引由二零一一年二月一日起生效。

bear liability as an employer for that.

This Directive takes effect from 1 February 2011.

會員記分制(第199號指引) Demerit system for members (Directive No. 199)

為保障內地旅行團的旅客，理事會在二零一零年十一月十九日的會議上，通過設立「內地旅行團接待服務記分制：會員」。會員如違反了納入記分制的議會規則，會按違規的嚴重程度被記分，記滿三十分將被暫停或終止會籍。被記分的會員名稱會在議會網站及《議會季刊》公佈。

記分制適用規則可參閱第一百九十九號指引。此指引由二零一一年二月一日起生效。

To protect participants of mainland tours, the Board decided at its 19 November 2010 meeting to establish the "Demerit System for Mainland Tour Reception Services: Members". Members which have violated the TIC rules subsumed under the Demerit System will be given demerits according to the seriousness of the violations, and the membership of the members concerned will be suspended or terminated once the total number of demerits reaches 30. Members which are given demerits will have their names published on the TIC website and in *The Voice*.

For applicable rules under the Demerit System, please see Directive No. 199. This Directive takes effect from 1 February 2011.

導遊記分制(第200號指引) Demerit system for tourist guides (Directive No. 200)

為保障內地旅行團的旅客，理事會在二零一零年十一月十九日的會議上，通過設立「內地旅行團接待服務記分制：導遊」。導遊如違反了納入記分制的議會規則，會按違規的嚴重程度被記分，記滿三十分將被暫停或撤銷導遊證。因違反「記分制適用規則」而被暫停或撤銷導遊證的導遊，其姓名及導遊證資料會在議會網站張貼。

記分制適用規則可參閱第二百零號指引。會員須把記分制的詳情通知其導遊。此指引由二零一一年二月一日起生效。

To protect participants of mainland tours, the Board resolved at its meeting held on 19 November 2010 to establish the "Demerit System for Mainland Tour Reception Services: Tourist Guides". Tourist guides who have violated the TIC rules subsumed under the Demerit System will be given demerits based on the seriousness of the violations, and the Tourist Guide Pass of the tourist guides concerned will be suspended or revoked once the total number of demerits reaches 30. Tourist guides whose Tourist Guide Pass is suspended or revoked because of violation of the applicable rules under the Demerit System will have their names and Pass information posted on the TIC website.

Please see Directive No. 200 for the applicable rules under the Demerit System. Members are requested to inform their tourist guides of the details of the Demerit System. This Directive takes effect from 1 February 2011.

會員須與導遊簽署服務協議(第201號指引) Members must sign service agreements with guides (Directive No. 201)

為保障接待內地旅行團的導遊，提升他們的服務水平，理事會在二零一零年十一月十九日的會議上決定：

1. 會員在指派導遊接待內地旅行團前，必須與導遊簽署議會指定的服務協議。
2. 會員與導遊都必須遵守上述服務協議內的所有條款。

會員填寫上述服務協議時，必須遵守第一百九十四號指引關於導遊服務報酬的規定，以及其他相關指引與規則。

此指引由二零一一年二月一日起生效。

To protect tourist guides receiving mainland tours and to raise the standard of their service, the Board decided at its meeting held on 19 November 2010 that:

1. Before assigning tourist guides to receive mainland tours, members must sign with them the service agreement designated by the TIC.
2. Members and tourist guides must comply with all the clauses of the above service agreement.

When completing the above service agreement, members must observe the requirements of Directive No. 194, which concerns the service remunerations of tourist guides, and other relevant directives and rules.

This Directive takes effect from 1 February 2011.