

內地團現行模式不得不變 Current model of mainland tours must change



議 會已於十二月底發出十個指引(見「主題故事」及「議會簡報」)，藉以全面提升內地團的接待水平。同業必須明白，入境業今年發生的兩件醜聞，已證明內地團的經營模式不變不行。議會在制訂這些指引的過程中，已多次諮詢旅行社、導遊、登記店舖的意見，因此，實施各項措施是事在必行。不過，議會一年後會審視各指引的實施情況，希望大家著眼於行業的整體利益，追求長遠的健康發展。

在外遊業方面，剛過去的聖誕節旺季碰到不少麻煩：南北韓局勢緊張，使不少已報名的旅客希望退團；英國等多個國家受暴風雪影響，航機無法升降，旅客行程因而受阻。希望旅客明白，這些情況旅行社不可能控制，若有安排不周的地方，不妨多加忍耐。在假期時，少點爭執，多點歡樂，總是好事。

「開賬與結算計劃」的付款及匯報次數，向來都是每兩週一次的。可是，國際航空運輸協會香港辦事處最近建議，由二零一二年一月起改為每週一次。會員對此反響甚大，因為一來香港旅行社甚少拖欠款項，二來新政策會大大加重旅行社的財政負擔。希望航空公司珍惜與旅行社的夥伴關係，做出理性的決定。

為了提升管治水平，議會已選出四大會計師行之一做內部審計。審計會分階段實行，第一階段已於十二月中開始。這期「讀者信箱」刊登了一些讚揚議會職員和同業的信函，用意不僅是鼓勵大家堅持優良服務，還希望大家別因為只顧用神看負面的東西而見不到真相。✎

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A total of 10 directives were issued in late December (see "Cover Story" and "Council Bulletin") in order to fully upgrade the service quality of inbound tours from the mainland. **Traders must realise that the business model of mainland tours has to change after this year's two scandals in the inbound industry. When formulating these directives, the TIC had already consulted travel agents, tourist guides and registered shops many times, and therefore it is imperative to enforce them.** Having said that, the TIC will conduct a review one year later to examine how they are enforced. It is hoped that all of us will set great store by the interests of the whole industry and its healthy and long-term development.

There was plenty of trouble for the outbound industry during the recent Christmas holidays: the tense situation on the Korean Peninsular turned away many travellers who had booked tours and the snow storms in Britain and other countries grounded flights and delayed itineraries. **I hope that travellers will understand these situations cannot be controlled by travel agents and patience is desirable if any arrangements fail to live up to expectations. After all, let us have more joy and less quarrel during holidays.**

The remittance and reporting frequency under the Billing and Settlement Plan has always been once every two weeks. The Hong Kong Office of the International Air Transport Association has recently proposed to change it to once every week from January 2012, which has aroused much objection from members since Hong Kong's agents have rarely defaulted and they will have to bear a much heavier burden financially once the proposal is implemented. It is hoped that the airlines will treasure the partnership with travel agents and make a rational decision.

To have better governance, the TIC has selected one of the "Big Four" accountancy firms to carry out an internal audit, the first phase of which began in mid-December. **Some letters praising staff at the Executive Office and traders are published in "Readers' Feedback" for two reasons: one, to encourage us to keep up our good service and two, to remind us that focusing too hard on negative things will blind us to the truth.** ✎

Joseph Tung