


對旅客的保障不會稍減

Protection for visitors will continue


新一屆政府將重組架構，務求提高施政水平與效率，議會對此表示支持。政府架構重組之後，目前負責旅遊業的商務及經濟發展局將改組為工商及產業局、科技及通訊局，而前者除了繼續負責旅遊業外，還會處理民航、物流等政策職能，這對於推動業界的發展以及理順業內不同界別的爭議必定會大有助益。

議會自二零零二年起，就規定登記店舖必須向入境團體旅客提供全數退款保障。退款期本來是十四天，後來為了加強對內地團體旅客的保障，因此由二零零七年起大幅延長至六個月。六個月全數退款保障計劃實施之後，內地團體旅客有關購物的投訴大減，足證成效卓著。可是，最近有會員表示，希望退款期可以縮短。購物事宜委員會於是詳細研究該計劃的利弊，認為六個月退款期能給予內地團體旅客莫大信心，建議不作改變；理事會其後接納了委員會的建議。

今年頭五個月的外遊印花收入，雖然比去年同期增加了百分之三點四，但目前環球經濟前景未明，萬一下半年出現甚麼問題，香港恐怕也難獨善其身。在這種情況下，會員仍不斷開發新行程，以求廣開客路，這十分值得鼓勵。但會員應該切記，外遊旅客現在的要求越來越高，唯有竭盡全力，提供最佳服務，才能使他們滿意。

六月二十一日，議會代表與候任行政長官梁振英先生會晤，討論多項事宜，包括議會今後的角色與現在的工作、旅行社面對的困難、旅遊業未來的發展等。議會將和新一屆政府緊密合作，推動旅遊業的健康發展。 


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The TIC supports the new administration's initiative to reorganise the government structure in order to improve governance and efficiency. **Under the new organisation structure, the existing Commerce and Economic Development Bureau, one of its portfolios being tourism, will be split into the Commerce and Industries Bureau and the Technology and Communications Bureau, with the former responsible for tourism, as well as such policy areas as civil aviation and logistics. This arrangement will certainly be of much benefit to the development of the industry and the resolution of conflicts between various sectors of the industry.**

Ever since 2002, inbound group visitors who have made purchases at registered shops have been guaranteed a full refund, as stipulated by the TIC. The refund period was initially 14 days for all, but greatly extended to six months in 2007 in a bid to offer better protection for group visitors from the mainland. **Mainland visitors have filed much fewer complaints about shopping after the six-month, full-refund protection scheme was put in place, which is the best proof of its success. Some members, however, have recently expressed a wish to have the refund period shortened. Having studied the pros and cons of the scheme, the Committee on Shopping-related Practices has recommended that the six-month refund period should be kept unchanged because it has instilled great confidence in mainland group visitors. The Board has later accepted the Committee's recommendation.**

Although the outbound levy for the first five months was up 3.4% year on year, it is likely that Hong Kong will fare badly should the global economy turn for the worse in the second half of the year. It is indeed encouraging to see that members are still trying to attract more customers by rolling out new itineraries under such circumstances. They should be reminded that as outbound travellers are having higher and higher expectations, their only chance of satisfying them is to go all out to provide the best possible service.

On 21 June, representatives of the TIC met with Chief Executive-elect Mr C Y Leung to discuss a number of issues, which included the future roles and current tasks of the TIC, the difficulties confronting travel agents, and the future development of the industry. The TIC will work closely with the new administration to strive for healthy development of the industry. 

Joseph Tung