

退回會費 Refund of membership subscription

自六月中開始的連串示威活動，對會員的業務造成沉重打擊。理事會明白會員的困境，因此決定把二零一九至二零年度的會費，退回給所有於二零一九年八月三十一日是議會會員的屬會、基本會員及普通會員。退款支票已於九月分批寄出。

會員週年大會及理事選舉 AGM and directors' election

議會將於二零一九年十一月二十八日，假香港洲際酒店召開第三十二屆會員週年大會。會上將選出四名新理事，以接替於大會結束後任滿的崔定邦先生、沈朝生先生、鄧雯蕙女士、姚柏良先生。

理事選舉提名期已於九月十一日結束，候選人名單將於十月十一日公佈。關於理事選舉的規則及詳情，請參閱第二百零五號指引，以及隨通告C1826附上的《二零一九年理事選舉資料》單張。

The series of protests which started in mid-June have taken a heavy toll on the business of members. Understanding the plight that members are facing, the Board decided to refund the membership subscription for 2019/2020 to all Association, Ordinary and Affiliate Members which were TIC members as at 31 August 2019. The refund cheques were sent out in batches in September.

The TIC is to hold its 32nd Annual General Meeting (AGM) on 28 November 2019 at the Hotel InterContinental Hong Kong. Four new directors will be elected at the meeting to fill the vacancies left by Mr Timothy Chui, Mr Jason Shum, Ms Karen Tang and Mr Perry Yiu, who will retire after the AGM.

The nomination period for the director's election closed on 11 September, and the list of candidates will be announced on 11 October. For rules and details of the election, please refer to Directive No. 205 and the leaflet "Information on Directors' Election 2019" attached with Circular C1826.

大灣區導遊在廣州交流 GBA guides mingle in Guangzhou

議會獲廣東省文化和旅遊廳委託，邀請本地導遊出席六月二十五至二十七日在廣州舉行的「粵港澳大灣區導遊交流促進活動」，藉以

瞭解大灣區的文化遺產。活動由該廳主辦，廣東省旅行社行業協會及廣東省旅遊協會導遊分會承辦，共有二十二名香港導遊及二十六名澳門導遊參加。



At the request of the Department of Culture and Tourism of Guangdong Province, the TIC invited local tourist guides to participate in the Exchange and Promotion Activity for Tourist Guides in the Greater Bay Area (GBA) from 25 to 27 June in Guangzhou to learn more about the cultural heritage of the GBA. The event, which was hosted by the Department and jointly organised by the Guangdong Travel Service Association and the Guangdong Tourism Association (Tourist Guide Division), was attended by 22 tourist guides from Hong Kong and 26 from Macao.

旅遊知識講座 Travel knowledge talk

繼關島、台灣、澳洲的旅遊知識講座後，議會與駐港旅遊局代表協會再於八月二十日合辦另一個講座：「塞舌爾群島——另一個世界」。塞舌爾群島位處印度洋近非洲東岸，講座介紹了這個島國的熱門旅遊景點及玩樂特色，以及當地最新的旅遊資訊，吸引了差不多四十人參加。

After the travel knowledge talks about Guam, Taiwan and Australia, the TIC and the Association of National Tourist Office Representatives in Hong Kong (ANTOR (HK)) jointly organised another talk, "Seychelles Islands - Another World", on 20 August. About 40 people were attracted to the talk and were introduced to the popular tourist attractions, fun places and latest travel information of Seychelles, an island country located in the Indian Ocean near the eastern coast of Africa.

議會文件只會以電郵或傳真發送 TIC documents to be sent only by email or fax

會員一向可選擇以郵遞、電郵或傳真的方式，收取議會的通告和指引等文件。為求會員能迅速收到文件，以免錯過議會各類活動，加上環保等考慮因素，議會於去年十月就已發出通告，鼓勵選取了郵遞方式的會員改用電郵或傳真。由於有八成以上的會員已選用了這兩種方式，議會決定更進一步，由二零一九年十月一日起，只會以電郵或傳真發送文件(詳情見通告C1831)。

Members have all along had the option to choose to receive TIC documents such as circulars and directives by post, email or fax. To enable members to receive documents promptly and not to miss out on various activities organised by the TIC, and also to be environmentally friendly, the TIC issued a circular last October to encourage members who had opted to receive the documents by post to switch to email or fax. As more than 80% of members have already opted for email or fax, the TIC has decided to take the matter further forward by sending its documents only by email or fax from 1 October 2019 (see Circular C1831 for details).

為會員物色資訊科技夥伴 Seek IT partners for members

為鼓勵會員在業務上應用更多資訊科技，並且瞭解市場上相關的服務和產品，議會於七月三日與香港數碼港管理有限公司合辦「旅行社和資訊科技公司商業配對」活動，有來自十一家會員旅行社的十五人參加。參加者不僅聽取十家資訊科技公司各自介紹本身的業務、產品及技術，更與各公司代表傾談，諮詢意見，商談合作機會。

With a view to encouraging members to have greater application of IT in their business and learn the relevant IT services and products available on the market, the TIC and Hong Kong Cyberport Management Company Limited jointly organised the event "Business Matching for Travel Agents and IT Companies" on 3 July, which was attended by 15 people from 11 member agents. Apart from learning from the 10 IT companies their business, products and technologies, the participants also talked to their representatives, consulted them for opinions and discussed further cooperation opportunities.

議會網站公佈燃油附加費資料 Fuel surcharge information on TIC website

運輸及房屋局、民航處、香港航空公司代表協會、議會於七月十八日開會，訂定了調整燃油附加費的新安排：(一)燃油附加費每月只可調整一次；(二)航空公司應於每月十五日前通知其銷售代理；以及(三)調整後的燃油附加費於下一個月的首天生效。由九月中起，議會已在網站公佈各航空公司的燃油附加費資料。

The Transport and Housing Bureau, the Civil Aviation Department, the Board of Airline Representatives of Hong Kong and the TIC met on 18 July and worked out a new arrangement for the adjustment of fuel surcharges: (1) fuel surcharges should only be revised once in each month; (2) airlines should notify their sale agents before the 15th day of each month; and (3) the revised fuel surcharges should take effect on the first day of the following month. The TIC has begun to release information on fuel surcharges on its website since mid-September.

登記紅磡及土瓜灣店舖的新規定 New requirements for registering shops in Hunghom and Tokwawan

理事會在四月九日的會議上，決定增加第二百二十五號指引的店舖登記規定：所有在紅磡及土瓜灣接待內地入境旅行團的店舖登記申請，都一律需要提交旅客人流管理方案；議會將評估有關方案，以決定是否批准登記。詳情請參閱通告C1801。

The Board of Directors decided at its 9 April meeting to include new requirements for registration of shops in Directive No. 225: For all applications for registration of shops located in Hunghom and Tokwawan and catering for mainland inbound tour groups, the shops are required to submit crowd management measures, which will be assessed by the TIC for deciding whether or not to approve the applications. Please refer to Circular C1801 for details.

延長取消旅行團的通知期(第239號指引) Longer notice period for cancelling package tours (Directive No. 239)

理事會在二零一九年九月十日的會議上，修訂了取消旅行團的規定如下：

- ◆ 旅行團按目的地分為三類：廣東省及澳門、短線地區、長線地區的旅行團；
- ◆ 取消廣東省及澳門旅行團的通知期仍然是一天，取消短線地區旅行團的通知期仍然是七天，但取消長線地區旅行團的通知期則由七天延長至十四天；以及
- ◆ 如取消旅行團而相應的通知期不足，賠償額仍然是團費的百分之十五，但以港幣一千元為上限。

此指引取代第七十七及九十八號指引，並於二零一九年十月一日起生效。

At its meeting on 10 September 2019, the Board of Directors revised the rules governing cancellation of package tours as follows:

- ◆ package tours are divided into three categories according to their destinations: tours bound for Guangdong province and Macao, the short-haul area and the long-haul area;
- ◆ the notification period for cancelling tours bound for Guangdong and Macao remains one day, that for tours bound for the short-haul area also remains seven days, but that for tours bound for the long-haul area is extended from seven days to 14 days; and
- ◆ the amount of compensation for tour cancellation without giving corresponding sufficient notice remains 15% of the tour fares but not exceeding HK\$1,000.

The Directive supersedes Directive Nos. 77 and 98 and takes effect from 1 October 2019.

保證出發旅行團被取消將獲較多賠償(第240號指引) Tours guaranteed to depart will get more compensation if cancelled (Directive No. 240)

理事會在二零一九年九月十日的會議上，修訂了取消保證出發旅行團的規定如下：

- ◆ 訂明與「保證出發」含義相同的字眼，包括「成團」、「成行」、「已成團」、「已成行」等；
- ◆ 取消保證出發旅行團的賠償上限，由港幣一千元增加至港幣一千五百元；以及
- ◆ 會員如在旅行團資料中註明保證出發，而且收取了部份或全數團費，則必須在收據註明該旅行團保證出發。

此指引取代第一百三十五號指引，並於二零一九年十月一日起生效。

At its meeting on 10 September 2019, the Board of Directors revised the rules governing cancellation of package tours guaranteed to depart as follows:

- ◆ phrases with meaning equivalent to “guarantee to depart” are specified, including “tour formed”, “tour to depart”, “tour already formed”, “tour ready to depart”, etc;
- ◆ the maximum amount of compensation for cancelling package tours guaranteed to depart is increased from HK\$1,000 to HK\$1,500; and
- ◆ members which specify in their package tour information that any package tours are guaranteed to depart and collect part or all of the tour fares must specify that the package tours are guaranteed to depart on the receipts.

The Directive supersedes Directive No. 135 and takes effect from 1 October 2019.

無法安排機票連酒店套票的賠償維持不變(第241號指引) Compensation unchanged for failure to provide air-plus-hotel packages (Directive No. 241)

理事會在二零一九年九月十日的會議上決定，已經確定兼且已收取全費或訂金的機票連酒店套票，會員無法安排時的通知期無須與取消旅行團的通知期掛鉤，即通知期仍然是七天，不足七天通知就須每名顧客賠償套票費用的百分之十五，但以港幣一千元為上限。

此外，已經確定兼且已收取全費的機票連酒

At its meeting on 10 September 2019, the Board of Directors decided to delink the notification period for failure to provide confirmed air-plus-hotel packages whose deposit is paid or full payment is made from that for cancelling package tours, namely that the notification period remains seven days and members which fail to provide the packages and give seven-day notice must pay each customer 15% of the price of the packages but not exceeding HK\$1,000 as compensation.

Besides, the Board also decided to delink the upper limit of

店套票，會員無法安排時的賠償上限也無須與取消保證出發旅行團的賠償上限掛鉤，即仍須繼續向每名顧客賠償套票費用的百分之十五，但以港幣一千元為上限。

此指引取代第一百六十六號指引，並於二零一九年十月一日起生效。

compensation for failure to provide confirmed air-plus-hotel packages whose full payment is made from that for cancelling package tours guaranteed to depart, namely that members which fail to provide the packages must pay each customer 15% of the price of the packages but not exceeding HK\$1,000 as compensation.

The Directive supersedes Directive No. 166 and takes effect from 1 October 2019.

修訂遊學團守則(第242號指引) Code of practice on study tours revised (Directive No. 242)

理事會在二零一九年九月十日的會議上，把《經營遊學團守則》修訂為《經營遊學團及交流團守則》。新守則要點如下：

- ◆ 遊學團及交流團的團員仍然主要是十八歲以下人士；
- ◆ 出發後更改住宿的話，必須賠償團費的百分之十五，賠償額沒有上限；
- ◆ 所有團員必須受到綜合旅遊保險的保障；
- ◆ 每團必須最少有一名持有有效領隊證的隨團工作人員；以及
- ◆ 所有自費活動必須在出發前選定。

此指引取代第一百六十一號指引，並於二零一九年十月一日起生效。

At its meeting on 10 September 2019, the Board of Directors revised the Code of Business Practice on Study Tours as the Code of Business Practice on Study Tours and Exchange Tours, the key points of which are as follows:

- ◆ the tour participants of study tours and exchange tours continue to be mostly those under the age of 18;
- ◆ any change to accommodation after departure is subject to compensation equal to 15% of the tour fare with no capping on the amount of compensation;
- ◆ tour participants must all be covered by comprehensive travel insurance;
- ◆ each tour must have at least one accompanying helper who is a holder of a valid Tour Escort Pass; and
- ◆ self-pay activities must all be decided before departure.

The Directive supersedes Directive No. 161 and takes effect from 1 October 2019.

自僱領隊及自僱導遊工作保險 (第243及244號指引) Work insurance for self-employed tour escorts and self-employed tourist guides (Directive Nos. 243 and 244)

理事會在二零一九年九月十日的會議上，設立了自僱領隊及自僱導遊工作保險計劃，要點如下：

- ◆ 自僱領隊或導遊工作保險的基本標準由議會訂明，會員只可指派工作給受到工作保險保障的自僱領隊或導遊；
- ◆ 工作保險可以由自僱領隊或導遊自行購買，在這種情況下會員須按訂明的方式提供保費津貼；也可以由會員提供，在這種情況下會員無須提供保費津貼；
- ◆ 因為年齡而無法受到工作保險保障的自僱領隊，不會獲得豁免；以及
- ◆ 因為年齡而無法受到工作保險保障的自僱導遊，將獲得豁免。

詳情請參閱第二百四十三、二百四十四號指引。兩個指引將於二零二零年一月一日起生效。

The Board of Directors resolved at its meeting on 10 September 2019 to establish work insurance schemes for self-employed tour escorts and self-employed tourist guides. The key points are as follows:

- ◆ members are required to assign work only to self-employed tour escorts or tourist guides covered by the work insurance for self-employed tour escorts or tourist guides whose basic requirements are prescribed by the TIC;
- ◆ the work insurance may be taken out by self-employed tour escorts or tourist guides themselves, in which case members are required to give a premium subsidy according to the designated manner, or may be provided by members, in which case no premium subsidy is required;
- ◆ self-employed tour escorts not covered by the work insurance because of age will not be exempted; and
- ◆ self-employed tourist guides not covered by the work insurance because of age will be exempted.

Please see Directive Nos. 243 and 244 for details. Both directives will take effect from 1 January 2020.