



## 新任屬會代表劉展強博士 New OTOA representative Dr Brandon Lau

劉展強博士從事旅遊業多年，現為欣悅旅遊有限公司執行董事、香港外遊旅行團代理商

協會主席，由二零一八年九月二十八日起代表協會加入議會理事會。他自一九九四年起便參加議會訓練委員會的工作，多年來曾擔任出外旅遊委員會、消費者關係委員會、出版委員會的委員。

劉博士認為議會的首要工作，是加強中小企旅行社的競爭力。他鼓勵會員善用旅遊業培訓基金的資源培訓前線員工，以提供更優質的服務，同時他亦關注旅行社的管理，相信中層管理人員的能力若得以提升，定能增加工作效率，有助會員發展多元業務。

至於港珠澳大橋及廣深港高速鐵路香港段的啟用，劉博士認為這會吸引內地人來港旅遊消費，旅行社可以抓緊這機遇，設計更多相關的旅

遊產品來配合市場需求。

Dr Brandon Lau, Executive Director of Cherie Travel Services Limited, is a veteran in the travel industry. He joined the TIC Board on 28 September 2018 in his capacity as Chairman of the Hong Kong Outbound Tour Operators' Association. Dr Lau started participating in the TIC's work as a member of the Training Committee in 1994 and served as a member of the Outbound, Consumer Relations and Publication Committees over the years.

Dr Lau thought that one of the major tasks for the TIC was to enhance the competitiveness of small- and medium-sized travel agents. He encouraged members to make good use of the Travel Industry Training Fund to train their frontline staff, so as to provide better services. He also set store by the quality of management in travel agents, believing that their business could be run more effectively and branch out into different areas if the middle management became more capable.

With the opening of the Hong Kong-Zhuhai-Macao Bridge and the Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong High Speed Rail, Dr Lau believed that more mainland travellers would flock to Hong Kong. Members could grasp this opportunity by designing more relevant travel products to meet the market needs.



## 新任屬會代表胡景豪先生 New HATA representative Mr Ronald Wu

胡景豪先生現為錦倫旅運有限公司執行董事兼香港旅行社協會主席。胡先生於二零一八

年十一月二十二日起以香港旅行社協會代表的身份加入議會理事會；過去曾任議會會籍委員會委員，以及香港專業教育學院酒店及旅遊學科顧問委員會委員。

身為旅行社協會在議會的代表，胡先生希望可將會員的需要向議會反映。他指協會有不少會員不懂中文，遇到困難時，未必知道可以循甚麼渠道尋求協助或表達意見。

資訊科技日益發達，旅客無須再透過旅行社，便可直接在網上訂購旅遊產品。胡先生認為，業界如果想保持競爭力，就不能再單靠為客人代訂旅遊產品，而是要熟悉產品，瞭解顧客需

要，從而向他們介紹合適的產品，這樣方可在市場中佔一席位。

Mr Ronald Wu, Executive Director of Gray Line Tours of Hong Kong Limited, joined the TIC Board on 22 November 2018 as the representative of the Hong Kong Association of Travel Agents (HATA). He served on the TIC Membership Committee and was a member of the Discipline Advisory Board (Hospitality) of the Hong Kong Institute of Vocational Education.

As the representative of HATA, Mr Wu hoped that he could let the TIC know the needs of its members. He added that a good number of HATA members are non-Chinese speakers, who might not know how to seek assistance or express their views when they ran into difficulties.

With the advancement of information technology, travellers could book travel products online directly without the help of travel agents. Mr Wu believed that members could no longer simply book travel products for customers if they wished to stay competitive and establish a foothold in the market. What they needed to do was to sell suitable travel products to customers but before that, they had to know their products and know their customers.

## 黃進達先生連任議會主席 Mr Jason Wong re-elected TIC Chairman

議會主席選舉於二零一八年十二月七日舉行。結果黃進達先生在沒有對手的情況下連任，任期為三年，直至二零二一年。

黃進達先生在競選綱領中，表示會協助議會轉型為商會，令議會繼續是政府與業界的橋樑，為業界發聲、反映意見、爭取權益，務求在維護業界聲譽之餘，兼且締造理想的營商環境。

The election of TIC Chairman took place on 7 December 2018, at which Mr Jason Wong was re-elected uncontested for a second term of three years until 2021.

In his election manifesto, Mr Jason Wong pledges to help the TIC transform itself into a trade association that will continue to connect the industry with the Government, voice the views of members and fight for their interests in order to protect the reputation of the industry and strive for a favourable business environment.

## 會員週年大會 Annual General Meeting

第三十一屆會員週年大會已於二零一八年十一月二十九日假香港洲際酒店召開，共有六百零九家會員出席，其中五百九十一家為基本會員，十八家為普通會員。今年理事選舉共有六人競逐四個理事席位，羅啟邦先生、陳錦全先生、梁國興先生、梁耀霖先生當選。



The 31st Annual General Meeting of the TIC was held on 29 November 2018 at the InterContinental Hong Kong with an attendance of 609 members, of which 591 were Ordinary Members and 18 were Affiliate Members. There were six candidates competing for four seats on the Board, and Mr Roy Lo, Mr Denny Chan, Mr Fred Leung and Mr Paul Leung were elected.

## 高鐵考察團 High Speed Rail familiarisation tours

議會於二零一八年十月十九日及二十四日為屬會的會員組辦四個高鐵考察團，共有二百八十名旅行社代表參加。考察團在西九龍站乘坐「動感號」往返深圳北站，由港鐵職員講解西九龍站和深圳北站的設施。旅行社代表呼籲議會再次舉辦類似或長途高鐵考察團。

The TIC organised four high-speed rail familiarisation tours for members of the Association Members on 19 and 24 October 2018, with a total of 280

participants. The participants took the *Vibrant Express* at West Kowloon Station to Shenzhen North Station and back, with MTR staff introducing them to the facilities of West Kowloon Station and Shenzhen North Station. They suggested that the TIC should organise similar or other long-distance high-speed rail trips.



## 《旅遊業條例》已成為法例 Travel Industry Ordinance has become law

《旅遊業條例草案》於二零一七年三月二十二日提交立法會首讀及二讀，於二零一八年十一月二十九日獲三讀通過；《旅遊業條例》隨即於十二月七日在憲報刊登，正式成為法律。

待《旅遊業條例》生效後，旅遊業監管局將按條例成立，負責監管並發牌給旅行代理商、導遊及領隊。將來持牌旅行代理商都必須有一名獲授權代表，並且在指明情況下向旅監局繳存保證金。

旅監局的成員最多有三十人，主席為非業界成員，副主席為旅遊事務專員，其餘二十八名普通成員中，業界成員最多有十三人，其中議會理事不超過三人，經營外遊業務者不超過三人，經營入境業務者也不超過三人，另有最多四人擔任導遊或領隊。

會員宜仔細研究《旅遊業條例》的規定，藉以瞭解日後的監管環境。

Introduced to the Legislative Council on 22 March 2017 for first and second readings, the Travel Industry Bill passed its third reading on 29 November 2018, after which the Travel Industry Ordinance was gazetted on 7 December and officially became law.

When the Ordinance takes effect, the Travel Industry Authority (TIA) will be set up to regulate and license travel agents, tourist guides and tour escorts. Licensed travel agents will be required to have an authorised representative and to deposit guarantee money with the TIA under specified conditions.

The TIA will have a maximum of 30 members, comprising the Chairperson (who must be a non-trade member) and the Vice-chairperson (who must be the Commissioner for Tourism) and 28 ordinary members. Thirteen ordinary members are trade members, of whom no more than three are TIC directors, three are engaged in outbound business, three in inbound business and four are tourist guides or tour escorts.

Members are encouraged to carefully study the Ordinance in order to understand the future regulatory environment.

## 會員繼續受惠於資訊科技先導計劃 Members continue to benefit from IT Pilot Scheme

「旅行社資訊科技發展配對基金先導計劃」(先導計劃)獲政府累計撥款港幣四千萬元，以對等配對形式，資助中小型旅行社透過使用資訊科技以拓展業務，從而提升會員的生產力及競爭力。獲批准項目包羅萬象，如設立電子印花應用程式介面、改善網絡保安系統、提升旅行社網站、建立網上預訂或電子簽證系統、開發手機應用程式和更新電腦軟件等。

議會於二零一八年十一月十五日舉辦簡佈會向會員介紹先導計劃，共有三十名旅行社代表出席；秀國際服務有限公司陳焯輝先生、愛遊人有限公司關頌康先生，獲邀講述申請成功的經驗。截至二零一八年十二月二十日，共有三十六家會員已經完成項目並獲發資助。



Funded by the Government with a cumulative total of HK\$40 million, the Pilot Information Technology Development Matching Fund Scheme for Travel Agents (Pilot Scheme) aims at subsidising small- and medium-sized travel agents on a matching basis to adopt information technology for business expansion, thereby enhancing their productivity and competitiveness. Those projects that got the green light were many and varied, including e-

levy application interfaces, network security system upgrades, website revamps, online booking or visa systems, mobile app development and computer software upgrades.

On 15 November 2018, the TIC held a briefing to introduce the Pilot Scheme to members, during which Mr Carlton Chan from HIS (Hong Kong) Company Limited and Mr Wilson Kwan from Travelliker.com Limited were invited to share their experience in successfully applying for subsidy with 30 travel agent representatives present. As of 20 December 2018, there were a total of 36 members having completed their projects and received the subsidies.

## 電子印花系統將於明年中取代印花機 E-levy system to replace franking machines by mid-2019

本刊上期曾經報導，議會決定所有印花機將由二零二零年中停止使用。可是，印花機的供應商忽然於二零一八年十月底通知議會，表示由二零一九年七月一日起，將停止為印花機提供任何服務；換言之屆時所有印花機不能再加額，已存入各機帳戶內的款項也不能退回。議會迫不得已，唯有把停用印花機的期限提前一年，即由二零一九年七月一日起，所有印花機將停止使用；而印花機現時已不會再發給任何會員(詳情見通告C1768)。

議會為此決定加開電子印花工作坊，於今年十一月及十二月合共舉辦四場，邀請了德勤諮詢(香港)有限公司的項目團隊教導會員使用系統各種功能，讓會員親身嘗試操作，體驗系統帶來的好處。四場工作坊共有一百四十八人參加，他們來自八十九家會員。



In the last issue of *The Voice*, it was reported that the TIC resolved to phase out all franking machines in mid-2020. Nevertheless, the supplier of franking machines suddenly notified the TIC in late October 2018 that it will stop providing any services for franking machines after 1 July 2019, which means that reloading and refund of funds paid into the accounts of the

machines cannot be carried out from that day onwards. The TIC could not but bring forward the deadline for phasing out franking machines by one year earlier, namely all franking machines will be phased out after 1 July 2019; and no franking machines will be issued to any members from now on (see Circular C1768 for details).

The TIC therefore decided to organise more e-levy workshops, with four held in November and December 2018, at which the project team of Deloitte Advisory (Hong Kong) Limited trained members to use the e-levy system by letting them operate it on their own and experience the benefits. The four training workshops attracted 148 participants from 89 members.

## 一帶一路和大灣區網上旅遊資源平台 Belt & Road and Greater Bay Area tourism resource platform

一帶一路和大灣區處處是旅遊機遇，為了協助會員好好把握，議會已獲政府撥款，正在建立一帶一路和大灣區網上旅遊資源平台。項目團隊已於十月二十三日和二十六日舉辦四場焦點小組會議，共有八個屬會、相關委員會及會員旅行社的代表四十五人出席。

To enable members to better grasp tourism opportunities offered by the Belt & Road (B&R) Initiative and the Guangdong-Hong Kong-Macao Greater Bay Area, the TIC is in the process of establishing, with government funding, a web-based B&R and Greater Bay Area tourism resource platform. Four focus group meetings were held on 23 and 26 October 2018, attended by 45 people from the eight Association Members, relevant committees and member agents.

## 新分銷功能講座 Seminar on New Distribution Capability

議會於二零一八年十月十八日，聯同國際航空協會審訂旅行社商會舉辦新分銷功能講座，邀請了來自國際航空運輸協會、Amadeus Hong Kong、Worldspan、漢莎航空、國泰航空的講者，為會員講解新分銷功能的概念和詳情，共有一百八十六名來自一百四十七家旅行

社的代表出席。

The TIC organised a seminar on New Distribution Capability (NDC) jointly with the Society of IATA Passenger Agents (SIPA) on 18 October 2018, which drew 186 participants from 147 travel agents, with speakers from the International Air Transport Association, Amadeus Hong Kong, Worldspan, Lufthansa and Cathay Pacific to explain the concept and details of NDC.

## 經港珠澳大橋入境的內地一天購物團須登記團隊確認書(第236號指引) Inbound one-day shopping tours from China via Hong Kong-Zhuhai-Macao Bridge must be registered (Directive No. 236)

理事會於二零一八年十一月十三日的會議上決定，凡同時符合以下三項條件的內地一天購物團，必須在團隊抵達香港前向議會登記團隊確認書：

1. 由港珠澳大橋香港口岸入境；
2. 行程為期一天(不包含住宿)；及
3. 在受到「入境旅行團(登記店舖)購物退款保障計劃」所規管的店舖購物。

會員必須使用指定表格登記團隊確認書，每份表格只可登記一團；團隊人數如少於四十人，登記費為港幣三十元，四十一人或以上則為港幣六十元。會員如使用旅遊車，必須按規定於旅遊車的當眼位置展示相關團隊的團號。

此指引現已生效，有效期為三個月，至二零一九年二月十五日為止。

At its meeting on 13 November 2018, the Board of Directors resolved that members must register the tour confirmation agreements of one-day shopping tours from mainland China which satisfy all of the following three conditions with the TIC before their arrival in Hong Kong:

1. entry into Hong Kong via Hong Kong Port of the Hong Kong-Zhuhai-Macao Bridge;
2. an itinerary lasting for one day (without accommodation); and
3. shopping at shops regulated by the Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers.

Members must use the designated form to register their tour confirmation agreements, with each form for one tour group only. If the number of tour participants is fewer than 40, the registration fee is HK\$30; if it is 41 or more, the registration fee is HK\$60. If members use tour coaches, they must display the tour codes in a prominent position of the coaches.

This Directive, with a validity period of three months, is in effect now until 15 February 2019.

## 延長農曆新年取消外遊團的通知期(第237號指引) Extension of notification period for cancelling Lunar New Year tours (Directive No. 237)

理事會在二零一八年十二月七日的會議上，決定延長農曆新年期間取消旅行團的通知期如下：

1. 會員如取消廣東省及澳門以外地方的任何外遊旅行團，而該團的出發日期在二零一九年二月四日至八日(農曆年三十至年初四)期間(首尾兩天包括在內)，則必須在出發前最少十四天(出發當天及通知日不包括在內)通知顧客。
2. 會員如取消廣東省內及澳門的外遊旅行團，而該團的出發日期在第1段所述期間，則必須在出發前最少五天(出發當天及通知日不包括在內)通知顧客。
3. 如旅行團跨省或跨國，取消旅行團的通知期即屬上述第1段的情況。

At its meeting held on 7 December 2018, the Board of Directors decided to extend the notification period for cancelling package tours during the Chinese New Year as follows:

1. If members cancel outbound package tours destined for non-Guangdong-province-and-non-Macao places which commence during 4-8 February 2019 (both days inclusive), they must notify their customers of the cancellation at least 14 days in advance excluding the departure and notification dates.
2. If members cancel outbound package tours destined for Guangdong province and Macao which commence during the period mentioned in paragraph 1, they must notify their customers of the cancellation at least five days in advance excluding the departure and notification dates.
3. For transprovincial or transnational package tours, the notification period for cancellation of tours mentioned in paragraph 1 above will apply.