

**立法會**  
**Legislative Council**

LC Paper No. CB(1)1910/09-10(07)

Ref: CB1/PL/EDEV

**Panel on Economic Development**  
**Meeting on 24 May 2010**

**Updated background brief on the**  
**operation of Travel Industry Council of Hong Kong**

**Purpose**

This paper provides background information on the Travel Industry Council of Hong Kong (TIC) and summarizes concerns raised by Members on the operation of TIC.

**Establishment and operation of the Travel Industry Council of Hong Kong**

Background

2. TIC was established in 1978 to protect the interests of travel agents. It was incorporated under the Companies Ordinance (Cap. 32) in 1988 as a trade body for travel agents. It carries out its work in accordance with its Memorandum and Articles of Association.

3. The Government enacted the Travel Agents Ordinance (Cap. 218) (TAO) in 1985 to make it mandatory for all outbound travel agents to be licensed. Following amendments to TAO in 1988, any person carrying on business as a travel agent is required to obtain a licence from the Registrar of Travel Agents<sup>1</sup>, and to comply with the licensing requirements which include being member of TIC. Travel agents are regulated by TIC and are required to abide by TIC's codes of conduct<sup>2</sup> and directives. With the Travel Agents (Amendment) Ordinance 2002

---

<sup>1</sup> Under the provisions of TAO, the Travel Agents Registry issues licence to inbound and outbound travel agents and carries out relevant surveillance work, including monitoring the operation and financial position of the licensed travel agents. On the other hand, TIC is responsible for regulating the day-to-day operation of the travel trade, including establishing codes of conduct and directives.

<sup>2</sup> Under Article 10 of the Articles of Association of TIC, every member of the TIC is bound by the Codes of Conduct promulgated by the Board of TIC for the purposes of regulating the conduct and business and other practices of travel agents. The Codes of Conduct include General Code of Conduct for TIC Members; Code of Business Practice on Outbound Package Tours; Code of Advertising Practice for TIC Members; Code of Business Practice on Inbound Travel Service; and Code of Business Practice on Study Tours.

taking effect in November 2002, the statutory requirement of TIC membership for obtaining travel agents' licence was extended to cover inbound travel agents.

4. The Tourism Commission (TC) is currently responsible for monitoring TIC's work. Apart from attending meetings of the TIC Board and its various committees as member or observer, TC representatives also maintain close communication with TIC on the development of the tourism market, issues affecting the trade, the operating environment of travel agents, trade practices, tourist protection, and the financial position of TIC, etc.

#### Mission and services

5. The mission of TIC is to maintain a high standard of professionalism within the industry and to protect the interests of both the trade and travellers. It works closely with the Travel Agents Registry to monitor the operation of travel agents. TIC currently provides a number of services for members and the public, such as collecting levy to the Travel Industry Compensation Fund<sup>3</sup> (TICF), organizing training courses for the personnel of member agents and handling consumer complaints.

#### Management structure

6. TIC is managed by a Board of Directors (the Board) comprising 29 members, including the Chairman, eight member-elected directors, eight Association Member representatives and 12 Government-appointed independent directors<sup>4</sup>. TIC issued the General Code of Conduct for the Board to ensure that its directors discharge their duties in an impartial and honest manner. Important decisions, reports of the Board's monthly meetings and disciplinary information (including those on travel agents' non-compliance cases, revoked or suspended Tourist Guide Passes and Tour Escort Passes, records of demerit points of registered shops, and names of suspended or revoked registered shops) are uploaded onto TIC's website for its members' reference.

7. Under the Board, there are 17 committees, one sub-committee and the Appeal Panel. The convenors of committees responsible for disciplinary matters related to travel agents, tourist guides and tour escorts are non-trade independent directors while the majority of these committee members are from non-trade background.

---

<sup>3</sup> The TICF is held, managed and applied by the TICF Management Board set up under Section 32D of TAO. TICF derives its income from the levy contributed by travel agents in accordance with section 32H of TAO.

<sup>4</sup> TIC increased the number of non-trade independent directors from eight to 12 with effect from January 2008 with a view to bringing in more experience and knowledge from other sectors.

8. The Appeal Board, members of which are drawn from the Appeal Panel, is to hear appeals lodged against decisions of the TIC's disciplinary bodies<sup>5</sup>, Consumer Relations Committee and Membership Committee. Every Appeal Board will consist of three of the Appointees (who are not TIC member or have any financial interest in or are connected with any TIC member) nominated by the TIC Board and appointed by the Secretary for Commerce and Economic Development (SCED), and two persons drawn from amongst the Association Members' Chairmen or their appointed representatives and the elected directors of the TIC Board. No member of an Appeal Board should have been a member of the TIC's committee against whose decision the appeal was lodged nor would he/she have any personal interest in or connection with the results of such appeal, or any party thereto.

9. The policies laid down by the TIC Board are carried out by TIC's Executive Office. The Executive Office, headed by the Executive Director, has 10 departments with an establishment of about 50 staff as at April 2010.

### Membership

10. TIC has eight Association Members, and each has its unique characteristics that cater for the specific needs of different markets and travel agents. A travel agent shall join one of the Association Members prior to joining TIC.

11. There are about 1 400 Ordinary and Affiliate Members under TIC. Ordinary Member agents may conduct any travel and tourism business, while the business of Affiliate Members is restricted to booking of hotel rooms and air tickets, retail sale of package tours, and other travel related dealings.

### Income and financial control

12. Under sections 32H and 32I of TAO, a travel agent is required to pay a levy to TIC (Council Levy) and TICF, the rates of which are set by SCED by notice published in the Gazette. The current rate of Council Levy is 0.15% of every outbound fare received. On 26 June 2009, SCED made the Travel Agents Ordinance (Specification of Fund Levy) Amendment Notice 2009 to reduce the TICF Levy rate from 0.15% to 0% with effect from 3 July 2009. The Council Levy is the main source of income of TIC which can use such income only for operational expenses incurred in pursuing its objects. TIC also derives income from other sources, such as membership fee and training courses organized to upgrade the skills of employees of the tourism trade.

13. The TAO requires TIC to submit to SCED each year the estimates of its

---

<sup>5</sup> TIC's disciplinary bodies mean the TIC Board and those committees delegated and empowered by the Board to take disciplinary or regulatory actions against TIC members, shops registered under the Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers, Tourist Guide Pass holders, Tour Escort Pass holders, examination candidates and other relevant parties that may be regulated by TIC.

income and expenditure for the next financial year. In accordance with the requirements of the Companies Ordinance, TIC prepares annual accounts for audit, and the audited statements will be presented for endorsement by TIC members at the annual general meeting. As TIC does not receive Government subvention, it is not subject to the Audit Commission's scrutiny. From 1990, TIC has been specified as a "public body" under the Prevention of Bribery Ordinance (Cap. 201) and is subject to its regulation.

## **Past discussions**

### Panel on Economic Development

14. The role and functions of TIC had been a subject of concern when issues related to the development of tourism were discussed at the meetings of the former Panel on Economic Services<sup>6</sup> in 2007 and 2008. During these discussions, some members urged the Administration to review the regulatory framework of the travel industry as part of the measures to combat unscrupulous malpractices in the trade, as the current industry self-regulation could not adequately protect visitors' interests. The Administration was requested to review the effectiveness of the self-regulatory regime of the travel industry, and consider establishing an independent body to regulate the travel industry.

15. When the Administration briefed the Panel on Economic Development on 22 June 2009 on the legislative proposals relating to the TICF Levy, members again urged the Administration to review the institutional framework and operation of TIC. Some Panel members suggested that value-for-money-audits should be conducted for TIC, having regard to the extent of the powers of TIC in regulating the industry and the substantial amount of revenue it received from the Council Levy.

16. The Panel invited the travel industry and Consumer Council to give views on the operation of TIC at the meeting on 16 July 2009. Some deputations raised concern that TIC was responsible for both formulating and enforcing the codes and guidelines for the travel industry. Some of these deputations objected to the statutory requirement of TIC membership for obtaining a travel agent licence, the collection of Council Levy and the heavy penalty imposed on member agents for violation of TIC rules. There was also concern about the lack of employee representatives in the TIC Board and the Disciplinary Committees, which might give rise to conflict of interests if operators of travel agents took part in the disciplinary hearings involving their tourist guides or tour escorts. Some other deputations, however, commended the work of TIC as it served as a middle person balancing the interests of the trade and consumers. They were of the view that TIC was able to cater for the changing needs of the travel industry.

---

<sup>6</sup> The Panel on Economic Services has been renamed as the Panel on Economic Development with effect from the 2007-2008 session.

17. At the meeting on 16 July 2009, some Panel members doubted the legal basis for TIC to monitor travel agencies and collect levy, as TIC was basically a trade union incorporated under the Companies Ordinance. They considered it unreasonable for TIC to regulate the conduct of tourist guides and outbound tour escorts as there was a lack of representation of employees, and that TIC had not duly protected their rights and job opportunities. They also considered that the Administration could not effectively oversee TIC's operation, as public officials attending the Board meetings were only observers. They urged that TIC's deliberation of policies affecting the entire travel trade should be made more transparent and open to all TIC members. There was a view that the credibility of TIC had been crippled by problems associated with political interests and conflict of roles. Noting that TIC was not subject to monitoring by either the Ombudsman or the Audit Commission, these members urged the Administration to conduct a thorough review of the self-regulatory mechanism and consider replacing TIC by a statutory body.

18. Some other Panel members considered self-regulation an effective mode in monitoring the travel trade as the industry players had more expertise and experience to determine the regulatory rules with flexibility to cater for the changing needs of travel agencies and the business environment. At the meeting on 16 July 2009, the Panel passed a motion urging the Government to conduct a thorough review of the structure, functions, fees and relevant arrangements of TIC, including whether it should become a statutory organization and be subject to value-for-money audits, and to provide legal advice on whether the present licensing arrangements for travel agencies were in breach of the Basic Law. Members also requested the Panel's legal adviser to provide comment on the legal basis for TIC, an incorporated entity, to play an industry self-regulatory role in monitoring travel agencies<sup>7</sup> and collect Council Levy<sup>8</sup> from them.

19. When the Panel discussed TIC's policy on package tours bound for places where the Outbound Travel Alert (OTA) was in force at the meeting on 26 April 2010, some members expressed concern that while TIC was endowed with the power to regulate travel agents, the resolutions made at the relevant meetings between TIC and travel agents to cancel or resume package tours to places where the Red OTA was in force had no binding effect on the travel agents. These members questioned the role and input of the Government and TIC Board in monitoring the travel agents' arrangements on the matter.

---

<sup>7</sup> According to the Panel's legal adviser, the control and regulation of travel agents is provided in TAO which provides that a licensed travel agent must be a TIC member. The Memorandum and Articles of Association of TIC, and the Codes of Conduct promulgated by the TIC Board also appear to provide the basis for TIC to play an industry self-regulatory role in monitoring travel agents. For details, please refer to LC Paper No. LS53/09-10.

<sup>8</sup> According to the Panel's legal adviser, section 32I of TAO provides the legal basis for TIC to collect the Council Levy from travel agents as its operational expenses in pursuing or achieving its objects (LC Paper No. LS53/09-10).

### Council meetings

20. Members raised a number of questions at Council meetings on issues related to TIC, including regulation of travel industry, complaint-handling mechanism, illegal provision of tourist guide services, training courses for the travel trade, measures to assist the tourism industry, and assistance to tour groups visiting Hong Kong. Details are hyperlinked in the **Appendix**.

21. During the motion debate on "Fostering the development of the tourism industry" at the Council meeting on 30 May 2007, there was a suggestion to turn TIC into a statutory body so as to provide a legal basis for its regulatory work. Some Members also suggested that the Administration should review the composition of the TIC Board.

22. LegCo questions were raised at the Council meetings on 25 February 2009 and 10 June 2009, suggesting the Administration to review the mechanism of collecting Council Levy and the levy rate to assist the tourism industry, and monitor the operation of TIC respectively. Having regard to the incident related to Viva Macau, a LegCo question was raised at the Council meeting on 21 April 2010, suggesting the Administration make reference to Macau to set up a tourism crisis management office for handling unforeseen tourism incidents in Hong Kong or overseas.

### Examination of Estimates of Expenditure

23. In examining the Estimates of Expenditure 2010-2011, some Members raised written questions about the review of the operation of TIC and the travel industry's regulatory mechanism. The Administration advised that the review was in progress. At the same time, TIC had implemented various new initiatives in recent months to enhance the transparency of its operation and internal governance. These included uploading the agenda and minutes of TIC's meetings to its website for members' reference and strengthening the participation of Government and representatives from non-trade sectors in its various committees. On the suggestion that TC and TIC could be merged to facilitate implementation of tourism policy, the Administration does not consider it necessary or appropriate to merge the two because TC and TIC have different roles and responsibilities in facilitating the development of tourism and regulating the travel trade.

### **Latest development**

24. The Administration will brief the Panel on the outcome of the review of TIC operation at the meeting on 24 May 2010.

## **References**

25. A list of the relevant papers is in the **Appendix**.

Council Business Division 1  
Legislative Council Secretariat  
18 May 2010

## List of relevant papers

Committee	Paper	LC Paper No.
Council Meeting on 10 March 2004	Hon LAU Kong-wah raised a written question on "Tourists' complaints against local service industry"	Hansard (Pages 46 to 49) <a href="http://www.legco.gov.hk/yr03-04/english/counmtg/hansard/cm0310ti-tran-slate-e.pdf">http://www.legco.gov.hk/yr03-04/english/counmtg/hansard/cm0310ti-tran-slate-e.pdf</a>
Council Meeting on 26 January 2005	Hon Howard YOUNG raised a written question on "Tourist guides without tourist guide permit"	Hansard (Pages 186 to 188) <a href="http://www.legco.gov.hk/yr04-05/english/counmtg/hansard/cm0126ti-tran-slate-e.pdf">http://www.legco.gov.hk/yr04-05/english/counmtg/hansard/cm0126ti-tran-slate-e.pdf</a>
Council Meeting on 19 October 2005	Hon Fred LI raised a written question on "Travel agents charging administrative fee"	Hansard (Pages 105 to 109) <a href="http://www.legco.gov.hk/yr05-06/english/counmtg/hansard/cm1019ti-tran-slate-e.pdf">http://www.legco.gov.hk/yr05-06/english/counmtg/hansard/cm1019ti-tran-slate-e.pdf</a>
Council Meeting on 9 November 2005	Hon CHAN Yuen-han raised a written question on "People without tourist guide passes serving as tour guides"	Hansard (Pages 83 to 87) <a href="http://www.legco.gov.hk/yr05-06/english/counmtg/hansard/cm1109ti-tran-slate-e.pdf">http://www.legco.gov.hk/yr05-06/english/counmtg/hansard/cm1109ti-tran-slate-e.pdf</a>
Council Meeting on 22 November 2006	Hon Howard YOUNG raised a written question on "Monitoring of industry conduct"	Hansard (Pages 60 to 63) <a href="http://www.legco.gov.hk/yr06-07/english/counmtg/hansard/cm1122-trans-late-e.pdf">http://www.legco.gov.hk/yr06-07/english/counmtg/hansard/cm1122-trans-late-e.pdf</a>
Council Meeting on 22 November 2006	Hon TAM Yiu-chung raised a written question on "Promoting healthy development of tourism industry"	Hansard (Pages 90 to 92 ) <a href="http://www.legco.gov.hk/yr06-07/english/counmtg/hansard/cm1122-trans-late-e.pdf">http://www.legco.gov.hk/yr06-07/english/counmtg/hansard/cm1122-trans-late-e.pdf</a>
Council Meeting on 7 February 2007	Hon Fred LI raised a written question on "Regulation of travel industry"	Hansard (Pages 96 to 98) <a href="http://www.legco.gov.hk/yr06-07/english/counmtg/hansard/cm0207-trans-late-e.pdf">http://www.legco.gov.hk/yr06-07/english/counmtg/hansard/cm0207-trans-late-e.pdf</a>
Meeting of the Panel on Economic Services (ES Panel) on 23 April 2007	Administration's information paper on "Strengthening consumer protection for Mainland visitors in Hong Kong"  Minutes of meeting (paragraphs 14 to 17)	CB(1)1413/06-07(04) <a href="http://www.legco.gov.hk/yr06-07/english/panels/es/papers/es0423cb1-1413-4-e.pdf">http://www.legco.gov.hk/yr06-07/english/panels/es/papers/es0423cb1-1413-4-e.pdf</a>  CB(1)1945/06-07 <a href="http://www.legco.gov.hk/yr06-07/english/panels/es/minutes/es070423.pdf">http://www.legco.gov.hk/yr06-07/english/panels/es/minutes/es070423.pdf</a>

Committee	Paper	LC Paper No.
Council Meeting on 30 May 2007	Motion on "Fostering the development of the tourism industry"	Hansard (Pages 99 to 171) <a href="http://www.legco.gov.hk/yr06-07/english/counmtg/hansard/cm0530-translate-e.pdf">http://www.legco.gov.hk/yr06-07/english/counmtg/hansard/cm0530-translate-e.pdf</a>
Meeting of the ES Panel on 22 October 2007	Administration's paper on "Policy Agenda of the Commerce, Industry and Tourism Branch, Commerce and Economic Development Bureau"  Minutes of meeting (paragraphs 52 to 65)	CB(1)43/07-08(02) <a href="http://www.legco.gov.hk/yr07-08/english/panels/es/papers/eDEV1022cb1-43-2-e.pdf">http://www.legco.gov.hk/yr07-08/english/panels/es/papers/eDEV1022cb1-43-2-e.pdf</a>  CB(1)458/07-08 <a href="http://www.legco.gov.hk/yr07-08/english/panels/es/minutes/ev071022.pdf">http://www.legco.gov.hk/yr07-08/english/panels/es/minutes/ev071022.pdf</a>
Meeting of the Panel on Economic Development (EDEV Panel) on 24 October 2008	Administration's paper on "Policy Agenda of the Commerce, Industry and Tourism Branch, Commerce and Economic Development Bureau"  Minutes of meeting (paragraphs 24 to 28)	CB(1)33/08-09(02) <a href="http://www.legco.gov.hk/yr08-09/english/panels/eDEV/papers/eDEV1024cb1-33-2-e.pdf">http://www.legco.gov.hk/yr08-09/english/panels/eDEV/papers/eDEV1024cb1-33-2-e.pdf</a>  CB(1)324/08-09 <a href="http://www.legco.gov.hk/yr08-09/english/panels/eDEV/minutes/eDEV20081024.pdf">http://www.legco.gov.hk/yr08-09/english/panels/eDEV/minutes/eDEV20081024.pdf</a>
Council Meeting on 25 February 2009	Hon Paul TSE raised an oral question on "Measures to assist tourism industry"	Hansard (Pages 27 to 29) <a href="http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0225-translate-e.pdf">http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0225-translate-e.pdf</a>
Council Meeting on 13 May 2009	Motion on "Proposed establishment of a Tourism Bureau with dedicated responsibility for handling tourism issues"	Hansard (Pages 198 to 258) <a href="http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0513-translate-e.pdf">http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0513-translate-e.pdf</a>
Council Meeting on 13 May 2009	Hon Paul TSE raised a written question on "Unlicensed travel agents"	Hansard (Pages 88 to 90) <a href="http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0513-translate-e.pdf">http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0513-translate-e.pdf</a>
Council Meeting on 27 May 2009	Hon Paul TSE raised a written question on "Waiving travel agents' licence fee"	Hansard (Pages 90 to 93) <a href="http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0527-translate-e.pdf">http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0527-translate-e.pdf</a>
Council Meeting on 10 June 2009	Hon Paul TSE raised an oral question on "Monitoring of operation of Travel Industry Council of Hong Kong"	Hansard (Pages 18 to 27) <a href="http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0610-translate-e.pdf">http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0610-translate-e.pdf</a>

Committee	Paper	LC Paper No.
Council Meeting on 17 June 2009	Hon Paul TSE raised a written question on "Training courses organized by Travel Industry Council of Hong Kong"	Hansard (Pages 103 to 105) <a href="http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0617-translate-e.pdf">http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0617-translate-e.pdf</a>
Meeting of the EDEV Panel on 22 June 2009	Administration's paper on proposals to amend the Travel Agents Ordinance (Specification of Fund Levy) Notice (Cap. 218D) and the Travel Industry Compensation Fund Rules (Cap. 218E & F)  Minutes of meeting (paragraphs 5 to 42)	CB(1)1939/08-09(03) <a href="http://www.legco.gov.hk/yr08-09/english/panels/eDEV/papers/eDEV0622cb1-1939-3-e.pdf">http://www.legco.gov.hk/yr08-09/english/panels/eDEV/papers/eDEV0622cb1-1939-3-e.pdf</a>  CB(1)2487/08-09 <a href="http://www.legco.gov.hk/yr08-09/english/panels/eDEV/minutes/eDEV20090622.pdf">http://www.legco.gov.hk/yr08-09/english/panels/eDEV/minutes/eDEV20090622.pdf</a>
Council Meeting on 8 July 2009	Hon IP Wai-ming raised a written question on renewal of tourist guide passes	Hansard (Pages 116 to 117) <a href="http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0708-translate-e.pdf">http://www.legco.gov.hk/yr08-09/english/counmtg/hansard/cm0708-translate-e.pdf</a>
Meeting of the EDEV Panel on 16 July 2009	Administration's paper on operation of the Travel Industry Council of Hong Kong  Paper on the Travel Industry Council of Hong Kong prepared by the Legislative Council Secretariat (Background brief)  Paper provided by the Travel Industry Council of Hong Kong (Chinese version only)  Minutes of meeting (paragraphs 1 to 50)	CB(1)2242/08-09(02) <a href="http://www.legco.gov.hk/yr08-09/english/panels/eDEV/papers/eDEV0716cb1-2242-2-e.pdf">http://www.legco.gov.hk/yr08-09/english/panels/eDEV/papers/eDEV0716cb1-2242-2-e.pdf</a>  CB(1)2242/08-09(03) <a href="http://www.legco.gov.hk/yr08-09/english/panels/eDEV/papers/eDEV0716cb1-2242-3-e.pdf">http://www.legco.gov.hk/yr08-09/english/panels/eDEV/papers/eDEV0716cb1-2242-3-e.pdf</a>  CB(1)2270/08-09(02) <a href="http://www.legco.gov.hk/yr08-09/chinese/panels/eDEV/papers/eDEV0716cb1-2270-2-c.pdf">http://www.legco.gov.hk/yr08-09/chinese/panels/eDEV/papers/eDEV0716cb1-2270-2-c.pdf</a>  CB(1)2777/08-09 <a href="http://www.legco.gov.hk/yr08-09/english/panels/eDEV/minutes/eDEV20090716.pdf">http://www.legco.gov.hk/yr08-09/english/panels/eDEV/minutes/eDEV20090716.pdf</a>
Council Meeting on 28 October 2009	Hon Paul TSE raised a written question on "Measures to combat illegal provision of tour guide services in Hong Kong by Mainland tour escorts"	Hansard (Pages 57 to 60) <a href="http://www.legco.gov.hk/yr09-10/english/counmtg/hansard/cm1028-translate-e.pdf">http://www.legco.gov.hk/yr09-10/english/counmtg/hansard/cm1028-translate-e.pdf</a>

Committee	Paper	LC Paper No.
Council Meeting on 24 February 2010	Hon Paul TSE raised a written question on "Local one-day tours"	Hansard (Pages 57 to 59) <a href="http://www.legco.gov.hk/yr09-10/english/counmtg/hansard/cm0224-translate-e.pdf">http://www.legco.gov.hk/yr09-10/english/counmtg/hansard/cm0224-translate-e.pdf</a>
Special Meeting of the Finance Committee on 22 March 2010	Administration's replies to initial written questions raised by Finance Committee Members in examining the Estimates of Expenditure 2010-2011	<a href="http://www.legco.gov.hk/yr09-10/english/fc/fc/w_q/cedb-cit-e.pdf">http://www.legco.gov.hk/yr09-10/english/fc/fc/w_q/cedb-cit-e.pdf</a> (P.63, 169, 212, 214, 216 and 229)
Council Meeting on 14 April 2010	Hon Paul TSE raised a written question on "Emergency assistance for travellers visiting Hong Kong"	Hansard (Floor) (Pages 64 to 66) <a href="http://www.legco.gov.hk/yr09-10/chinese/counmtg/floor/cm0414-confirm-ec.pdf">http://www.legco.gov.hk/yr09-10/chinese/counmtg/floor/cm0414-confirm-ec.pdf</a>
Council Meeting on 21 April 2010	Hon Paul TSE raised a written question on "Setting up a Tourism Crisis Management Office"	Hansard (Floor) (Pages 56 to 57) <a href="http://www.legco.gov.hk/yr09-10/chinese/counmtg/floor/cm0421-confirm-ec.pdf">http://www.legco.gov.hk/yr09-10/chinese/counmtg/floor/cm0421-confirm-ec.pdf</a>
Council Meeting on 28 April 2010	Hon Paul TSE raised a written question on "Monitoring complaint handling mechanism of Travel Industry Council of Hong Kong"	Hansard (Floor) (Pages 112 to 113) <a href="http://www.legco.gov.hk/yr09-10/chinese/counmtg/floor/cm0428-confirm-ec.pdf">http://www.legco.gov.hk/yr09-10/chinese/counmtg/floor/cm0428-confirm-ec.pdf</a>