

**LETTERHEAD OF ASSOCIATION OF BETTER BUSINESS & TOURISM  
SERVICES**

Ref No.: GEN/037/01

28 December 2001

The Hon Mr. Sin Chung Kai  
Chairman  
Bills Committee on Travel Agents (Amendment) Bill 2001  
3/F Citibank Tower  
3 Garden Road  
Central  
Hong Kong

By Fax: 2509 9055  
& Post

Dear Mr. Sin,

**Travel Agents Ordinance (Cap. 218)**  
**Travel Agents (Amendment) Bill 2001**

Thank you for inviting this Association to comment on the proposed Travel Agents (Amendment) Bill 2001.

We are pleased to note that similar to the outbound travel agents licensing the Registrar of Travel Agents will also be responsible for the outbound travel agents licensing and that the membership of Travel Industry Council (TIC) is one of the licence conditions for outbound travel agents.

According to our records of complaint from visitors, the major nature of complaint against inbound travel agents was that the travel agents had taken the visitors to shop at places where visitors were being grossly overcharging and providing misleading product information. Moreover, visitors were also being forced to purchase from these shops. We wish to emphasize that either in the Ordinance or in the TIC's Code of Conduct, this sort of shopping arrangement must be condemned, disallowed and penalized. On the other hand, visitors should be given timely and effectively means to seek appropriate redress arising from such malpractice.

We fully support the development of a certification scheme for inbound tour guides to ensure they have the right skills and can meet the prescribed standards. In addition to decide the qualifications to apply for the certification to serve as inbound tour guides, it is of vital importance that the scheme should also set up rules and conditions for renewal of the certification in order to monitor the standard of service of tour guides. Also, an appeal system should be set up for tour guides who are not eligible for applying or renewing the certification to voice their dissatisfaction concerned.

Should you have any further questions relating to our comments, our Ms Victoria Luck, Executive Manager is most happy to discuss with you.

Yours sincerely,

Vincent Fang  
Chairman