



2022-23
ANNUAL REPORT 年報

願景 VISION

確保香港旅遊業的可持續發展，藉以推動經濟增長並提升香港形象

To ensure sustainable development of the Hong Kong travel industry that drives economic growth and promotes the image of Hong Kong

使命 MISSION

鼓勵並監管旅遊企業及業界人士以專業及負責任的方式經營業務與從事活動

To encourage and regulate travel enterprises and trade practitioners to conduct business and activities in a responsible and professional manner



目錄

CONTENTS

主席的話
CHAIRPERSON'S MESSAGE

6

2022至23年度的主要工作
MAJOR TASKS AND HIGHLIGHTS
IN 2022-23

54

行政總裁的話
EXECUTIVE DIRECTOR'S MESSAGE

10

企業發展
CORPORATE DEVELOPMENT

82

機構管治
CORPORATE GOVERNANCE

16

展望
OUTLOOK

86

資料及統計數字
FAST FACTS

48

財務報表
FINANCIAL STATEMENTS

96



概覽

AT A GLANCE





回顧 REVIEW

4月 April 2011



香港特別行政區政府（特區政府）發表諮詢文件，就香港旅遊業的運作和規管架構的檢討方案，徵詢旅遊業界和公眾的意見。

The Government of the Hong Kong Special Administrative Region (the Government) issued a consultation paper on the review

of the operation and regulatory framework of Hong Kong's tourism sector, and invited views from the trade and the public.

12月 December

特區政府宣布成立旅遊業監管局（旅監局）為旅遊業新法定監管機構，負責旅行代理商、導遊及領隊的發牌和規管工作，並肩負起提升行業專業水平的職能。

The Government announced that a new statutory regulatory body of the travel industry to be named as the Travel Industry Authority (TIA) would be set up for regulating travel agents, tourist guides and tour escorts with a view to promoting the professionalism of the industry.

11月 November 2018

《旅遊業條例》（《條例》）獲得立法會通過，為成立旅監局奠下法律基礎。《條例》訂明旅監局的組成及職能。

The Travel Industry Ordinance (the Ordinance) was passed by the Legislative Council which provides a legal basis for the establishment of TIA. The Ordinance sets out the composition and functions of TIA.

12月 December 2019



香港特別行政區行政長官委任馬豪輝先生，GBS, JP 為第一屆旅監局主席，以及 28 名人士為旅監局普通成員，由 2020 年 1 月 1 日起生效。

The Chief Executive of the Hong Kong Special Administrative Region appointed Mr MA Ho-fai, GBS, JP as Chairperson of the first term of TIA and 28 persons as ordinary members of TIA with effect from 1 January 2020.

1月 January 2020

旅監局成立，並於同月舉行第一次會議討論其未來工作計劃、管治架構等事宜。

TIA was established and its first meeting was held in the same month to discuss issues relating to its future work plan, governance framework, etc.

8月 August 2021

旅監局於黃竹坑的辦事處正式啟用。

The office of TIA located in Wong Chuk Hang came into operation.

12月 December

旅監局網站 (<https://tia.org.hk/>) 面世。

The website of TIA (<https://tia.org.hk/>) was launched.

2月至4月 February to April

旅監局於2022年2月9日就《條例》下新規管制度的實施細則發表諮詢文件並展開行業諮詢，蒐集旅遊業界的從業員、機構團體及相關持份者的意見。為期八個星期的行業諮詢於2022年4月5日結束，旅監局發表諮詢總結，提出具體可行的優化建議和跟進工作。

TIA published a consultation document on the implementation details of the new regulatory regime under the Ordinance on 9 February 2022. The views of the practitioners, organisations and relevant stakeholders of the travel industry were collected through an eight-week trade consultation which ended on 5 April 2022. TIA published the consultation summary, putting forward concrete and feasible proposals as well as follow-up actions.

4月 April

在立法會經濟發展事務委員會於2022年4月25日舉行的會議上，旅監局代表就全面實施旅遊業新規管制度而制訂的附屬法例建議，徵詢委員意見。

Representatives of TIA presented the proposal of subsidiary legislation made for the full implementation of the new regulatory regime of the travel industry at the meeting of the Panel on Economic Development, Legislative Council held on 25 April 2022.



相片來源：立法會官方網頁
Photo source: Official website of Legislative Council

5月 May

特區政府於2022年5月6日在憲報刊登七項為全面實施新規管制度而制訂的附屬法例，當中的《2022年〈旅遊業條例〉（生效日期）公告》指明2022年7月4日為《條例》中與過渡安排相關條文的實施日期，而2022年9月1日則為餘下尚未生效條文的實施日期。七項附屬法例隨後於2022年5月11日提交立法會，進行先訂立後審議的程序。

The Government gazetted seven pieces of subsidiary legislation made for the full implementation of the new regulatory regime on 6 May 2022. Of which, the Travel Industry Ordinance (Commencement) Notice 2022 appointed 4 July 2022 as the implementation day for the provisions of the Ordinance related to transition, and 1 September 2022, as the implementation day for the remaining provisions that were not yet in operation. The seven pieces of subsidiary legislation were tabled in the Legislative Council for negative vetting on 11 May 2022.

9月 September

旅遊業新規管制度於2022年9月1日正式實施，旅監局亦全面運作。

The new regulatory regime of the travel industry has been implemented from 1 September 2022, and TIA has also come into full operation.

文化體育及旅遊局局長委任共18名成員的旅監局消費者關係小組。

The Secretary for Culture, Sports and Tourism appointed the Consumer Relations Panel of TIA, which consists of 18 members.

11月 November



特區政府預留一億元資助旅遊從業人員的培訓發展，旅監局利用部分撥款推行為期三年的旅遊從業人員培訓資助計劃，以加強和提升旅遊業的專業水平及服務質素。

The Government earmarked \$100 million to support the training and development of travel industry practitioners. TIA has made use of part of the resources to launch a three-year training subsidy scheme for practitioners of the travel industry, with a view to enhancing the professional standards and service quality of the travel industry.

主席的話 CHAIRPERSON'S MESSAGE

“

「疫情令全球旅遊業冰封三年，本人認為現在正是旅遊業重新出發和推動香港旅遊業革新向前的最好時機，讓香港市民與旅客可以重新認識香港，享受專業全面的旅遊服務及體驗。」

“For three years, the travel industry around the world has been frozen due to the pandemic. I believe now is the best time to relaunch Hong Kong's travel industry and promote its innovation and development so that residents and tourists alike can rediscover the city from a new perspective and enjoy professional and comprehensive travel services and experiences.”



馬豪輝先生，GBS, JP
主席

Mr MA Ho-fai, GBS, JP
Chairperson

邁向新里程 攜手拓前景

隨著疫情逐漸緩和並成為過去，亞洲不同地區相繼放寬隔離措施和重新對外開放入境，旅遊業界引頸企盼的復常亦有序開始。在特區政府宣布放寬入境措施前，適逢《旅遊業條例》(第634章)(《條例》)及其附屬法例於2022年9月起全面生效，旅遊業新規管制度正式實施和運作，旅遊業監管局(旅監局)亦隨之肩負重任，實踐其遠大的願景與使命。

為了加強各方的協作和溝通，從立法諮詢到落實執行，新規管制度與旅監局推行的每一項工作與措施，均邀請了旅遊業界代表和不同持份者參與研討磋商，集思廣益，因應和充分了解業界實際情況和發展需要才落實具體執行相關的工作細則。旅監局由30位成員組成，當中包括來自旅遊業界和其他不同專業領域的非業界代表，確保業界在旅監局內有足夠的聲音，同時亦能參考其他界別的意見，如法律、會計、金融、保險、教育、消費者事務等。旅監局內所有會議及大小決策，均按公平公正公開的原則進行，嚴格遵循《條例》及其附屬法例推展工作，一切皆以法理為依歸。

「監管」只是旅監局的其中一項法定職能，旅監局的願景是「確保香港旅遊業的可持續發展，藉以推動經濟增長並提升香港形象」。疫情令全球旅遊業冰封三年，本人認為現在正是旅遊業重新出發和推動香港旅遊業革新向前的最好時機，讓香港市民與旅客可以重新認識香港，享受專業全面的旅遊服務及體驗。在推動香港旅遊業走得更前更遠之際，業界必需在行業文化、營運心態與專業態度上作出相應調整，畢竟疫情後的全球旅遊模式與潮流經已有所轉變。

Working together towards new milestones and prospects

As the COVID-19 pandemic gradually subsides and becomes part of our past, different regions in Asia have successively relaxed their quarantine measures and reopened for entry. The travel industry's long-awaited return to normalcy has also begun in an orderly manner. Before the Government announced the relaxation of the travel restrictions, the Travel Industry Ordinance (Cap. 634) (the Ordinance) and its subsidiary legislation came into full effect in September 2022, and the new regulatory regime for the travel industry was officially implemented and began operation. In addition, TIA has taken up great responsibilities in fulfilling its ambitious vision and mission.

To strengthen collaboration and communication at all levels, from bill consultation to implementation of the Ordinance, TIA has invited representatives from the travel industry and various stakeholders to discuss and consult on the new regulatory regime and each of its works and measures. Collecting views from the travel trade and various stakeholders enabled TIA to understand the industry's actual situation and needs comprehensively before implementing relevant work details. TIA comprises 30 members from travel trade and non-trade representatives of various other professional fields to ensure a sufficient voice for the trade while also considering the views from diverse sectors such as legal, accounting, finance, insurance, education, and consumer affairs. TIA conducts all meetings and makes decisions on the principles of fairness, impartiality, and openness. It carries out its work in strict compliance with the Ordinance and its subsidiary legislation, where the laws prevail.

"Regulation" is only one of the statutory functions performed by TIA. Our vision is to ensure the sustainable development of the Hong Kong travel industry that drives economic growth and promotes the image of Hong Kong. For three years, the travel industry around the world has been frozen due to the pandemic. I believe now is the best time to relaunch Hong Kong's travel industry and promote its innovation and development so that residents and tourists alike can rediscover the city from a new perspective and enjoy professional and comprehensive travel services and experiences. As the Hong Kong travel industry grows further, it is vital for the trade to make corresponding adjustments towards industry culture, operational mentality, and professional attitude in order to adapt to the new post-pandemic global travel patterns and trends.

主席的話 CHAIRPERSON'S MESSAGE

廣納各方意見 鼓勵創新發展

首先，我們要啟發新思維，推陳出新，時刻緊貼甚至開創香港的旅遊趨勢。例如，特區政府一直大力提倡文化古蹟遊作為香港旅遊業的一個新突破點。此外，要增值新技能，在元宇宙與WEB 3.0時代，我們預計將有越來越多旅客選擇在網上購買旅遊產品及服務組合，因此旅監局亦特別就此推出了一系列活動，包括行業資訊講座、「導遊及領隊持續專業進修計劃」認可活動簡介會及電子印花徵費系統簡介網上講座等，以協助業界積極裝備自己，進一步鞏固業界從業員在行業發展方面的知識，藉以提升他們整體的競爭力、專業水平和服務質素。再者，業界亦需提升專業形象，特別是前線從業員更應充分掌握有用及合適的資訊和兼具良好的表達與溝通技巧，為香港旅遊業的長遠發展帶來裨益。

唯有給予旅客正面良好的印象，方可推動香港旅遊業的持續健康發展。有見及此，我們鼓勵業界持續進修，除發牌課程外，亦因應業界要求開設不同課題的旅遊相關課程及活動，包括認識《條例》的課程及旅遊健康網上講座，致力推動行業發展和專業化，以及促進行業資訊和知識的交流。為更有效地建立本地旅遊業的專業形象，我們積極與各政府部門、機構與持份者交流合作，並先後進行多次合辦講座，進一步提升業界在維持嚴謹專業服務形象方面的意識。另外，旅監局在年內亦參與了多項由粵港澳不同城市及其他地區/城市的旅遊局及旅遊相關機構舉辦的交流活動，在掌握環球旅遊市場趨勢的同時，亦藉此契機向外推廣旅遊業新規管制度及香港旅遊業的專業水平和服務質素。目前我們亦正全力進行與內地相關旅遊單位和組

Embracing views and feedback and encouraging innovative development

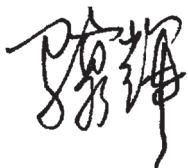
First of all, we have to inspire new thinking, innovate, and keep pace with or even lead the latest travel trends in Hong Kong. For example, the Government has advocated cultural and heritage tourism as a breakthrough for Hong Kong's travel industry. Secondly, we have to enhance our value through new techniques. In the era of the metaverse and WEB 3.0, we expect an increasing number of travellers will choose to purchase travel products and service packages via online channels. In light of this, TIA has launched a series of activities, which include information seminars for trade, briefing sessions on recognised Continuing Professional Development activities for tourist guides and tour escorts, and webinars to introduce the e-levy system and more, to equip practitioners of the trade with and further consolidate their knowledge on the industry's development and enhance their overall competitiveness, professionalism, and service quality. Furthermore, the trade also needs to strengthen its professional image. In particular, frontline practitioners must possess useful and appropriate information with good presentation and communication skills so as to contribute to the development of Hong Kong's travel industry in the long run.

The sustainable and healthy development of Hong Kong's travel industry can only be driven by leaving tourists a positive impression. For this purpose, we encourage the trade to pursue continuing education. In addition to licensing courses, we offer travel-related programmes and activities on various topics to respond to the trade's demands, including courses on understanding the Ordinance and online seminars on travel health. We are committed to promoting the industry's development and professionalism and facilitating the exchange of information and knowledge within the industry. To effectively establish the industry's professional image, we have been actively communicating and collaborating with various government departments, organisations, and stakeholders, and we conducted joint seminars to further enhance the awareness of the trade in maintaining a strict and professional service image. During the year, TIA has also participated in a few exchange activities organised by the tourism bureaux and travel-related organisations in cities like Guangdong, Hong Kong, Macau, and other regions. All these activities provide us with an opportunity to understand more about the

織開通直接對話，以促進與內地更緊密的聯繫與交流。

推動旅遊業可持續發展的工作任重而道遠，我們很慶幸路上一直得到社會各界鼎力支持、並肩同行，在此感謝各政府部門與機構，特別是旅遊事務署，由旅監局成立之初至今一直全力配合和給予強大支持，亦很感激業界與各持份者踴躍向我們表達意見，令旅監局得以更準確地了解 and 掌握業界發展所需。本人並藉此向旅監局全體成員致意，感謝各成員在兼顧個人眾多公職與工作的同時，仍然無私奉獻寶貴時間和意見，積極出席旅監局會議及參與各項決策事務。最後，本人亦衷心感謝旅監局上下各同事，他們充分發揮堅毅和努力不懈的團隊精神，這正是推動旅監局以至香港旅遊業整體發展的重要動力。

不論是復常還是新監管制度，象徵的都是香港旅遊業發展史上的一個新里程、新篇章。只要秉承專業，堅守好客之道，本人深信香港旅遊業將迎來更璀璨的光輝。我們亦熱切期盼與旅遊業界、旅遊從業人員及大眾市民一同攜手締造可持續健康發展的旅遊業。



馬豪輝，GBS, JP
主席

global tourism market trends and promote the new regulatory regime of the travel industry and the professionalism and service quality of Hong Kong's travel industry. At this moment, we endeavour to initiate direct dialogues with relevant tourism units and organisations in the Mainland to facilitate closer ties and exchanges between the two sides.

Sustainable tourism development is a long journey. We are grateful for all the tremendous support and collaboration from the Government's departments and organisations, especially the Tourism Commission, which has fully supported and facilitated our work relentlessly since the establishment of TIA. We are also thankful for the active participation of the trade and stakeholders. Their views have helped TIA to understand the need for trade development better. I would also like to pay tribute to all the TIA members for their selfless dedication in time and hard work despite their many public services and duties and have offered us valuable advice while attending TIA meetings and participating in the decision-making process. Finally, I express my heartfelt gratitude to all TIA's colleagues for their perseverance, hard work, and team spirit, which are vital in driving the development of TIA and Hong Kong's travel industry.

Returning to normalcy and implementing a new regulatory regime embody a new milestone and chapter in the history of Hong Kong's travel industry development. Adhering to professionalism and hospitality, I firmly believe that Hong Kong's travel industry can usher in a bright future. We look forward to working with the travel trade, practitioners of the travel trade, and the general public to develop a sustainable and healthy travel industry.



MA Ho-fai, GBS, JP
Chairperson

行政總裁的話

EXECUTIVE DIRECTOR'S MESSAGE

“

「作為一個法定監管機構，我們的工作不只是監管，更重要是與業界攜手合作、精益求精，推動香港旅遊業的可持續發展。」

“As a statutory regulatory organisation, our job is not only to regulate, but more importantly, to work hand-in-hand with Hong Kong's travel industry to strive for excellence and promote its sustainable development.”



方安妮女士

行政總裁

Ms Annie FONDA

Executive Director

開誠交流 共勉共進

對旅監局而言，本年度是非常重要的¹一年，2022年9月1日更是香港旅遊業一個重大的里程碑。隨著《旅遊業條例》（第634章）（《條例》）及其附屬法例全面生效，新規管制度實施，旅監局正式肩負起支援行業發展的角色，竭力履行《條例》所賦予的法定職能和執法權力。有賴特區政府和社會各界支持，加上業界的通力合作和各同事的不懈努力，旅監局得以順利完成旅遊業規管制度的過渡和銜接安排，有條不紊地接管旅行代理商註冊處和香港旅遊業議會（旅議會）的發牌及規管工作、各項資訊科技運作系統及龐大資料紀錄及檔案。

新規管制度的出現，誠然不只是旅監局的事，而是社會各界都相當關注卻又尚未熟悉的一項新變革，因此在這個新舊制度交接的年度，溝通工作是我們其中一項首要任務，特別是與旅遊業界的良好溝通。早在相關附屬法例通過之前，旅監局已於2022年2月9日至4月5日舉行為期八星期的行業諮詢，徵詢旅遊業界從業員、持牌旅行代理商、機構團體及相關持份者的意見，並積極回應與解答各種與新規管制度有關的問題。本年度本人亦親自主持多個聚焦小組，以面對面或網上形式，與旅行代理商、導遊、領隊及業界持份者直接交流，了解業內需要與探討提升香港旅遊業服務水平及形象的方案。我們亦因應業界需要，推出發牌專業進修課程及旅遊從業人員培訓資助計劃，更與職業訓練局合作舉辦全日制一年或以上的導遊及領隊試前訓練課程，並委任旅議會舉行短期課程及舉辦導遊及領隊領牌考試，同時與香港紅十字會、香港專業護理學會及香港聖約翰救護機構等多個團體合作，舉辦急救技能及其他專業證書課程，精進業界的專業涵養和行業所需的豐富知識及技能。作

Positive progress through open and honest exchanges

This year was a very important year for TIA, and 1 September 2022 marked a very significant milestone for the travel industry in Hong Kong. With the full implementation of the Travel Industry Ordinance (Cap. 634) (the Ordinance) and its subsidiary legislation, the new regulatory regime came into effect. TIA is able to fully embrace its role in supporting the industry's development by discharging its statutory functions and law enforcement powers as conferred by or under the Ordinance. Thanks to the support of the Government and members of the community, and the collective efforts of the trade and TIA staff, we smoothly transitioned into our new role, including taking over the licensing and regulatory duties of the Travel Agents Registry and the Travel Industry Council of Hong Kong (TIC) orderly, and managing various IT operating systems and large volumes of data records and archives.

The implementation of the new regulatory regime has not merely been an internal matter of TIA. It is also an important development that has been widely concerned by all sectors of the community, who are unfamiliar with the changes it entails. As such, communication has been a top priority for us during the transition to the new regime, especially serving as a liaison with the travel trade. Leading up to the enacting of the relevant subsidiary legislation, TIA engaged in eight weeks of trade consultation from 9 February through 5 April 2022. This process gathered feedback from travel industry practitioners, licensed travel agents, organisations, and other stakeholders while actively addressing their concerns and responding to questions about the new regulatory regime. During the year, I also personally chaired a series of face-to-face and online focus groups that allowed me to have a direct dialogue with travel agents, tourist guides, tour escorts and industry stakeholders in order to understand the industry's needs and explore innovative and effective ways to enhance the service quality and reputation of Hong Kong's travel industry. In response to the needs identified in these discussions, we launched a range of continuous professional development courses for licences and training subsidy schemes for practitioners of the travel trade. We have also been in collaboration with the Vocational Training Council to organise full-time pre-examination training courses for tourist guides and tour escorts of one year or above, and appointed TIC to organise short-term courses and licensing examinations for tourist guides and

行政總裁的話 EXECUTIVE DIRECTOR'S MESSAGE

為一個法定監管機構，我們的工作不只是監管，更重要是與業界攜手合作、精益求精，推動香港旅遊業的可持續發展。

各方溝通 內外並進

對內溝通方面，我們深明人才是實踐一切願景與使命的根本，亦很感激在旅監局成立與新規管制度推行之初，各同事克盡己任、竭誠盡責，令我們的工作至今一直得以順利開展和推進。為建立團隊凝聚力，鞏固與加強現有人才庫，我們定期舉行不同的內部培訓及交流活動，例如開辦講座與舉行員工活動等。為確保旅監局在吸納與挽留人才上的競爭力，我們於2022年11月特別委聘人力資源顧問公司檢視旅監局現行員工的薪酬福利及工作表現評核制度，並將制訂具體方向及建議，以便配合人力資源的需要和計劃。

而在對外溝通上，旅監局向來十分重視面向公眾與傳媒的工作，廣泛推廣旅監局的成立和其重要職能，讓業界人士及社會各界對旅遊業新規管制度有更全面而深入的認識。自新規管制度實施後，我們更進一步加強相關方面的宣傳工作，開設本地及內地社交平台專頁，並正積極籌備分階段推出一系列多元化的宣傳及推廣計劃，涵蓋不同渠道，包括製作針對不同對象和人士的主題宣傳短片和政府電視宣傳短片，藉以推廣旅監局，以及多方面提升香港旅遊業的正面形象。首段政府電視宣傳短片預計將於2023年上半年推出。

tour escorts. In addition, we have partnered with organisations such as the Hong Kong Red Cross, the Hong Kong Society of Professional Medical Care, and the Hong Kong St. John Ambulance to offer first aid training and other professional certificate courses to enhance the overall standard of the travel industry as well as to expand the wealth of knowledge and skills required by the trade practitioners. As a statutory regulatory organisation, our job is not only to regulate, but more importantly, to work hand-in-hand with Hong Kong's travel industry to strive for excellence and promote its sustainable development.

Growth and development through communication

In terms of internal communication, we understand that our talent is fundamental to realising our mission and vision. We are grateful that our colleagues have been able to carry out our work smoothly and successfully since the establishment of TIA and the implementation of the new regulatory regime. To promote teamwork and strengthen our talent pool, we have been organising regular internal training and networking activities such as seminars and events for staff. In November 2022, we engaged a human resources consulting company to review the current employee salary and benefits packages, as well as the performance evaluation mechanism. This review will help us align and formulate policies to ensure that we can attract and retain top talent effectively now and in the future.

When it comes to external communication, we attach great importance to the role of public and media relations in promoting the establishment of TIA and its main functions to ensure a more comprehensive and in-depth understanding of the new regulatory regime among travel industry and society as a whole. Since the implementation of the new regulatory regime, we have further strengthened our publicity efforts in targeted areas, including the launch of official local and mainland social media accounts and pages. In addition, we are actively preparing to launch a series of diversified promotion and publicity programmes in phases covering various channels, including the production of thematic promotional videos and TV announcements in the public interest (APIs) that target different groups of audiences and individuals. These efforts will not only promote TIA as a respected authority in travel regulation, but also enhance the positive image of Hong Kong's travel industry in general. Our first API is set for release in the first half of 2023.

業界同行 迎新機遇

隨著旅遊業逐步有序地邁向復常，我們預期將迎向更多新挑戰。自2022年12月香港進一步放寬入境檢疫措施及2023年2月香港與內地通關後，旅監局隨即提升公眾求助查詢熱線等前線服務，並加強在各旅遊景點及入境旅行團註冊商店行政計劃的註冊商店的巡查工作，致力打擊威迫購物等的違法行為。另一方面，為進一步支援業界的長遠健康發展，我們亦預早部署探索各種協調方案，並於本年度推出旅遊從業人員培訓資助計劃，以及推出外語導遊簡易版培訓課程等一系列措施，為業界提供適切支援。為五一黃金周，我們亦作好準備，與業界一同迎向旅遊業復常後的首個重大新機遇與新挑戰。

從附屬法例的草擬、行業諮詢到相關附屬法例的通過，一個監管機構的成立、一個制度的變革、一個行業的蛻變，單是起動已要經年而成。我們相信新規管制度的推行只是一個開始，疫情過後重啟旅遊業才是真正的挑戰。作為新成立的監管機構，我相信與業界充分溝通、加強聯繫是為旅監局確立認受性和公信力的關鍵。我亦衷心期盼未來與業界及社會各界繼續保持緊密聯繫和溝通，了解他們的意見及業界的操作，在履行規管職能與切合旅遊業當前情況及需要中取得平衡，與大家攜手推動香港旅遊業的蓬勃發展。



方安妮
行政總裁

Looking forward to new opportunities

As the travel industry gradually returns to normal, we expect to face more new challenges. With quarantine measures further relaxed in December 2022, and normal travel between Hong Kong and the Mainland resumed in February 2023, TIA has enhanced frontline services like our public enquiry hotline and strengthened inspections at tourist attractions and registered shops under the Administrative Scheme for Registered Shops for Inbound Tour Groups in order to combat the illegal activities such as coerced shopping. On the other hand, we have explored and deployed various coordination measures in advance to further support the industry's healthy and long-term development. During the year, an array of initiatives was launched to provide appropriate support for the travel industry, including a training subsidy scheme for practitioners of the travel trade and streamlined training courses for foreign-language speaking tourist guides. We also proactively worked with the trade to prepare for the upcoming challenges anticipated for the Golden Week in May 2023, so as to embrace the first major opportunity and new challenge after the gradual resumption of the travel industry.

Our success to date has taken years of collaborative work, from drafting subsidiary legislation and conducting trade consultations to enacting the relevant ordinances, establishing a regulatory body, reforming a regime, and transforming an industry. We consider that the new regulatory regime is just a beginning. The real challenge that lies ahead of us is the reactivation of the travel industry after the pandemic. As a new regulatory body, maintaining full, clear communication and strengthening ties with the trade is the key to establishing our recognition and credibility. Moving forward, we will continue to engage with all sectors of society and the trade to understand their views and needs. We will also strike a balance between performing regulatory functions and responding to the industry's current situation and demands. Through our collective efforts, we endeavour to drive the prosperous development of the travel industry of Hong Kong.

Annie FONDA
Executive Director



關於旅監局

旅監局是根據《條例》於2020年1月成立的旅遊業法定監管機構，主要負責有關旅行代理商、導遊和領隊的發牌和規管事宜，致力遏止和打擊業內不良行為。

自旅遊業新規管制度於2022年9月1日全面實施，旅監局分別從旅行代理商註冊處和香港旅遊業議會接管發牌和規管業界的職能。在新規管制度下，旅行代理商、導遊和領隊均須遵守《條例》及其附屬法例、《持牌人指令》，以及旅監局頒布的行為守則和指引。

在履行其規管職責的同時，旅監局亦致力提升旅遊業從業員的誠信、能力和專業水平，透過與不同的培訓機構合作，為業界提供各類型的講座及培訓課程，促進行業的健康長遠發展。旅監局亦透過入境旅行團註冊商店行政計劃（行政計劃）規管入境旅行團在安排下光顧的商店，以及負責管理旅遊業賠償基金（賠償基金），為已購買外遊服務組合的合資格外遊旅客提供保障。

About TIA

Established in January 2020, TIA is a statutory regulatory body of the travel industry established under the Ordinance. It is primarily responsible for the licensing and regulation of travel agents, tourist guides and tour escorts; and is devoted to deterring and combatting malpractices of the travel industry.

Since the full implementation of the new regulatory regime of the travel industry on 1 September 2022, TIA took over the licensing and trade regulatory functions from the Travel Agents Registry and the Travel Industry Council of Hong Kong respectively. Under the new regulatory regime, travel agents, tourist guides and tour escorts are required to comply with the Ordinance and its subsidiary legislation, the Directives for Licensees, codes of conduct as well as guidelines issued by TIA.

Apart from discharging its regulatory functions, TIA is also committed to enhancing the integrity, competence and professionalism of the travel industry practitioners and collaborates with different training institutions to provide various types of seminars and training programmes in order to promote the healthy and long-term development of the industry. In addition, TIA regulates shops that inbound tour groups are arranged to patronise through an Administrative Scheme for Registered Shops for Inbound Tour Groups (Administrative Scheme). It is also responsible for managing the Travel Industry Compensation Fund (TICF) which provides protection for eligible outbound travellers purchasing outbound packages.

法定職能

旅監局是根據《條例》第 150 條成立的法定監管機構，其主要職能包括：

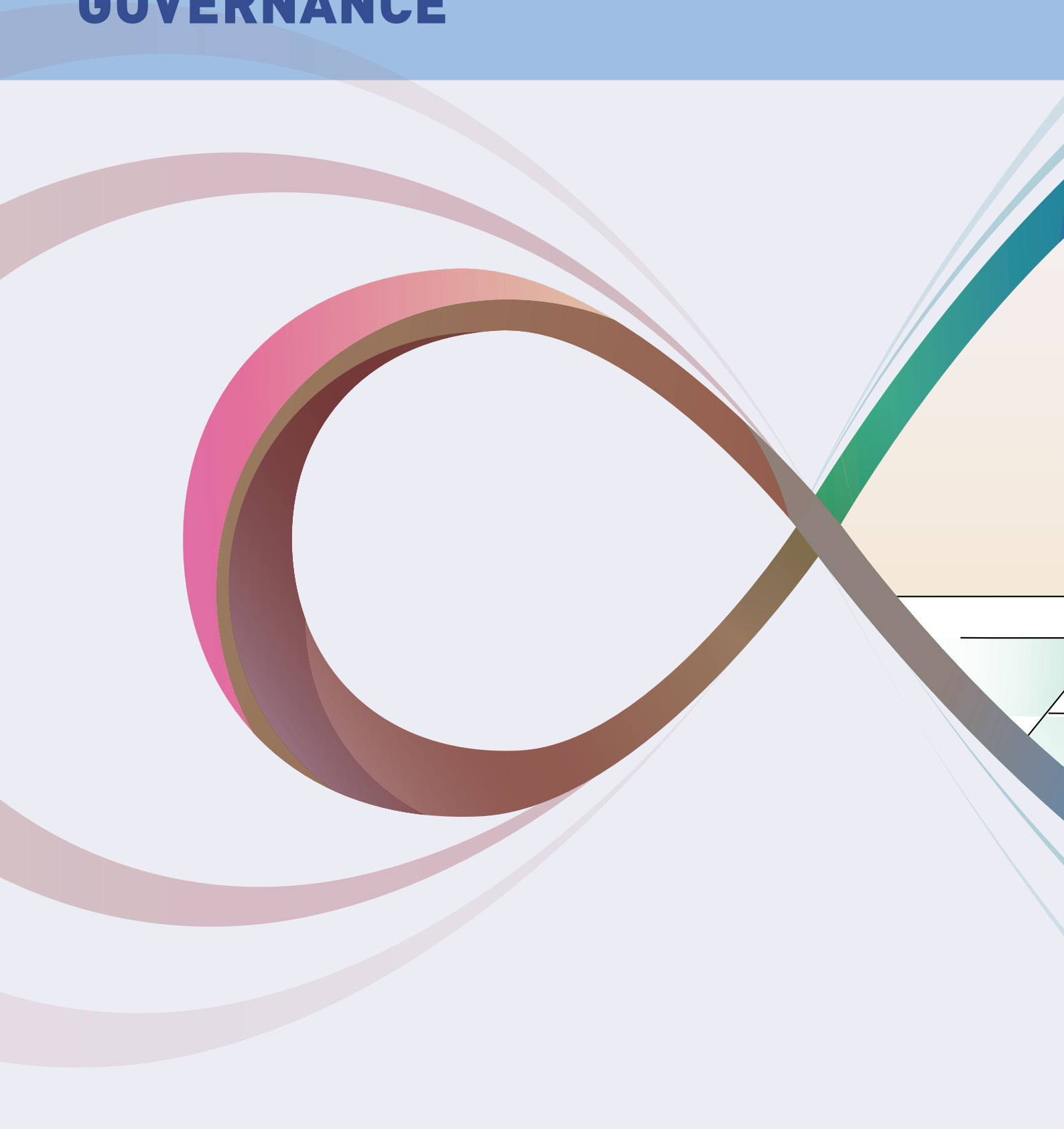
- (1) 推動旅行代理商、導遊及領隊行事持正，並提高其能力及專業水平；
- (2) 就入境旅行團在安排下光顧商店，規管該等商店；
- (3) 就關乎規管旅行代理商、導遊及領隊的事宜，向特區政府提供意見；
- (4) 接收和處理牌照申請；
- (5) 發出、修訂、撤銷和暫時吊銷牌照，以及將牌照續期；
- (6) 施加該局認為適當的牌照條件；
- (7) 持有、管理和運用賠償基金；以及
- (8) (在不局限以上各段的原則下) 執行由《條例》或其他條例賦予旅監局的任何職能，或根據《條例》或其他條例賦予該局的任何職能。

Statutory Functions

TIA is a statutory regulatory body established under section 150 of the Ordinance. Its major functions are:

- (1) To promote the integrity, competence and professionalism of travel agents, tourist guides and tour escorts;
- (2) To regulate shops that inbound tour groups are arranged to patronise in relation to that patronage;
- (3) To advise the Government on matters relating to the regulation of travel agents, tourist guides and tour escorts;
- (4) To receive and process applications for licences;
- (5) To issue, renew, amend, revoke and suspend licences;
- (6) To impose licence conditions that it considers appropriate;
- (7) To hold, manage and apply TICF; and
- (8) (Without limiting the above paragraphs) to perform any function conferred on TIA by or under the Ordinance or any other Ordinance.

機構管治
CORPORATE
GOVERNANCE





行政辦事處組織架構圖

Executive Office Organisation Chart



旅監局成員

旅監局共有30名成員，包括主席、副主席（旅遊事務專員），及不超過28名來自業界和非業界的普通成員組成。主席及普通成員均由香港特別行政區行政長官根據《條例》委任，任期一般為兩年。

為了令旅監局擁有廣泛和平衡的業界代表性，旅監局的業界成員包括經營入境和外遊旅行代理商業務的人士、導遊、領隊，以及香港旅遊業議會理事會的理事，而非業界成員則來自各行各業，並以其在法律、會計、金融、保險、教育、消費者事務或一般管理方面的專業知識及豐富經驗，為旅監局提供寶貴的建議，從而幫助旅監局有效地聽取旅遊業界以外的意見，協助其履行各項職能。

Membership of TIA

TIA comprises 30 members, including a Chairperson, a Vice-chairperson (the Commissioner for Tourism), and not more than 28 ordinary members from the trade and non-trade sectors. The Chairperson and the ordinary members of TIA are appointed by the Chief Executive of the Hong Kong Special Administrative Region in accordance with the Ordinance, with a term of two years in general.

To enable TIA to have a balanced representation from a broad spectrum of the trade, its trade members are individuals who are engaged in inbound or outbound travel agent businesses, tourist guides, tour escorts, or members of the Board of Directors of the Travel Industry Council of Hong Kong. Its non-trade members come from various sectors, and with their professional expertise and extensive experience in the fields of law, accountancy, finance, insurance, education, consumer affairs or general administration, their advice to TIA would be invaluable and would help TIA effectively gauge views from outside the travel trade and to assist its discharge of various functions.

旅監局的成員 (截至 2023 年 3 月 31 日)

MEMBERSHIP OF TIA (AS AT 31 MARCH 2023)



1 馬豪輝先生·GBS, JP
Mr MA Ho-fai, GBS, JP

2 沈鳳君女士·JP
Ms Vivian SUM Fong-kwang, JP

3 周雪鳳女士
Ms Dilys CHAU Suet-fung

4 林詩棋先生
Mr Kevin LAM Sze-cay

5 楊傳亮先生·BBS, JP
Mr Charles YANG Chuen-liang, BBS, JP

6 梁家駒先生·JP
Mr Johnny LEUNG Ka-kui, JP

7 黃錦沛先生·BBS, JP
Mr Wilfred WONG Kam-pui, BBS, JP

8 范凱傑先生·MH
Mr Alex FAN Hoi-kit, MH

9 李華明先生·SBS, JP
Mr Fred LI Wah-ming, SBS, JP

10 程劍慧女士
Ms Kerry CHING Kim-wai

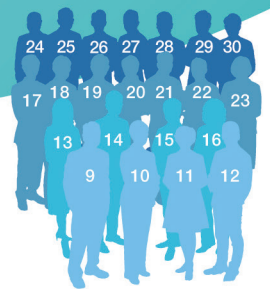
11 徐王美倫女士
Mrs Gianna HSU WONG Mei-lun

12 姚柏良議員·MH
Hon Perry YIU Pak-leung, MH

13 黃栢欣女士
Ms Annie WONG Pak-yan

14 黃冠文先生·BBS, MH, JP
Mr Adrian WONG Koon-man, BBS, MH, JP

15 蔡香君女士·MH
Ms Agnes CHOI Heung-kwan, MH



16 鄧余莉華女士
Mrs Ann TANG YU Li-hua

17 梁耀霖先生, MH
Mr Paul LEUNG Yiu-lam, MH

18 唐偉邦先生
Mr James TONG Wai-pong

19 謝滄廷先生
Mr Ricky TSE

20 梁港蘭女士
Ms Lanny LEUNG Kong-lan

21 麥磊明博士
Dr Barry MAK Lui-ming

22 譚光舜先生
Mr Tommy TAM Kwong-shun

23 彭早敏博士
Dr Priscilla POON Chau-min

24 黃嘉毅先生
Mr WONG Ka-ngai

25 馬煜文先生
Mr Martin MA Yuk-man

26 金宇堅先生
Mr Kenneth KING Yue-kin

27 羅啟邦先生, MH
Mr Roy LO Kai-pong, MH

28 葉傲冬先生, BBS, JP
Mr Chris IP Ngo-tung, BBS, JP

29 謝潤生先生
Mr TSE Yun-sang

30 林凱章先生, JP
Mr Victor LAM Hoi-cheung, JP



馬豪輝先生，GBS, JP
Mr MA Ho-fai, GBS, JP

主席
Chairperson

胡關李羅律師行高級合夥人
Senior Partner, Woo Kwan Lee & Lo

中國委托公証人協會有限公司主席
President, Association of China-
Appointed Attesting Officers Limited

基本法研究中心副主席
Vice Chairman, Basic Law Institute

破產欠薪保障基金委員會主席
Chairman, Protection of Wages on
Insolvency Fund Board



沈鳳君女士，JP
Ms Vivian SUM Fong-kwang,
JP

副主席
Vice-chairperson

文化體育及旅遊局旅遊事務專員
Commissioner for Tourism, Culture,
Sports and Tourism Bureau



徐王美倫女士
Mrs Gianna HSU WONG
Mei-lun

成員
Member

東和旅遊有限公司董事兼總經理
Director & General Manager, Towa
Tours Ltd

旅遊事務署郵輪業諮詢委員會委員
Member, Advisory Committee on Cruise
Industry of Tourism Commission

選舉委員會委員（旅遊界別分組）
(2021-2026)
Member, Election Committee (Tourism
Subsector) (2021-2026)

香港日本人旅客手配業社協會有限公司
永遠榮譽會長
Permanent Honorable Chairman,
Hong Kong Japanese Tour Operators
Association Ltd

香港旅遊發展局成員
Member, Hong Kong Tourism Board

旅遊事務署旅遊業策略小組委員
Member, Tourism Strategy Group of
Tourism Commission

香港旅遊業議會主席
Chairman, Travel Industry Council of
Hong Kong

旅遊業行業培訓諮詢委員會委員
Member, Travel Industry Training
Advisory Committee

前香港亞洲獅子會會長（2009-2010）
Ex-President, Hong Kong Asia Lions
Club (2009-2010)

前香港華商旅遊協會有限公司主席
(1995-1997, 1999-2001, 2003-2005)
Ex-Chairman, The Federation of Hong
Kong Chinese Travel Agents Ltd (1995-
1997, 1999-2001, 2003-2005)



金宇堅先生
Mr Kenneth KING Yue-kin

(任期由2023年1月6日起生效。)
(Appointment effective from 6 January 2023.)

成員
Member

Expedia 集團公司亞太區合作夥伴拓展總監
Regional Director, Retail Partnerships APAC, Expedia Group



梁港蘭女士
Ms Lanny LEUNG Kong-lan

成員
Member

香港永安旅遊有限公司董事兼行政總裁
Director & CEO, Hong Kong Wing On Travel Service Co Ltd

旅行代理商諮詢委員會委員
Member, Advisory Committee on Travel Agents

香港中國旅遊協會有限公司副會長
Vice Chairman, Hong Kong Association of China Travel Organisers Ltd

旅遊事務署旅遊業策略小組委員
Member, Tourism Strategy Group of Tourism Commission

旅遊業行業培訓諮詢委員會委員
Member, Travel Industry Training Advisory Committee



梁耀霖先生，MH
Mr Paul LEUNG Yiu-lam, MH

成員
Member

旅行世界有限公司董事總經理
Managing Director, Holiday World Tours Ltd

職業安全健康局飲食業及旅遊業安全及健康委員會委員
Member, Catering & Hospitality Services Safety & Health Committee of Occupational Safety & Health Council

香港旅行社協會有限公司執行委員會會員
Executive Committee Member, Hong Kong Association of Travel Agents Ltd

香港入境旅遊接待協會有限公司主席
Chairman, Hong Kong Inbound Travel Association Ltd

職業訓練局酒店、飲食及旅遊業訓練委員會委員
Member, Hotel, Catering and Tourism Training Board of Vocational Training Council

社會企業研究院榮譽副院長
Honorary Vice Chancellor, Social Enterprise Research Academy



羅啟邦先生，MH
Mr Roy LO Kai-pong, MH

成員
Member

萬通旅行社有限公司董事
Director, Million Tour Limited

選舉委員會委員（旅遊界界別分組）
(2021-2026)
Member, Election Committee (Tourism Subsector) (2021-2026)

香港入境團旅行社協會副主席
Vice Chairman, Hong Kong Inbound Tour Operators Association

港台旅行社同業商會理事
Director, Hong Kong Taiwan Tourist Operators Association

香港旅遊專業聯盟主席
Chairman, Hong Kong Travel Profession Union

香港旅遊業議會名譽司庫
Honorary Treasurer, Travel Industry Council of Hong Kong



馬煜文先生
Mr Martin MA Yuk-man

成員
Member

旅遊寶庫總經理
General Manager, Tour Bank (HK) Travel Ltd

選舉委員會委員（旅遊界界別分組）
(2021-2026)
Member, Election Committee (Tourism Subsector) (2021-2026)

香港中國旅遊協會有限公司副理事長
Vice President, Hong Kong Association of China Travel Organisers Ltd

國際華商觀光協會有限公司名譽會長
Honorary President, International Chinese Tourist Association Ltd

中國人民政治協商會議第十三屆吉林省委員會委員
Committee Member, the 13th Term of Jilin Province of the Chinese People's Political Consultative Conference

前職業訓練局酒店、飲食及旅遊業訓練委員會委員（2017-2019）
Former Member, Hotel, Catering and Tourism Training Board of Vocational Training Council (2017-2019)



彭早敏博士
Dr Priscilla POON Chau-min

成員
Member

世運顧問有限公司聯席董事
Associate Director, Olympic Consultants Limited

香港註冊導遊協會副主席
Vice Chairman, Hong Kong Association of Registered Tour Co-ordinators

香港都會大學李嘉誠專業進修學校校外評審員
External Examiner, Li Ka Shing School of Professional and Continuing Education of Hong Kong Metropolitan University

香港大學專業進修學院客席講師
Adjunct Lecturer, School of Professional and Continuing Education of The University of Hong Kong

前香港旅遊業議會推動成立旅遊業資歷架構專責小組組員（2014-2015）
Former Member, Formation of Travel Industry Qualification Framework Task Force of Travel Industry Council of Hong Kong (2014-2015)

前香港旅遊發展局高級經理
(2009-2011)
Former Senior Manager, Hong Kong Tourism Board (2009-2011)



譚光舜先生
Mr Tommy TAM Kwong-shun

成員
Member

雅達旅運有限公司董事總經理
Managing Director, Arrow Travel Agency Ltd

選舉委員會委員（旅遊界界別分組）
(2021-2026)
Member, Election Committee (Tourism Subsector) (2021-2026)

國際航空協會審訂旅行社商會有限公司
主席
Chairman, Society of IATA Passenger Agents Ltd

香港旅遊業議會副主席
Deputy Chairman, Travel Industry Council of Hong Kong



鄧余莉華女士
Mrs Ann TANG YU Li-hua

成員
Member

香港專業導遊總會主席
Chairman, Hong Kong Professional Tourist Guides General Union

勞工處酒店及旅遊業三方小組成員
Committee Member, Tripartite Committee for Hotel and Tourism Industry of Labour Department

前職業安全健康局飲食業及旅遊業安全及健康委員會副主席（2016-2019）
Former Vice Chairman, Catering & Hospitality Services Safety & Health Committee of Occupational Safety & Health Council (2016-2019)

前漁農自然護理署保護稀有動植物諮詢委員會成員（2012-2018）
Former Member, Endangered Species Advisory Committee of Agriculture, Fisheries and Conservation Department (2012-2018)

前香港旅遊業僱員總會副理事長（2018-2019）
Former Vice Chairman, Hong Kong Tourism Industry Employees General Union (2018-2019)



謝滄廷先生
Mr Ricky TSE

成員
Member

印尼國家旅遊局香港及澳門總經理
Country Manager – Hong Kong & Macau, Ministry of Tourism and Creative Economy, Republic of Indonesia

國聯假期有限公司主席兼行政總裁
President and CEO, United Holidays Company Limited

香港入境團旅行社協會創會會長
Founding President, Hong Kong Inbound Tour Operators Association

香港外遊旅行團代理商協會有限公司
執行委員
Executive Committee, Hong Kong Outbound Tour Operators' Association Ltd

香港華商旅遊協會有限公司主席
Chairman, The Federation of Hong Kong Chinese Travel Agents Ltd

香港旅遊業議會副主席
Deputy Chairman, Travel Industry Council of Hong Kong



謝潤生先生
Mr TSE Yun-sang

成員
Member

香港(華語)導遊總工會主席
Chairman, Hong Kong (Chinese) Tour Guides General Union

香港入境團旅行社協會理事
Executive Committee, Hong Kong Inbound Tour Operators Association

香港旅遊產業總工會主席
Chairman, Hong Kong Tourism Industries General Union

香港華商旅遊協會有限公司執行委員
Executive Committee Member, The Federation of Hong Kong Chinese Travel Agents Ltd



黃嘉毅先生
Mr WONG Ka-ngai

成員
Member

香港導遊總工會理事長
Chairman, Hong Kong Tour Guides General Union

職業安全健康局飲食業及旅遊業安全及健康委員會委員
Member, Catering & Hospitality Services Safety & Health Committee of Occupational Safety & Health Council

僱員再培訓局旅遊及酒店業諮詢網絡委員
Member, Industry Consultative Network of Tourism and Hotel of Employees Retraining Board

港九勞工社團聯合會常務委員會委員
Member, Standing Committee of The Federation of Hong Kong & Kowloon Labour Unions

勞工處酒店及旅遊業三方小組成員
Committee Member, Tripartite Committee for Hotel and Tourism Industry of Labour Department



姚柏良議員，MH
Hon Perry YIU Pak-leung, MH

成員
Member

香港中國旅行社有限公司董事長
Chairman, China Travel Service (HK) Ltd

第七屆立法會議員(旅遊界)
Member (Tourism), The 7th Legislative Council

香港中國旅遊協會有限公司名譽會長
Honorary President, Hong Kong Association of China Travel Organisers Ltd

香港華商旅遊協會有限公司名譽顧問
Honorary Adviser, The Federation of Hong Kong Chinese Travel Agents Ltd

香港旅遊業議會理事會觀察員
Observer, Travel Industry Council of Hong Kong Board of Directors

旅遊業行業培訓諮詢委員會委員
Member, Travel Industry Training Advisory Committee



周雪鳳女士
Ms Dilys CHAU Suet-fung

成員
Member

安永合夥人
Partner, Ernst & Young

香港資優教育學苑董事
Director, The Hong Kong Academy for Gifted Education

證券及期貨事務監察委員會程序覆檢委員會成員
Member, Process Review Panel for the Securities and Futures Commission

香港電台顧問委員會成員
Member, Radio Television Hong Kong Board of Advisors

公務員薪俸及服務條件常務委員會委員
Member, Standing Commission on Civil Service Salaries and Conditions of Service

教育局語文教育及研究常務委員會委員
Member, Standing Committee on Language Education and Research of the Education Bureau



程劍慧女士
Ms Kerry CHING Kim-wai

成員
Member

東方匯理資產管理香港有限公司香港區行政總裁
CEO, Hong Kong of Amundi Hong Kong Limited

香港年金有限公司非執行董事
Non-Executive Director, HKMC Annuity Limited

香港投資基金公會行政委員會成員
Executive Committee Member, Hong Kong Investment Funds Association

保險事務上訴審裁處上訴委員團成員
Panel Member, Insurance Appeals Tribunal

證券及期貨事務監察委員會程序覆檢委員會成員
Member, Process Review Panel for the Securities and Futures Commission



蔡香君女士，MH
Ms Agnes CHOI Heung-kwan, MH

成員
Member

香港會計師公會理事會業外成員
Lay Member, the Council of the Hong Kong Institute of Certified Public Accountants

保險業監管局非執行董事
Non-Executive Director, Insurance Authority

國際航運保險聯盟亞洲代表
Asia Ambassador, International Union of Marine Insurance

前國際航運保險聯盟執行委員會委員 (2015-2018)
Former Member, Executive Committee of the International Union of Marine Insurance (2015-2018)

前香港保險業聯會主席 (2012-2013)
Former Chairman, Hong Kong Federation of Insurers (2012-2013)

前香港海運港口局推廣及外務委員會主席 (2018-2022)
Former Chairman, Promotion and External Relations Committee of Hong Kong Maritime and Port Board (2018-2022)



范凱傑先生，MH
Mr Alex FAN Hoi-kit, MH

成員
Member

執業大律師
Barrister-at-law

海南國際仲裁院院長
President, Hainan International Arbitration Court

上訴委員團（教育事宜）成員
Member, Appeal Boards Panel (Education)

大埔區撲滅罪行委員會副主席
Vice-chairperson, District Fight Crime Committee (Tai Po District)

選舉委員會委員（法律界界別分組）
（2021-2026）
Member, Election Committee (Legal Subsector) (2021-2026)

香港藝術發展局成員及覆檢委員會主席
Member, Hong Kong Arts Development Council, and Chairman, Review Committee

長期監禁刑罰覆核委員會委員
Member, Long-term Prison Sentences Review Board

消費者訴訟基金管理委員會委員
Member, Management Committee of the Consumer Legal Action Fund

社會工作者註冊局成員
Member, Social Workers Registration Board

香港房屋委員會資助房屋小組委員會委員
Member, Subsidised Housing Committee of the Hong Kong Housing Authority

中國人民政治協商會議第八屆海南省委員會常務委員
Standing Committee Member, the 8th Session of the Hainan Provincial Committee of the Chinese People's Political Consultative Conference

青年發展委員會委員
Member, Youth Development Commission



葉傲冬先生，BBS, JP
Mr Chris IP Ngo-tung, BBS, JP

成員
Member

亞域顧問服務有限公司董事
Director, AVEC Consultants Company Limited

藝術發展諮詢委員會委員
Member, Advisory Committee on Arts Development

場地伙伴計劃委員會主席
Chairman, Committee on Venue Partnership

憲法和基本法推廣督導委員會非官方成員
Non-official Member, Constitution and Basic Law Promotion Steering Committee

民建聯副秘書長
Deputy Secretary General, Democratic Alliance for the Betterment and Progress of Hong Kong

油尖旺區撲滅罪行委員會委員
Member, District Fight Crime Committee (Yau Tsim Mong District)

香港房屋委員會非官方委員
Non-official Member, Hong Kong Housing Authority

人力資源規劃委員會委員
Member, Human Resources Planning Commission



林凱章先生，JP
Mr Victor LAM Hoi-cheung, JP

成員
Member

永和實業有限公司總經理
General Manager, Forward Winsome Industries Ltd

廉政公署貪污問題諮詢委員會委員
Member, Advisory Committee on Corruption of Independent Commission Against Corruption

消費者委員會委員
Member, Consumer Council

選舉委員會委員（商界（第一）界別分組）
（2021-2026）
Member, Election Committee (Commercial (first) Subsector) (2021-2026)

廣東省政協委員
Member, Guangdong Provincial Committee of the Chinese People's Political Consultative Conference

香港品牌發展局推廣與國際事務委員會委員
Member, Promotion and International Affairs Committee of Hong Kong Brand Development Council

公務員薪俸及服務條件常務委員會委員
Member, Standing Commission on Civil Service Salaries and Conditions of Service

青少年罪犯問題常務委員會委員
Member, Standing Committee on Young Offenders

工業貿易諮詢委員會非官方委員
Non-official Member, Trade and Industry Advisory Board



林詩棋先生
Mr Kevin LAM Sze-cay

成員
Member

香港藝術發展局成員
Member, Hong Kong Arts Development Council

香港特別行政區行政會議成員、立法會議員及政治委任制度官員薪津獨立委員會成員

Member, Independent Commission on Remuneration for Members of the Executive Council and the Legislature, and Officials under the Political Appointment System of the HKSAR

香港特別行政區區議會議員薪津獨立委員會成員

Member, Independent Commission on Remuneration for the Members of the District Councils of the HKSAR

香港公益金投資小組委員會委員
Member, Investment Subcommittee of The Community Chest of Hong Kong

香港足球總會市務及傳訊委員會成員
Member, Marketing and Communications Committee of Hong Kong Football Association

團結香港基金顧問
Advisor, Our Hong Kong Foundation

香港特別行政區首長級薪俸及服務條件常務委員會委員

Member, Standing Committee on Directorate Salaries and Conditions of Service of the HKSAR



梁家駒先生，JP
Mr Johnny LEUNG Ka-kui, JP

成員
Member

梁家駒律師行合夥人
Partners, Solicitor, Johnny K.K. Leung & Co

萬隆控股集團有限公司獨立非執行董事
Independent Non-executive Director, Ban Loong Holdings Limited

時富投資集團有限公司獨立非執行董事
Independent Non-executive Director, Celestial Asia Securities Holdings Ltd

中國司法部委托公證人
China Appointed Attesting Officer

國際公證人
Notary Public



李華明先生，SBS, JP
Mr Fred LI Wah-ming, SBS, JP

成員
Member

明理顧問服務有限公司董事
Director, Fred Consultancy Company Ltd

私營骨灰安置所上訴委員會成員
Member, Private Columbaria Appeal Board

前立法會議員 (1991-1997, 1998-2012)
Former Legislative Council Member (1991-1997, 1998-2012)



麥磊明博士
Dr Barry MAK Lui-ming

成員
Member

香港都會大學李兆基商業管理學院學院
副教授
Associate Professor, Lee Shau Kee
School of Business and Administration
of Hong Kong Metropolitan University

香港學術及職業資歷評審局專家
(服務、商業及管理)
Specialist (Services, Business and
Management), Hong Kong Council for
Accreditation of Academic & Vocational
Qualifications

前香港大律師紀律審裁團成員
(2008-2018)
Former Member, Barristers Disciplinary
Tribunal Panel (2008-2018)

前香港旅遊業議會獨立理事
(2000-2006)
Former Independent Director,
Travel Industry Council of Hong Kong
(2000-2006)



唐偉邦先生
Mr James TONG Wai-pong

成員
Member

香港太古集團有限公司公共事務董事
Director Public Affairs, John Swire &
Sons (HK) Ltd

香港理工大學工業及系統工程系諮詢
委員會主席
Chairman, Advisory Committee for the
Department of Industrial and
Systems Engineering of The Hong Kong
Polytechnic University

「伙伴倡自強」社區協作計劃諮詢委員會
成員
Member, Advisory Committee on the
Enhancing Self-Reliance Through
District Partnership Programme

選舉委員會委員 (旅遊界界別分組)
(2021-2026)
Member, Election Committee
(Tourism Subsector) (2021-2026)

太古小學法團校董會校董
Manager, Incorporated Management
Committee of Taikoo Primary School

香港科技大學工學院工業諮詢委員會委員
Member, Industrial Advisory Committee,
School of Engineering of The Hong Kong
University of Science and Technology

非物質文化遺產諮詢委員會委員
Member, Intangible Cultural Heritage
Advisory Committee

博物館諮詢委員會委員
Member, Museum Advisory Committee

山西省政協委員
Member, Shanxi Provincial Committee
of the Chinese People's Political
Consultative Conference

香港總商會香港服務業聯盟執行委員會
主席
Chairman, the Hong Kong Coalition of
Service Industries – Executive
Committee of The Hong Kong General
Chamber of Commerce



黃錦沛先生，BBS, JP
Mr Wilfred WONG Kam-pui,
BBS, JP

成員
Member

雋思人才及商務顧問有限公司常務董事
Managing Director, RESOLUTIONS HR &
Business Consultancy Company Limited

香港應用科技研究院董事局董事
Member, Board of Directors of The Hong
Kong Applied Science and Technology
Research Institute

自資專上教育委員會成員
Member, Committee on Self-financing
Post-secondary Education

資歷架構「人力資源管理」跨行業培訓
諮詢委員會主席
Chairperson, Cross-Industry Training
Advisory Committee for the Human
Resource Management sector under
Qualifications Framework

香港房屋協會執行委員會委員
Member, Hong Kong Housing Society
Executive Committee

肺塵埃沉着病補償基金委員會委員
Member, Pneumoconiosis
Compensation Fund Board

紀律人員薪俸及服務條件常務委員會
委員及一般紀律人員小組委員會主席
Member, Standing Committee on
Disciplined Services Salaries and
Conditions of Service, and Chairman,
General Disciplined Services
Sub-Committee

香港會計師公會理事會業外成員
Lay Member, the Council of the Hong
Kong Institute of Certified Public
Accountants



黃冠文先生，BBS, MH, JP
Mr Adrian WONG Koon-man,
BBS, MH, JP

成員
Member

以立投資管理有限公司及新建業有限公司
董事
Director, VL Asset Management Limited
and Abercan Limited

香港機場管理局董事會成員
Board Member, Airport Authority Hong
Kong

機場保安有限公司董事局成員
Director, Aviation Security Company
Limited Board

廉政公署防止貪污諮詢委員會主席及
貪污問題諮詢委員會當然委員
Chairman, Corruption Prevention
Advisory Committee, and Ex-officio
Member, Advisory Committee on
Corruption of Independent Commission
Against Corruption

香港鐵路有限公司獨立非執行董事
Independent Non-executive Director,
MTR Corporation Limited

公務員薪俸及服務條件常務委員會委員
Member, Standing Commission on
Civil Service Salaries and Conditions of
Service

非應邀電子訊息（執行通知）上訴委員會
成員
Member, Unsolicited Electronic
Messages (Enforcement Notices) Appeal
Board



黃栢欣女士
Ms Annie WONG Pak-yan

（任期由2023年1月6日起生效。）
(Appointment effective from 6 January 2023.)

成員
Member

何耀棟律師事務所合夥人
Partner, Gallant

博彩及獎券事務委員會成員
Member, Betting and Lotteries
Commission

香港律師會審批委員會委員及審查及
紀律常務委員會成員
Member, Consents Committee, and
Standing Committee on Compliance,
The Law Society of Hong Kong

中國委托公証人協會有限公司「紀律
審裁團」成員
Member, Disciplinary Tribunal Panel,
Association of China-Appointed
Attesting Officers Limited

物業管理業監管局成員及紀律委員會主席
Member, Property Management
Services Authority, and Chairperson,
Disciplinary Committee

交通審裁處輪值主席
Chairman, Transport Tribunal
(on rotation basis)



楊傳亮先生，BBS, JP
Mr Charles YANG
Chuen-liang, BBS, JP

成員
Member

楊錫禹會計師行獨資擁有人
Sole Proprietor, S. Y. YANG & Company

香港公益金第四副會長兼入會、預算及
分配委員會主席
Fourth Vice President and Chairman,
Admissions, Budgets & Allocations
Committee of The Community Chest of
Hong Kong

其士國際集團有限公司獨立非執行董事
Independent Non-Executive Director,
Chevalier International Holdings Limited

香港演藝學校董會司庫
Treasurer, Council of The Hong Kong
Academy for Performing Arts

仁濟醫院醫院管治委員會成員
Member, Hospital Governing Committee
of Yan Chai Hospital

英格蘭及威爾斯特許會計師公會及
香港會計師公會執業會員
Member, Institute of Chartered
Accountants in England and Wales and
Hong Kong Institute of Certified Public
Accountants

保險事務上訴審裁處上訴委員團成員
Panel Member, Insurance Appeals
Tribunal


香港董事學會資深會員
Fellow, The Hong Kong Institute of
Directors

退任成員 OUTGOING MEMBERS



蘇嘉媛女士
Ms Catherine SO

(任期至2022年6月14日。)
[Appointment up to 14 June 2022.]



廖玉玲女士，JP
Ms Elaine LIU Yuk-ling, JP

(任期至2022年7月28日。)
[Appointment up to 28 July 2022.]

委員會

根據《條例》，旅監局可成立不同的委員會，就其職能範圍內的事宜，轉介予委員會考慮、研訊或處理。除紀律委員會須按《條例》成立外，旅監局亦設立了另外五個委員會，協助旅監局制定、管理和監督特定領域的政策。

委員會分別為：

- (1) 守則及指引委員會
- (2) 賠償委員會
- (3) 機構事務委員會
- (4) 發展委員會
- (5) 紀律委員會
- (6) 牌照委員會

Committees

According to the Ordinance, TIA may establish different committees and refer a matter within the scope of its functions to a committee for consideration, inquiry or handling. Apart from the Disciplinary Committee which has to be established in accordance with the Ordinance, TIA has also established five other committees to assist TIA to formulate, administer and oversee policies in specific areas.

The committees are:

- (1) Codes and Guidelines Committee
- (2) Compensation Committee
- (3) Corporate Services Committee
- (4) Development Committee
- (5) Disciplinary Committee
- (6) Licensing Committee

機構管治 CORPORATE GOVERNANCE

各個委員會有各自的職權範圍，主要職能及成員名單（截至2023年3月31日）如下：

守則及指引委員會

- (1) 制訂和檢討有關規管旅行代理商、導遊及領隊的指引、指令及行為守則；
- (2) 設立和實施行政計劃，以規管入境旅行團在安排下光顧的商店；以及
- (3) 就有關不涉及紀律事宜的、消費者與持牌人之間的爭議及管理有關獨立小組的事宜提供意見，直至局長委出該小組為止。

All committees have their own respective terms of reference. Their main functions and the membership lists (as at 31 March 2023) are as follows:

Codes and Guidelines Committee

- (1) Formulate and review guidelines, directives and codes of conduct regulating travel agents, tourist guides and tour escorts;
- (2) Establish and implement an administrative scheme for regulating shops that inbound tour groups are arranged to patronise; and
- (3) Offer advice on disputes between consumers and licensees that do not involve disciplinary matters as well as administer the relevant independent panel until such panel has been appointed by the Secretary.

主席 Chairperson	范凱傑先生，MH	Mr Alex FAN Hoi-kit, MH
副主席 Vice-chairpersons	徐王美倫女士	Mrs Gianna HSU WONG Mei-lun
	梁耀霖先生，MH	Mr Paul LEUNG Yiu-lam, MH
成員 Members	程劍慧女士	Ms Kerry CHING Kim-wai
	葉傲冬先生，BBS, JP	Mr Chris IP Ngo-tung, BBS, JP
	李華明先生，SBS, JP	Mr Fred LI Wah-ming, SBS, JP
	鄧余莉華女士	Mrs Ann TANG YU Li-hua
	謝潤生先生	Mr TSE Yun-sang
	黃嘉毅先生	Mr WONG Ka-ngai
	黃冠文先生，BBS, MH, JP	Mr Adrian WONG Koon-man, BBS, MH, JP
	黃栢欣女士	Ms Annie WONG Pak-yan
	楊傳亮先生，BBS, JP	Mr Charles YANG Chuen-liang, BBS, JP

賠償委員會

- (1) 按照《條例》的規定，考慮應否運用賠償基金處理外遊旅客申請特惠賠償的個案；
- (2) 就外遊旅客申請特惠賠償的個案決定特惠賠償額；以及
- (3) 按照《條例》的規定，考慮是否從賠償基金撥款支付旅監局就賠償基金執行該局的職能時招致的開支。

Compensation Committee

- (1) In accordance with the provisions of the Ordinance, consider whether funds in TICF should be used to handle applications for ex gratia payment from outbound travellers;
- (2) Determine the amount of payment for applications for ex gratia payment from outbound travellers; and
- (3) In accordance with the provisions of the Ordinance, consider whether to allocate funds from TICF to cover the expenses incurred by TIA in performing its functions relating to TICF.

主席 Chairperson	林詩棋先生	Mr Kevin LAM Sze-cay
副主席 Vice-chairperson	徐王美倫女士	Mrs Gianna HSU WONG Mei-lun
成員 Members	蔡香君女士，MH	Ms Agnes CHOI Heung-kwan, MH
	范凱傑先生，MH	Mr Alex FAN Hoi-kit, MH
	羅啟邦先生，MH	Mr Roy LO Kai-pong, MH
	譚光舜先生	Mr Tommy TAM Kwong-shun
	唐偉邦先生	Mr James TONG Wai-pong
	黃冠文先生，BBS, MH, JP	Mr Adrian WONG Koon-man, BBS, MH, JP

機構管治 CORPORATE GOVERNANCE

機構事務委員會

- (1) 處理旅監局的所有行政、員工和資源事宜；
- (2) 考慮有關旅監局的外務和宣傳事宜；
- (3) 處理有關旅監局的資金及賠償基金的投資策略及財務管理事宜；以及
- (4) 管理電子印花徵費系統。

Corporate Services Committee

- (1) Handle all related matters for administration, staff and resources;
- (2) Consider matters related to the external affairs and publicity;
- (3) Handle matters related to the funds of TIA as well as the investment strategy and the financial management of TICF; and
- (4) Manage the e-levy system.

主席 Chairperson	黃錦沛先生，BBS, JP	Mr Wilfred WONG Kam-pui, BBS, JP
副主席 Vice-chairperson	程劍慧女士	Ms Kerry CHING Kim-wai
成員 Members	周雪鳳女士	Ms Dilys CHAU Suet-fung
	蔡香君女士，MH	Ms Agnes CHOI Heung-kwan, MH
	徐王美倫女士	Mrs Gianna HSU WONG Mei-lun
	葉傲冬先生，BBS, JP	Mr Chris IP Ngo-tung, BBS, JP
	林詩棋先生	Mr Kevin LAM Sze-cay
	唐偉邦先生	Mr James TONG Wai-pong

發展委員會

- (1) 管理及運用由賠償基金中撥出的款額，以支援旅遊業的持續發展；
- (2) 按需要考慮及制定支援旅遊業持續發展的撥款的申請指引和程序、審核和資助的準則；
- (3) 項目申請審核，並就獲批項目訂出條款和條件，以及制定資助款額發放的安排；以及
- (4) 監督獲批項目的進度、成果和資助的發放。

Development Committee

- (1) Manage and use the funds set aside from TICF for supporting the continuous development of the travel industry;
- (2) Consider and formulate, as necessary, guidelines and procedures for applications for funding as well as the criteria for evaluation and approval in support of the continuous development of the travel industry;
- (3) Evaluate applications, set terms and conditions for approved projects, and formulate arrangements for disbursement of funding; and
- (4) Oversee the progress and outcomes of approved projects and disbursement of funding.

主席 Chairperson	周雪鳳女士	Ms Dilys CHAU Suet-fung
副主席 Vice-chairperson	范凱傑先生，MH	Mr Alex FAN Hoi-kit, MH
成員 Members	林凱章先生，JP	Mr Victor LAM Hoi-cheung, JP
	李華明先生，SBS, JP	Mr Fred LI Wah-ming, SBS, JP
	麥磊明博士	Dr Barry MAK Lui-ming
	彭早敏博士	Dr Priscilla POON Chau-min
	鄧余莉華女士	Mrs Ann TANG YU Li-hua
	唐偉邦先生	Mr James TONG Wai-pong
	謝淦廷先生	Mr Ricky TSE
	黃嘉毅先生	Mr WONG Ka-ngai
	姚柏良議員，MH	Hon Perry YIU Pak-leung, MH

機構管治 CORPORATE GOVERNANCE

紀律委員會

- (1) 處理紀律事宜；
- (2) 擬訂程序以處理紀律個案；以及
- (3) 制訂和實施一套紀律制度，以用於針對持牌人的紀律制裁行動。

Disciplinary Committee

- (1) Handle disciplinary matters;
- (2) Devise procedures to handle disciplinary cases; and
- (3) Formulate and implement a disciplinary mechanism for disciplinary actions against licensees.

主席 Chairperson	梁家駒先生，JP	Mr Johnny LEUNG Ka-kui, JP
副主席 Vice-chairpersons	麥磊明博士	Dr Barry MAK Lui-ming
	黃冠文先生，BBS, MH, JP	Mr Adrian WONG Koon-man, BBS, MH, JP
成員 Members	程劍慧女士	Ms Kerry CHING Kim-wai
	范凱傑先生，MH	Mr Alex FAN Hoi-kit, MH
	葉傲冬先生，BBS, JP	Mr Chris IP Ngo-tung, BBS, JP
	金宇堅先生	Mr Kenneth KING Yue-kin
	林凱章先生，JP	Mr Victor LAM Hoi-cheung, JP
	梁耀霖先生，MH	Mr Paul LEUNG Yiu-lam, MH
	李華明先生，SBS, JP	Mr Fred LI Wah-ming, SBS, JP
	馬煜文先生	Mr Martin MA Yuk-man
	譚光舜先生	Mr Tommy TAM Kwong-shun
	鄧余莉華女士	Mrs Ann TANG YU Li-hua
	唐偉邦先生	Mr James TONG Wai-pong
	謝淦廷先生	Mr Ricky TSE
	謝潤生先生	Mr TSE Yun-sang
	黃嘉毅先生	Mr WONG Ka-ngai
	黃錦沛先生，BBS, JP	Mr Wilfred WONG Kam-pui, BBS, JP
	黃栢欣女士	Ms Annie WONG Pak-yan
楊傳亮先生，BBS, JP	Mr Charles YANG Chuen-liang, BBS, JP	

牌照委員會

Licensing Committee

- | | |
|---|---|
| <p>(1) 處理旅行代理商、導遊及領隊的牌照事宜；</p> <p>(2) 考慮有關導遊和領隊的試前訓練課程、領牌考試及持續專業進修計劃事宜；以及</p> <p>(3) 考慮旅行代理商獲授權代表的培訓課程事宜。</p> | <p>(1) Handle licensing matters of travel agents, tourist guides and tour escorts;</p> <p>(2) Consider matters relating to pre-examination training courses, licensing examinations and Continuing Professional Development scheme for tourist guides and tour escorts; and</p> <p>(3) Consider matters relating to training courses for authorised representatives of travel agents.</p> |
|---|---|

主席 Chairperson	楊傳亮先生，BBS, JP	Mr Charles YANG Chuen-liang, BBS, JP
副主席 Vice-chairperson	黃錦沛先生，BBS, JP	Mr Wilfred WONG Kam-pui, BBS, JP
成員 Members	范凱傑先生，MH	Mr Alex FAN Hoi-kit, MH
	葉傲冬先生，BBS, JP	Mr Chris IP Ngo-tung, BBS, JP
	金宇堅先生	Mr Kenneth KING Yue-kin
	林詩棋先生	Mr Kevin LAM Sze-cay
	梁家駒先生，JP	Mr Johnny LEUNG Ka-kui, JP
	梁港蘭女士	Ms Lanny LEUNG Kong-lan
	李華明先生，SBS, JP	Mr Fred LI Wah-ming, SBS, JP
	羅啟邦先生，MH	Mr Roy LO Kai-pong, MH
	馬煜文先生	Mr Martin MA Yuk-man
	麥磊明博士	Dr Barry MAK Lui-ming
	彭早敏博士	Dr Priscilla POON Chau-min
	鄧余莉華女士	Mrs Ann TANG YU Li-hua
	謝潤生先生	Mr TSE Yun-sang
	黃嘉毅先生	Mr WONG Ka-ngai
黃冠文先生，BBS, MH, JP	Mr Adrian WONG Koon-man, BBS, MH, JP	
黃栢欣女士	Ms Annie WONG Pak-yan	

消費者關係小組

消費者關係小組的組成及主要職能如下：

組成

消費者關係小組（小組）的組成由文化體育及旅遊局局長（局長）決定，並由局長按照《旅遊業條例》第152(2)(i)條委任及決定委任條款。小組成員包括業界及非業界人士，其中主席及副主席須為非業界人士。

職能

處理不涉及紀律事宜的、消費者與持牌人之間的爭議、為爭議作出決定、覆核及相關事宜。爭議除須涉及持牌人提供的外遊服務或入境旅遊服務外，亦須從未進行法律程序、仲裁或非正在進行調解¹。

¹ 透過香港法例第620章《調解條例》進行的調解程序。

Consumer Relations Panel

The composition and main functions of the Consumer Relations Panel are as follows:

Composition

The Consumer Relations Panel (the Panel) is appointed by the Secretary for Culture, Sports and Tourism (the Secretary) in accordance with section 152(2)(i) of the Travel Industry Ordinance and the Secretary also decides the appointment terms. The Panel members include both trade members and non-trade members, of which the Chairperson and the Vice-chairperson shall be non-trade members.

Functions

The Panel is responsible for handling disputes between consumers and the licensees that do not involve disciplinary matters, deciding and reviewing the disputes and related affairs. In addition to disputes between the consumers and the licensees involving inbound or outbound travel services, such disputes shall not have gone through any legal procedures or arbitration and are not in the process of mediation¹.

¹ Refer to the mediation conducted under Mediation Ordinance (Cap. 620) of the Laws of Hong Kong.

小組成員名單（截至2023年3月31日）如下： The membership list of the Panel (as at 31 March 2023) is as follows:

主席 Chairperson	許敬文教授，MH	Professor Michael HUI King-man, MH
副主席 Vice-chairperson	廖健昇先生	Mr Alex LIU Kin-sing
非業界成員 Non-trade Members	陳文宜女士	Ms Grace CHAN Man-ye
	周潔冰博士，BBS, MH	Dr Jennifer CHOW Kit-bing, BBS, MH
	劉子芸女士	Ms Vanessa LAU Chi-wan
	龍韻妃女士	Ms Winvy LUNG
	石果豐先生	Mr SHEK Kwo-fung
	謝凱程女士	Ms Kate SHIEH
	蘇麗珍女士，MH, JP	Ms Ann SO Lai-chun, MH, JP
	葉銻婷女士	Ms Fion YIP Yan-ting
業界成員 Trade Members	周大偉先生	Mr David CHAU
	鍾志勤先生	Mr Teddy CHUNG
	高駿宏先生	Mr Kelvin KO Chun-wang
	林丹霞女士	Ms LAM Tan-ha
	羅敏兒女士	Ms Lolanda LAW
	陸麗玉女士	Ms Jacky LUK Lai-yuk
	伍慈屏女士	Ms Pianka NG
	董沛銓先生	Mr James TUNG Pui-chuen

機構管治 CORPORATE GOVERNANCE

旅監局及轄下各個委員會與工作小組於2022至23年度的會議次數、平均出席率及審議文件數目如下：

The number of meetings held, average attendance rate and number of papers considered by TIA and its various committees and working groups for the year 2022-23 is as follows:

	會議數目 Number of meetings held	平均出席率 Average attendance rate	審議文件數目 Number of papers considered
旅遊業監管局 Travel Industry Authority	6	88%	51
守則及指引委員會 Codes and Guidelines Committee	2	78%	16
賠償委員會 Compensation Committee	4	75%	7
機構事務委員會 Corporate Services Committee			
委員會及屬下工作小組 Committee and Working Groups	11	72%	20
發展委員會 Development Committee	1	82%	2
紀律委員會 Disciplinary Committee	2	76%	6
牌照委員會 Licensing Committee			
委員會及屬下工作小組 Committee and Working Groups	12	85%	33
消費者關係小組 Consumer Relations Panel	1	83%	1

利害關係的披露

為了避免任何實在或潛在的利益衝突，以維持旅監局在旅遊業界的誠信和公信力，以及加強公眾對旅監局的信心，旅監局根據《條例》第158條，要求旅監局或紀律委員會成員，以及旅監局轄下的委員會或工作小組的成員在(i)獲委任後、(ii)獲委任後的每一公曆年開始時、(iii)得知有先前並未披露的利害關係時、(iv)在先前已披露的利害關係有所改變後，以及(v)得知其具有或取得的利害關係能夠與妥善執行其相關職能產生衝突後，須就其具有的屬旅監局決定的類別或種類的任何利害關係向旅監局披露。

如旅監局成員在該局會議上討論的事項中，有應披露的利害關係，則該成員須在該會議上披露該利害關係的性質，而該項披露，則須記錄在會議紀錄內。在有關討論進行時，該成員可被指示避席、不得就討論的事項投票及／或不得將該成員計入法定人數。行政辦事處在會議前向各成員發出議程及會議文件時，會夾附一份披露利害關係申報表。如成員就任何議程或會議文件有應披露的利害關係，則須於會議的兩個淨工作日前將申報表交回行政辦事處。旅監局亦已設立和備存一份載有披露利害關係詳情的利害關係登記冊供公眾查閱。

此外，旅監局所有職員須申報任何直接或間接與旅監局有競爭的，或與旅監局有業務往來的，或受旅監局所監管的業務／人士／機構的利害關係。

Disclosure of Interests

In order to avoid any actual or potential conflict of interest, maintain the integrity and credibility of TIA in the travel industry, and enhance public confidence in TIA, TIA, pursuant to section 158 of the Ordinance, requires members of TIA or disciplinary committee and members of a committee or working group of TIA to disclose to TIA any interest that the person has which is of a class or description decided by TIA (i) after the person's appointment, (ii) at the beginning of each calendar year after the person's appointment, (iii) on becoming aware of the existence of an interest not previously disclosed, (iv) after any change occurs to an interest previously disclosed, and (v) after the person becomes aware that the interest that the person has or acquires could conflict with the proper performance of the person's relevant functions.

If a member of TIA has a disclosable interest in a matter under discussion at a meeting of TIA, the member must disclose the nature of the interest at the meeting, and the disclosure must be recorded in the minutes. During discussion, the member may be directed to withdraw from the meeting, not to vote in relation to the matter under discussion, and/or not to be counted for a quorum. The Executive Office will attach a declaration form for disclosure of interests when it issues the agenda and meeting documents to members before a meeting. If a member has a disclosable interest in any agenda or meeting documents, the member must return the declaration form to the Executive Office two clear working days before the meeting. TIA has also established and maintains a register of interests recording the particulars of disclosure of interests for public inspection.

In addition, all TIA staff must declare any direct or indirect interest in any business/individual/organisation that competes with TIA, has business dealings with TIA, or is regulated by TIA.

服務承諾

Performance Pledge

查詢

Enquiries

服務類型 Service Type	服務標準 Service Standard	達標率 Achievement	
回覆電話查詢 (語音訊息) Response to enquiries by phone (voice mail message)	1 個工作天內 Within 1 working day	電子印花徵費系統 E-levy system	100%
		一般查詢 General enquiry	95.20%
		旅遊業賠償基金 Travel Industry Compensation Fund	100%
確認收到書面查詢 Acknowledge receipt of written enquiries	5 個工作天內 Within 5 working days	電子印花徵費系統 E-levy system	100%
		一般查詢 General enquiry	100%
		旅遊業賠償基金 Travel Industry Compensation Fund	98.03%
回覆書面查詢 Reply to written enquiries	7 個工作天內 Within 7 working days	電子印花徵費系統 E-levy system	100%
		一般查詢 General enquiry	100%
		旅遊業賠償基金 Travel Industry Compensation Fund	99.34%

投訴調查

Complaint Investigation

服務類型 Service Type	服務標準 Service Standard	達標率 Achievement
確認收到書面投訴 Acknowledge receipt of written complaints	5 個工作天內 Within 5 working days	100%
委派調查員接手個案，並通知投訴人有關調查經已展開，以及提供調查員的聯絡資訊 Appoint investigator and inform the complainant the commencement of an investigation with contact details of the investigator provided	確認函發出後的 3 個工作天內 Within 3 working days upon issue of the acknowledgement receipt	100%
通知投訴人有關個案的調查進度 Inform the complainant the progress of the case	每 1 個月 Every month	100%
通知投訴人有關調查已結束／終止，並提供調查結果（如有） Inform the complainant that the investigation has concluded/curtailed with the case result (if any) provided	獲旅監局批准終止調查後的 14 個工作天內 Within 14 working days upon TIA's approval to case curtailment	100%
通知持牌人有關調查已結束／終止，並提供調查結果（如有） Inform the licensee that the investigation has concluded/curtailed with the case result (if any) provided	獲旅監局批准終止調查後的 14 個工作天 Within 14 working days upon TIA's approval to case curtailment	100%

旅遊業賠償基金

Travel Industry Compensation Fund

服務類型 Service Type	服務標準 Service Standard	達標率 Achievement
處理因持牌旅行代理商倒閉而損失外遊費的特惠賠償申請個案 Handling of ex gratia payment applications in respect of loss of outbound fares	在收妥所需文件及申請人作出法定聲明後 4 個工作天內辦妥 Within 4 working days upon receipt of sufficient information and after the applicant making a statutory declaration	100%
處理因外遊意外而申請特惠賠償的個案 Handling of ex gratia payment applications in respect of outbound accidents	在收妥所需文件及申請人作出法定聲明後 4 個工作天內辦妥 Within 4 working days upon receipt of sufficient information and after the applicant making a statutory declaration	100%



1 馬豪輝先生，GBS, JP
Mr MA Ho-fai, GBS, JP

主席
Chairperson

2 方安妮女士
Ms Annie FONDA

行政總裁
Executive Director

3 張嘉賢先生
Mr Kevin CHEUNG

監管事務總監
Director of Regulatory Affairs

4 吳文瑾女士
Ms Venus WU

機構事務總監
Director of Corporate Services

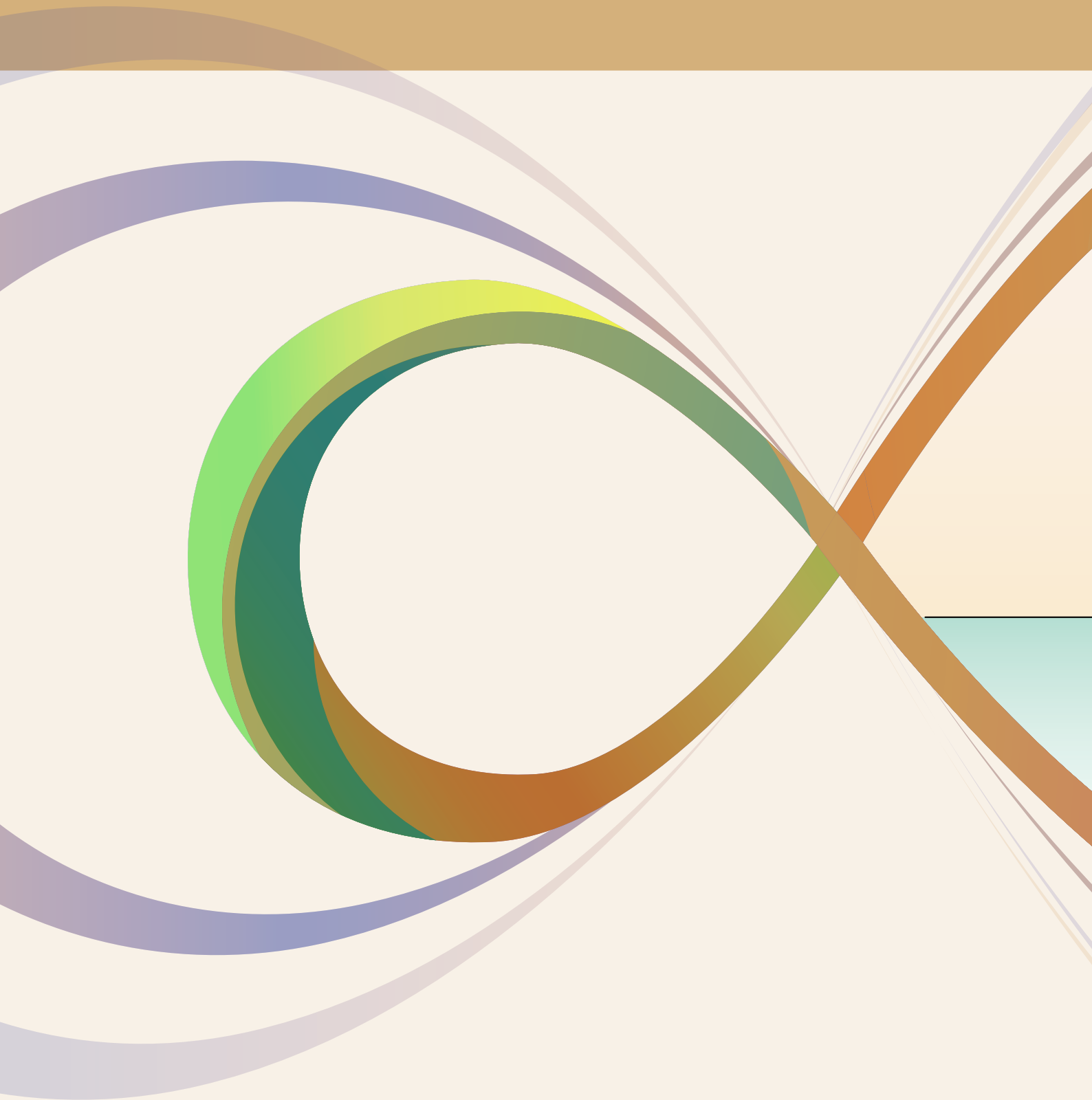
5 吳浩然先生
Mr Samuel NG

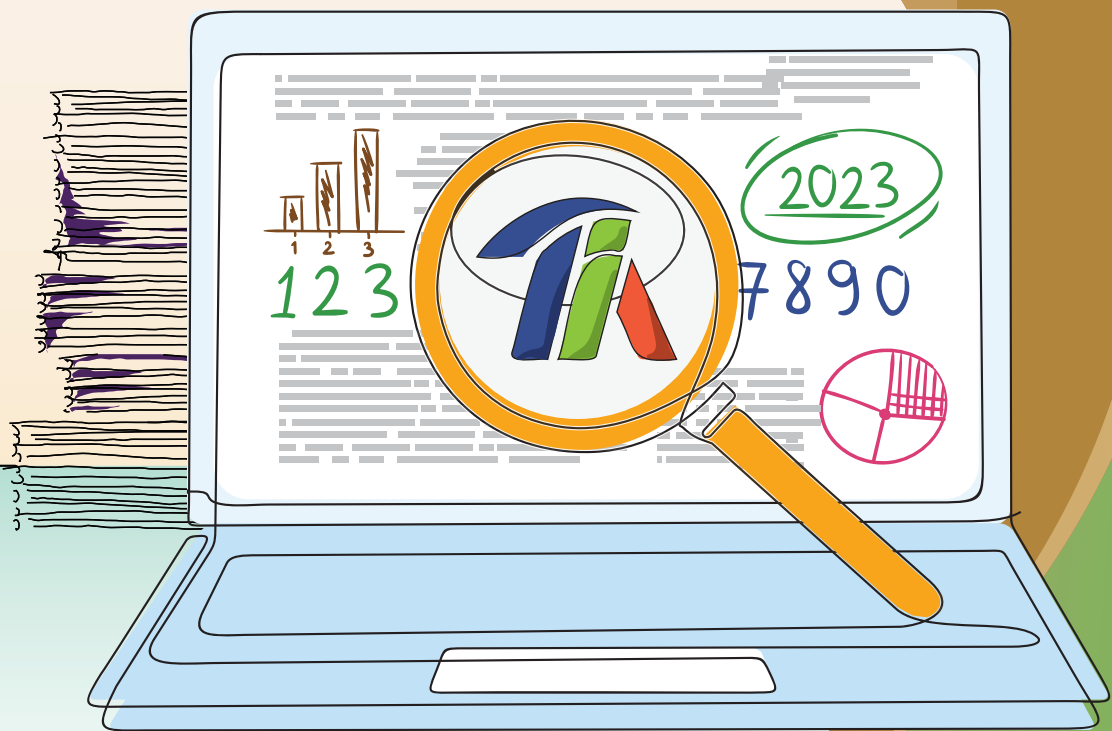
執行總監
Director of Operations



資料及統計數字

FAST FACTS





資料及統計數字 (截至 2023 年 3 月 31 日) Facts and figures (as at 31 March 2023)

員工人數 Number of staff

83

全職員工

Full-time staff



3

臨時員工

Temporary staff

有效牌照數目 Number of valid licences



1,622

旅行代理商牌照

Travel agent licences

1,479

業務許可證

Business permits

5,381

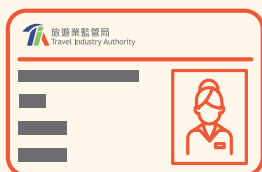
導遊牌照

Tourist guide licences

13,364

領隊牌照

Tour escort licences



牌照申請及續期申請數目

(由 2022 年 9 月 1 日至 2023 年 3 月 31 日)

Number of licence applications and renewal applications

(from 1 September 2022 to 31 March 2023)

1,199

旅行代理商牌照

Travel agent licences

1,132

導遊牌照

Tourist guide licences

1,681

領隊牌照

Tour escort licences

發出及續期牌照數目

(由2022年9月1日至2023年3月31日)

Number of licences issued and renewed

(from 1 September 2022 to 31 March 2023)

968

旅行代理商牌照

Travel agent licences

598

導遊牌照

Tourist guide licences

1,043

領隊牌照

Tour escort licences

被暫時吊銷／撤銷的牌照數目

(由2022年9月1日至2023年3月31日)

Number of licences suspended / revoked

(from 1 September 2022 to 31 March 2023)

0

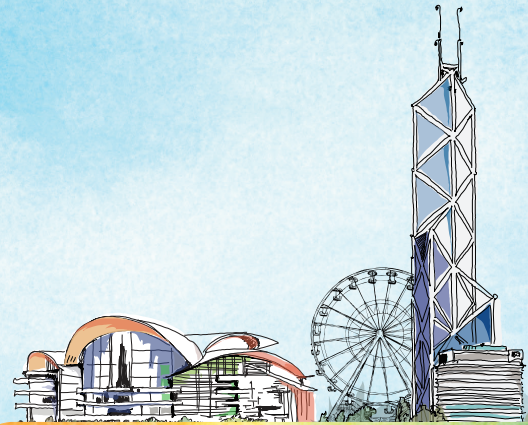
暫時吊銷牌照

Suspended

16

撤銷牌照

Revoked



內地入境旅行團登記數目

(由2022年9月1日至2023年3月31日)

Number of Mainland inbound tour groups registered

(from 1 September 2022 to 31 March 2023)

4,754

團 Tour groups

170,446

旅客 Tourists

在入境旅行團註冊商店行政計劃下的註冊商店數目

(由2022年9月1日至2023年3月31日)

Number of shops registered under the Administrative Scheme for Registered Shops for Inbound Tour Groups

(from 1 September 2022 to 31 March 2023)



13

資料及統計數字 (截至 2023 年 3 月 31 日)

Facts and figures (as at 31 March 2023)

領牌考試

Number of candidates sitting for

9

導遊領牌考試人數

Licensing examinations of tourist guides

48

領隊領牌考試人數

Licensing examinations of tour escorts

導遊持續專業進修活動

Continuing Professional Development (CPD) activities for licensed tourist guides

129

舉辦認可持續專業進修活動的次數

Number of recognised CPD activities organised

3,211

認可持續專業進修活動的參與人次

Number of enrolments for recognised CPD activities

79

認可持續專業進修活動

Number of CPD activities recognised by TIA



導遊及領隊急救技能證書課程

Certificate of competency in first aid for tourist guide and tour escort

2,141

參與人次

Number of enrolments



獲授權代表課程

Authorised representative courses

901

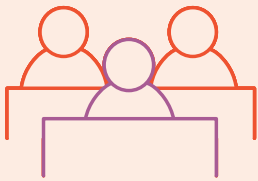
參與人次

Number of enrolments

旅遊從業人員培訓資助計劃
Training subsidy scheme
for practitioners of the
travel trade

1,866
已批核申請
Approved applications

行業講座舉辦數目
Number of seminars organised



24

巡查次數
Number of inspections conducted



777

查詢數字
Number of enquiries received
in relation to

2,988
電子印花徵費
E-levy

13,104
一般查詢
General enquiries

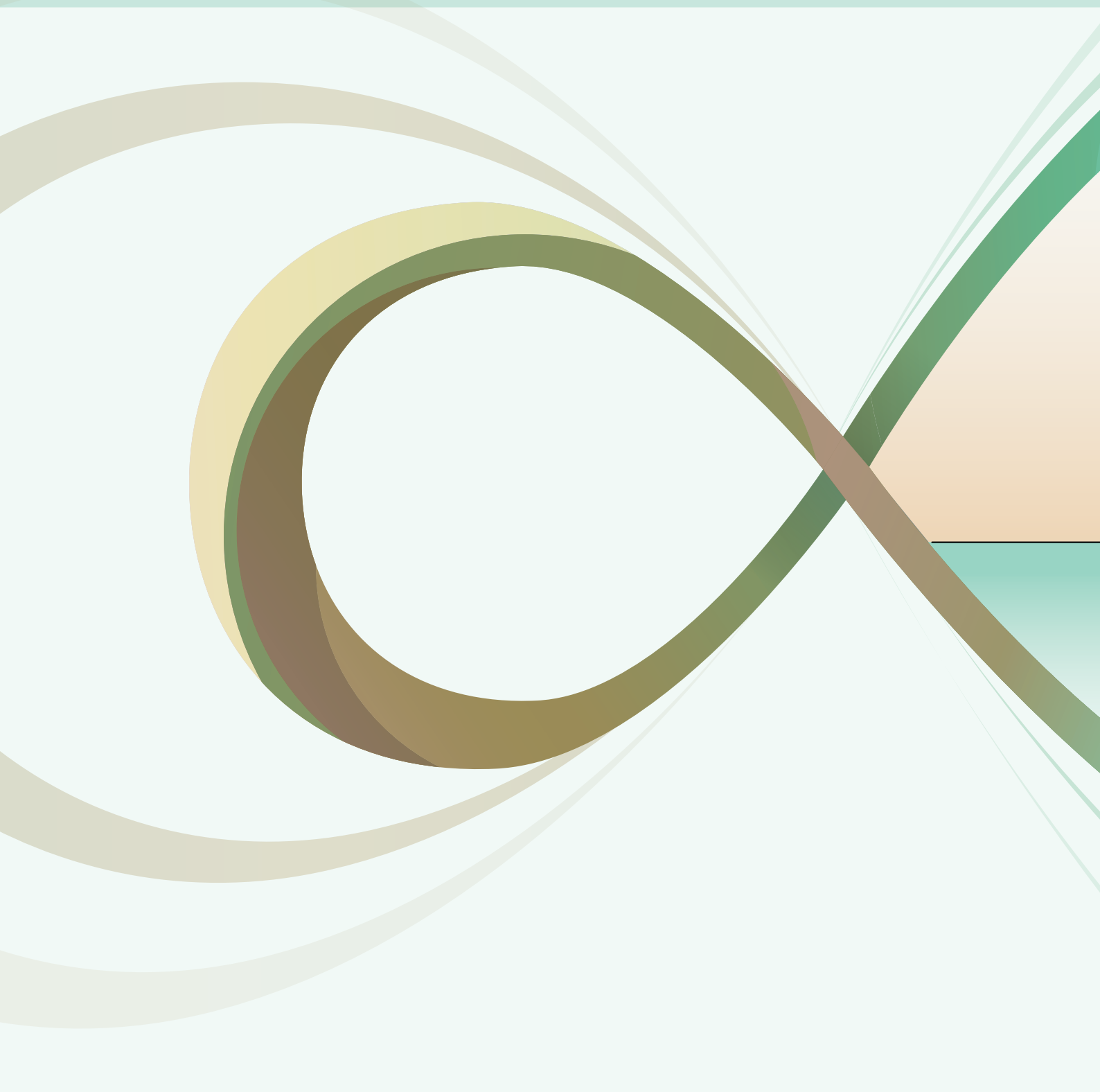
914
旅遊業賠償基金
Travel Industry Compensation Fund

求助及投訴個案數目
Number of requests for
assistance received and
complaint cases



796

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23





2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

實施旅遊業新規管制度

Implementation of the new regulatory regime for the travel industry



隨著《旅遊業條例》（第 634 章）（《條例》）於 2022 年 9 月 1 日正式生效，旅遊業新規管制度全面實施，標誌著香港旅遊業發展邁向另一新里程。在新舊制度交接的關鍵一年，旅監局繼續致力完善各項溝通與協調工作，竭力履行《條例》賦予旅監局的法定職能及執法權力，讓新規管制度得以順利推行和運作。

The Travel Industry Ordinance (Cap. 634) (the Ordinance) came into effect on 1 September 2022, demarcating the full implementation of the new regulatory regime and a new milestone for Hong Kong's travel industry. In this important year of transition, TIA continues to maintain its focus on communication, coordination, and fulfilling the statutory functions and enforcement powers conferred by the Ordinance, so that the new regulatory regime could be smoothly implemented and operated.

2022至23年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

新規管制度推行里程

New regulatory regime milestones

2011年4月 April 2011	<p>特區政府發表諮詢文件，就香港旅遊業運作和規管架構的檢討方案，徵詢旅遊業界和公眾的意見。</p> <p>The Government issued a consultation paper on the review of the operation and regulatory framework of Hong Kong's tourism sector, and invited views from the trade and the public.</p>
2018年11月 November 2018	<p>立法會通過《條例》，為成立旅監局奠下法律基礎，並訂明其組成及職能。</p> <p>The Ordinance was passed by the Legislative Council (LegCo) which provided a legal basis for the establishment of TIA and set out the composition and functions of TIA.</p>
2020年1月 January 2020	<p>旅監局按照《條例》成立，馬豪輝先生，GBS, JP獲委任為第一屆旅監局主席。</p> <p>TIA was established under the Ordinance. Mr MA Ho-fai, GBS, JP was appointed as Chairperson of the first term of TIA.</p> 
2022年2月至4月 February to April 2022	<p>旅監局就《條例》下新規管制度的實施細則發表諮詢文件，展開為期八星期的行業諮詢。</p> <p>TIA published a consultation document on the implementation details of the new regulatory regime under the Ordinance and collected feedback from the travel industry through an eight-week trade consultation.</p>
2022年5月 May 2022	<p>七項附屬條例提交立法會，進行先訂立後審議的程序。</p> <p>Seven pieces of subsidiary legislation were submitted to LegCo for negative vetting.</p>
2022年6月 June 2022	<p>附屬條例立法工作完成。</p> <p>The enactment of subsidiary legislation was completed.</p>
2022年7月 July 2022	<p>《條例》中部分過渡條文實施，旅監局與旅遊事務署轄下的旅行代理商註冊處（註冊處）、香港旅遊業議會（旅議會）和旅遊業賠償基金（賠償基金）管理委員會展開交接工作。</p> <p>Part of the transitional provisions under the Ordinance were implemented. TIA commenced the transitional work with the Travel Agents Registry (TAR) under the Tourism Commission, the Travel Industry Council of Hong Kong (TIC) and the Travel Industry Compensation Fund (TICF) Management Board.</p>
2022年9月 September 2022	<p>《條例》全面實施，旅監局正式接管發牌、行業規管、旅遊業賠償基金管理 and 向旅行代理商徵費等法定職能，推行新規管制度。</p> <p>The Ordinance was fully implemented. TIA assumed statutory functions such as licensing, industry regulation, TICF administration and the imposition of levies on travel agents, and enforced the new regulatory regime.</p>

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

行業諮詢完成及附屬法例通過

為確保旅遊業新規管制度能全面平衡與兼顧業界與不同持份者的意見，旅監局於2022年2月9日至4月5日期間，進行為期八星期的行業諮詢，就旅遊業新規管制度的實施細則，包括在《條例》下制定的附屬法例、《持牌人指令》，以及其他與實施新規管制度相關的建議等，諮詢旅遊業界從業員、機構團體及相關持份者的意見。在行業諮詢期內，旅監局共舉辦了22場網上簡介會，合共吸引53個機構和610人次參加，另外透過電話及書面收到97份意見書及查詢。總括來說，業界普遍對新規管制度反應正面，詳細的行業諮詢總結亦於2022年4月在旅監局網站發布。

Trade consultation completed and subsidiary legislation passed

To ensure that the new regulatory regime for the travel industry would fully balance and take into account the views of the industry and various stakeholders, TIA held an eight-week trade consultation from 9 February to 5 April 2022 to seek feedback from industry practitioners, organisations, and relevant stakeholders on the implementation details of the new regime, including subsidiary legislation made under the Ordinance, the Directives for Licensees, and other related recommendations. During the consultation period, TIA held a total of 22 online briefing sessions, attracting 53 organisations and 610 enrolments. In addition, 97 opinions and enquiries were received through telephone and written submissions. The results indicated that the industry in general held a positive view of the new regulatory regime, and a detailed summary of the trade consultation was published on the TIA website in April 2022.



旅監局位於黃竹坑的辦事處。
Executive Office of TIA in Wong Chuk Hang.

作為新成立的監管機構，旅監局相信與業界充分溝通、加強聯繫是為旅監局確立認可性和公信力的關鍵。旅監局透過與業界和各持份者持續保持對話，了解他們的意見及業界的實際操作，在履行規管職能與切合旅遊業當前情況及需要中取得平衡，以制定合適的監管標準及相關安排。在周全考慮業界和持份者的意見與建議後，旅

As a newly established regulatory body, TIA believes that effective communication and networking is key in building credibility and trust. To stay updated on industry opinions and operations, TIA has maintained open communication with the industry and its stakeholders. This has helped TIA to strike a balance between regulating the industry and addressing its needs, and to develop appropriate regulatory standards and arrangements. After carefully considering the opinions and recommendations of the industry

2022至23年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

監局隨即向立法會呈交有關的附屬法例立法建議，包括按照《條例》的框架制訂以下七項附屬法例：

1. 《2022年〈旅遊業條例〉（生效日期）公告》；
2. 《旅遊業（旅監局徵費——外遊費百分比）公告》；
3. 《旅遊業（賠償基金徵費——外遊費百分比）公告》；
4. 《旅遊業（收取徵費、繳付徵費及記錄徵費）規例》；
5. 《旅遊業賠償基金（特惠賠償款額）規例》；
6. 《旅遊業賠償基金（特惠賠償申領程序）規例》；以及
7. 《旅遊業（一般）規例》。

有關的附屬法例於2022年5月11日提交立法會，並於6月完成立法工作，其後於2022年9月1日與《條例》的主體法例一同生效。

and its stakeholders, TIA submitted a legislative proposal to LegCo prompting the formulation of seven pieces of subsidiary legislation, among others, within the framework of the Ordinance:

1. Travel Industry Ordinance (Commencement) Notice 2022;
2. Travel Industry (Authority Levy – Percentage of Outbound Fare) Notice;
3. Travel Industry (Compensation Fund Levy – Percentage of Outbound Fare) Notice;
4. Travel Industry (Collection, Payment and Recording of Levies) Regulation;
5. Travel Industry Compensation Fund (Amount of Ex Gratia Payments) Regulation;
6. Travel Industry Compensation Fund (Procedure for Ex Gratia Payments) Regulation; and
7. Travel Industry (General) Regulation.

These pieces of subsidiary legislation were submitted to LegCo on 11 May 2022, enacted in June 2022 and came into effect with the primary legislation of the Ordinance on 1 September 2022.

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

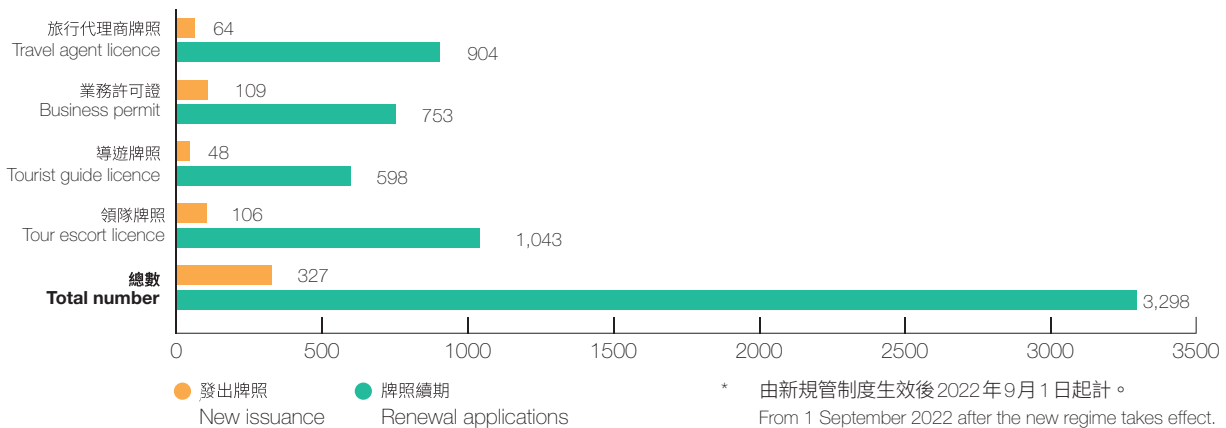
牌照申請機制與處理工作

在新規管制度下，旅監局正式從註冊處和旅議會接管發牌和規管業界的職能，同時亦制定了牌照申請的審批機制與程序，包括接收申請、資料核實、審批申請及發出牌照後的抽查機制等。截至2023年3月31日，連同由註冊處及旅議會在《條例》生效後轉交予旅監局接手處理的個案，旅監局收到約4,700個發牌及續牌申請。

Mechanisms and procedures for licence application

Under the new regulatory regime, TIA has assumed the industry's licensing and regulatory functions from TAR and TIC and established approval mechanisms and procedures for licence applications, covering the process from receiving applications and verification to approval and random post-licensing inspections. As of 31 March 2023, together with the applications transferred by TAR and TIC after the implementation of the Ordinance, TIA has received some 4,700 licensing and renewal applications.

2022-23年度*牌照統計數字
2022-23* Licence Statistics



牌照銜接安排與簡易版課程及考試

在新規管制度過渡期間，旅監局透過簡化領牌程序及作出彈性安排，包括設計及推出簡易版牌照課程與考試，以及一次性的牌照自動續期措施，方便業界將原有領隊證及導遊證順利銜接至新牌照。其中旅行代理商牌照或牌照複本、導遊證及領隊證如於新規管制度落實前一日及初期，即2022年8月31日至11月30日期間屆滿，到期日可自動順延至2022年12月1日，原有導遊證持有人只須於限期內修畢「靈活版導遊持續專業進修計劃」即可確保順利過渡。另外於2020年9月30日至2022年7月31日期間屆滿的導遊證或領隊證，

Transitional arrangements for licences and streamlined training courses and licensing examinations

During the transitional period of the new regulatory regime, TIA facilitated the industry's smooth transition from the pre-existing tourist guide and tour escort passes to the new licences by offering streamlined and flexible licensing procedures. These procedures included designing and launching streamlined training courses and licensing examinations, as well as a one-time automatic renewal measure for licences. Holders of pre-existing travel agent licences or duplicate licences, tourist guide passes, and tour escort passes that expired between 31 August and 30 November 2022 (i.e. the day before the new regulatory regime's implementation and its initial implementation stage) could automatically extend their expiration dates to 1 December 2022. Before the relevant deadline, pre-existing tourist guide pass holders could complete the Flexible CPD

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

如持證人並未向旅議會申請續期，只須於有關證件屆滿後兩年內，完成簡易版急救課程及參加相關簡易版領牌考試及取得合格，亦可在符合其他規定的情況下獲發導遊牌照或領隊牌照。本年度旅監局共舉辦 13 場簡易版領牌考試，以協助持有屆滿不多於兩年的導遊證或領隊證的人士過渡至新規管制度，有關考試共有 609 人參加，平均合格率为 97%。



Scheme for Tourist Guide to have their passes renewed as tourist guide licences. Those whose tourist guide or tour escort passes expired between 30 September 2020 and 31 July 2022 and who did not apply for renewal of the passes can, within two years after the expiration date of their passes, still be issued a tourist guide or tour escort licence by completing a streamlined first aid course, passing the relevant streamlined licensing examination, complying with any other relevant requirements and applying for the licence. This reporting year, TIA has organised 13 streamlined licensing examinations to facilitate holders of pre-existing tourist guide and tour escort passes, whose passes have expired for two years or less, with obtaining licences under the new regulatory regime. A total of 609 applicants attended the examinations, with an average passing rate of 97%.

旅監局於 2022 年 8 月 31 日為過渡和銜接工作做好準備，迎接旅遊業新規管制度於 2022 年 9 月 1 日全面實施。

TIA conducts a final preparation for the transitional and bridging arrangements on 31 August 2022 for the new regulatory regime to be fully implemented on 1 September 2022.

旅遊業賠償基金、電子印花徵費及其他資訊科技電子化系統

為配合旅監局執行其職能及旅監局內部運作所需，旅監局推出並維護一系列資訊科技系統，包括人力資源管理系統和會議室視聽系統，以及成功接管並營運註冊處和旅議會的資訊科技系統，包括發牌資訊科技系統、發證資訊科技系統及電子印花徵費系統，並正著力研究資訊科技系統的進一步提升，積極推行辦公室電子化及無紙化。

根據《條例》及《持牌人指令》，經營內地入境旅行團業務的持牌旅行代理商須向旅監局進行登記所接待的內地入境旅行團，包括提交旅客人數、行程、交通安排及住宿等資料，並繳交登記費。為了便利業界的需要，旅監局亦建立了電子化的內地入境旅行團登記系統，簡化旅行代理商的相

TICF, e-Levy and other information technology systems

To facilitate the discharge of TIA's functions and internal operations, TIA has launched and maintained a range of information systems which include a human resources management system and an audio-visual system for meeting rooms. TIA has also taken over and begun operating the licensing, pass issuing, e-levy and other information systems from TAR and TIC. Currently, TIA is looking into ways to further enhance its information technology systems with a view to promoting office automation and a paperless working environment.

In compliance with the Ordinance and Directives for Licensees, licensed travel agents must register and submit a registration fee to TIA when organising Mainland inbound tour groups, indicating the number of participants, itinerary, transportation arrangement, accommodation and other relevant information. To facilitate the industry's needs and enhance operational efficiency, TIA has set up an electronic form for registering Mainland inbound tour groups. This

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

關登記工作及程序，同時讓旅監局能更有系統地掌握和整合各項所需數據和重要資訊，以提升運作效率。由2023年3月起，持牌旅行代理商已可同時以紙本及電子表格向旅監局登記內地入境旅行團，而由2023年5月起，更只須以電子表格登記，既省時又符合環保效益。

另外，旅監局亦於年內順利完成有關賠償基金過渡至新規管制度的工作，包括將賠償基金於銀行及投資經理開立的銀行及投資戶口轉名到旅監局、電子印花徵費系統更新工作及檔案移交安排等。至於電子印花徵費系統方面，旅監局並根據《旅遊業賠償基金操作手冊》，將每兩年或在合適的周期下，為系統進行安全風險評估及審計，新一輪評估及審計工作已於2022年12月下旬展開，並預計在2023年5月之前完成相關安全風險評估及審計。

新規管制度與疫後復常的支援工作

特區政府於2022年底宣布放寬多項社交距離和入境措施，隨後於2023年2月進一步公布與內地有序恢復通關。旅監局除了負責旅遊業的規管工作外，並肩負支援行業發展的角色。為支援香港旅遊業的復常與配合新規管制度的實施，旅監局於本年度開展了一系列的工作計劃，協助旅遊業重啟與業界迎接新變革。

also helps TIA systematically arrange and consolidate various data and important information. The electronic forms have been available since March 2023 as an additional option to the paper forms. Starting from May 2023, TIA will only accept electronic forms for this registration process to be more environmental friendly and time-efficient.

During the year, TIA also successfully migrated TICF to the new regulatory regime, including transferring the relevant bank and investment accounts set up at the banks and investment managers to TIA, updating the e-levy system, and transferring cases and files etc. According to the Operation Manual for the administration of the Travel Industry Compensation Fund, the e-levy system shall undertake safety assessment and evaluation every two years or in appropriate cycles. A new round of assessment and evaluation work began in late December 2022 and is expected to complete before May 2023.

New regulatory regime and post-pandemic support

By the end of 2022, the Government announced the easing of various social distancing and entry measures. This was followed in February 2023 by the orderly resumption of cross-border travel with the Mainland. TIA has not only assumed a regulatory role over the travel industry, but also taking up an important role of supporting its development. To support the recovery of Hong Kong's travel industry and facilitate the implementation of the new regulatory regime, TIA has launched a series of work plans aimed at assisting the travel industry with reactivating and adapting to new changes.

旅遊從業人員培訓資助計劃

Training subsidy scheme for practitioners of the travel trade



為推動旅遊業人才培訓，以及支援業界從業員於疫後為重啟旅遊活動作好準備，特區政府於2022-23年度撥款1億港元資助旅遊從業人員的培訓發展，並於2022年11月透過旅監局推出為期三年的「旅遊從業人員培訓資助計劃」，以提升旅遊從業人員的技能及維持他們的競爭力，協助他們重返旅遊業的崗位。在該計劃下，每名合資格的持牌導遊及領隊可以實報實銷的方式，就導遊及領隊領牌考試報名費、持續專業進修計劃活動費用，以及急救技能證書或其他類似證明書的課程費用獲得最多2,000港元資助。截至2023年3月31日，旅監局合共批核了1,866個相關的資助申請。

除了上述的「旅遊從業人員培訓資助計劃」，特區政府亦於2022-23年度《財政預算案》作出延長豁免首次簽發、續發旅行代理商牌照或簽發複本費用的安排。為繼續支援業界，旅監局從註冊處接管發牌的職能後亦繼續有關安排，並將牌照相關費用的豁免安排延伸至導遊及領隊。

The Government allocated HK\$100 million towards subsidising the training and development of travel trade practitioners in the year 2022-23, to promote talent development of the trade and support trade practitioners to get prepared for the post-pandemic reactivation of tourism activities. In November 2022, TIA has launched a three-year training subsidy scheme for practitioners of the travel trade to enhance the skills of practitioners and help them maintain their competitiveness, facilitating their return to the travel industry. Under the scheme, qualified licensed tourist guides and tour escorts can be reimbursed for the fees related to registration for their licensing examination, taking part in Continuing Professional Development (CPD) Scheme activities, and attaining the certificate of competency in first aid or other similar certificates, up to HK\$2,000. As of 31 March 2023, TIA has approved a total of 1,866 related funding applications.

Alongside the training subsidy scheme for practitioners of the travel trade, the Government has proposed extending the arrangement for exempting the first issuance, renewal of travel agent licences, or issuance of duplicate fees, as stated in the 2022-23 Budget. To further support the industry, TIA has continued these arrangements after taking over the licensing function from TAR, and has extended the related fee exemption arrangements to tourist guides and tour escorts.

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

新規管制度簡介會與行業資訊講座

旅監局於年內舉辦了不少講座活動，與業界分享新規管制度下的最新資訊與發展，並就疫後復常的注意事項，與業界保持緊密交流、共享資訊。其中11場簡介會特別針對新規管制度下的導遊及領隊續領牌照安排、導遊持續專業進修計劃及「旅遊從業人員培訓資助計劃」而設，參加者均對活動反應正面。另外，旅監局亦於年內舉辦行業資訊講座，內容涵蓋《持牌人指令》和入境旅行團註冊商店行政計劃的詳情，並舉辦電子印花徵費系統簡介網上講座提供電子印花徵費系統培訓，藉此協助業界加深和鞏固專業知識，掌握行業發展的實用資訊。

New regulatory regime briefing session and industry information seminar

Throughout the year, TIA hosted several seminars to share information and maintain close communication with the industry, covering the latest updates and developments under the new regulatory regime and discussing preparations for returning to normalcy after the pandemic. Among the briefing sessions, 11 of which were dedicated to licence renewal arrangements for tourist guides and tour escorts under the new regulatory regime, the CPD Scheme for Tourist Guides, and the training subsidy scheme for practitioners of the travel trade. These activities received positive responses from all participants. Additionally, TIA held industry information seminars covering the details of the Directives for Licensees and the Administrative Scheme for Registered Shops for Inbound Tour Groups. TIA also hosted an online seminar introducing and providing relevant training on the e-levy system, helping the industry deepen and consolidate their professional knowledge while offering practical information on the industry developments.



旅監局監管事務總監張嘉賢先生（左五）應香港華商旅遊協會的邀請，於2022年8月10日出席交流晚宴，分享及推廣旅監局的職能和工作。

Invited by The Federation of Hong Kong Chinese Travel Agents, Mr Kevin CHEUNG (fifth from left), Director of Regulatory Affairs, promotes the functions and duties of TIA at a dinner gathering on 10 August 2022.

相片來源：香港華商旅遊協會

Photo source: The Federation of Hong Kong Chinese Travel Agents

旅監局監管事務總監張嘉賢先生（前排右四）於2022年6月21日出席業界商會舉辦的午餐茶聚，藉此推廣旅遊業新規管制度，並就香港旅遊業發展交流研討。

Mr Kevin CHEUNG (front row, fourth from right), Director of Regulatory Affairs, promotes the new regulatory regime of the travel industry and exchanges views with the industry on the development of the local travel industry at a lunch gathering held by the trade associations on 21 June 2022.

相片來源：香港華商旅遊協會

Photo source: The Federation of Hong Kong Chinese Travel Agents



2022至23年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

與此同時，隨著防疫措施逐步放寬，外遊與訪港旅客數字逐步回升，為提升旅遊業前線人員的防疫意識，旅監局於2023年2月至4月舉辦一系列的旅遊健康網上講座，提供與旅遊相關的疫情資訊，讓旅遊業從業員了解更多2019冠狀病毒病的最新資訊，以獲取有關旅遊的防疫資訊和疫情下照顧旅客時的要點。

Concurrent with the gradual relaxation of pandemic measures, the number of outbound tourists and visitors to Hong Kong has started to increase gradually. In order to raise the anti-epidemic awareness of frontline personnel in the travel industry, TIA conducted a series of online seminars on travel health from February to April 2023. These seminars aimed at providing practitioners with travel-related information that would enable them to stay abreast of the latest updates on the COVID-19 situation, equip them with the information on infection prevention measures, and help them identify the useful tips on prevention of COVID-19 when taking care of travellers.



旅監局監管事務總監張嘉賢先生應邀出席香港工會聯合會與香港專業導遊總工會於2022年7月21日合辦的「導遊持續進修專業操守專題講座」，向業界從業員介紹旅遊業新規管制度的細則與詳情。

Mr Kevin CHEUNG, Director of Regulatory Affairs, introduces the new regulatory regime to the trade practitioners at the Continuing Professional Development Scheme for Tourist Guides Specialised Seminar, jointly organised by the Hong Kong Federation of Trade Unions and Hong Kong Professional Tourist Guides General Union on 21 July 2022.

相片來源：香港專業導遊總工會

Photo source: Hong Kong Professional Tourist Guides General Union



入境事務處代表到訪旅監局介紹與旅遊業相關的最新出入境管制措施。

Representatives from the Immigration Department visit TIA to introduce the latest immigration controls measures of the travel industry.



旅監局舉辦電子印花徵費系統簡介網上講座，讓持牌旅行代理商掌握電子印花徵費系統的操作技巧。

TIA organises a webinar on Introduction of E-levy System to enable licensed travel agents to acquire the operational skills of the e-levy system.

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

優化人力資源與網站資訊功能

為迎接新規管制度的全面推行，旅監局於年內大力招聘足夠人手及完善電子系統與網站資訊功能。截至2023年3月31日，旅監局到任員工已遞增至83人，藉以提升前線工作效率，並迅速回應各項查詢及加強巡查工作。此外，旅監局亦積極拓展網上平台資源，如設立網上預約系統，為業界提供更便捷的方式使用相關服務，以及促進與不同持份者的交流與互動。

Optimised human resources and website information functions

To ensure the seamless implementation of the new regulatory regime, TIA has ramped up its workforce, with a total of 83 employees as of 31 March 2023. The organisation has also enhanced its electronic systems and website in order to improve the efficiency of front-line work, respond promptly to various enquiries and strengthen inspections, and has been proactively expanding its online resources such as by setting up an online appointment booking system. This provides the industry with a more convenient way to access related services and fosters greater exchanges and interactions with different stakeholders.



TIA receives a Silver Award under the “Website Category” of the “Web Accessibility Recognition Scheme 2022-2023” organised by the Hong Kong Internet Registration Corporation Limited and co-organised by the Office of the Government Chief Information Officer. Ms Annie FONDA (right), Executive Director of TIA, and Ms Venus WU (left), Director of Corporate Services, attend the awards presentation ceremony on behalf of TIA.

旅監局網站榮獲香港互聯網註冊管理有限公司主辦和香港特區政府資訊科技總監辦公室協辦的「2022至2023年度無障礙網頁嘉許計劃」—「網站組別」銀獎。旅監局行政總裁方安妮女士（右）與機構事務總監吳文瑾女士（左）代表旅監局出席頒獎禮。



另外，為加強業界從業員及公眾人士對旅監局與新規管制度的認識，旅監局進一步優化旅監局網站內的資訊和功能，於2022年8月底推出第二階段網站，加入牌照、規管（包括指令）、紀律、投訴、賠償基金、專業進修課程、網上預約系統等內容，亦增設無障礙網頁設計和網站檢索等功能選項，以完善和豐富旅監局網站的整體架構、功能和設計，方便業界人士及訪客瀏覽和搜尋更多所需資訊，為他們提供更佳的使用體驗。旅監局更榮獲香港互聯網註冊管理有限公司主辦和香港特區

Furthermore, to strengthen the understanding of TIA and the new regulatory regime among industry practitioners and the general public, TIA has further optimised the information and functions on its website. In late August 2022, TIA launched the second phase of its website, adding content on licensing, regulations (including directives), disciplinary, complaints, TICF, professional development courses, an online appointment booking system, and more. The website also features barrier-free web design and search engine function with a view to improving and enriching its overall content structure, functions, and design. These efforts make it easier and more convenient for industry practitioners and visitors to browse and search for the information they need, providing them with a better user

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

政府資訊科技總監辦公室協辦的「2022 至 2023 年度無障礙網頁嘉許計劃」頒發「網站組別」銀獎，以表揚其卓越的無障礙網頁設計。

提升香港旅遊業專業水平 竭力保障旅客權益

香港旅遊業的可持續發展，建基於業界的專業服務與旅客的信心。在旅遊業新規管制度全面實施後，旅監局隨即大力推動和落實一系列的具體工作計劃，並透過嚴謹的發牌和規管制度與查察行動等，致力保障旅客的安全和權益，積極促進本地旅遊業的長遠蓬勃發展。

持續專業進修課程及考試

所有旅行代理商（包括網上旅行代理商）、導遊及領隊，均須取得有效牌照，才可經營和從事旅遊業務。旅監局於年內先後制定了導遊及領隊試前訓練課程、領牌考試的大綱、旅行代理商獲授權代表課程、導遊持續專業進修計劃、導遊及領隊急救技能課程的範圍等，以提升旅遊業從業員的能力和專業水平。截至 2023 年 3 月 31 日，旅監局共舉辦了 29 場持牌旅行代理商獲授權代表課程，合共約 1,634 人參加。

experience. TIA was honoured by the “Web Accessibility Recognition Scheme 2022-2023”, organised by Hong Kong Internet Registration Corporation Limited and co-organised by Office of the Government Chief Information Officer, where it received the Silver Award in the Website Category for its excellent design for web accessibility.

Elevating the professional standards of Hong Kong tourism to safeguard travellers' interests

The sustainable development of Hong Kong tourism relies on the professionalism of the travel industry and tourists' confidence. Following the full implementation of the new regulatory regime in the travel industry, TIA immediately initiated a series of work plans through rigorous licensing and regulatory systems as well as compliance checks to safeguard the safety and interests of travellers. This will enable TIA to promote the robust, long-term development of the local travel industry.

Continuing Professional Development (CPD) courses and examinations

All travel agents (including online travel agents), tourist guides and tour escorts must obtain a valid licence to operate and engage in the travel business. To enhance the competency and professional standards of industry practitioners, TIA has formulated pre-examination training courses, licensing examination syllabi, and first aid course syllabi for tourist guides and tour escorts, as well as courses for authorised representatives of travel agents and a CPD Scheme for tourist guides. As of 31 March 2023, TIA has organised 29 courses for authorised representatives of licensed travel agents with approximately 1,634 participants.

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

此外，旅監局共指明了香港紅十字會、香港專業護理學會及香港聖約翰救護機構為三間舉辦急救技能證書課程的機構。三間機構於年內舉辦了 114 次課堂，合共 2,134 人參與。旅監局亦委任了旅議會舉辦導遊及領隊領牌考試，為期一年，並於 2023 年 3 月舉辦了首場導遊領牌考試。2022 年 12 月，旅監局並委任了職業訓練局、香港工會聯合會職業再訓練中心有限公司、香港專業進修學校、旅議會及僱員再培訓局為舉辦旅監局認可的導遊及領隊試前訓練課程。

另一方面，旅監局於年內已向有意舉辦導遊持續專業進修計劃的認可活動的 13 個機構批出共 79 個認可活動申請，以及共認可了 29 個由個別持牌導遊申請的 C 項「自選進修活動」。

如持牌旅行代理商曾違規遭停牌和處罰，必須先進修持牌人合規課程，方可重新申領牌照，以維持香港旅遊業的專業水平和素質。

查詢及求助個案

旅監局一直致力保持對外溝通平台開放，並設立電郵、電話、傳真和郵寄等各種渠道，以客觀及系統化方式處理旅客及公眾人士的查詢和投訴事項。截至 2023 年 3 月 31 日，旅監局合共收到 13,104 宗查詢及 796 宗求助及投訴個案。查詢個案主要涉及牌照續期、培訓課程及旅行代理商的服務質素；求助個案則主要涉及機票、酒店及出境旅行團等不同類別。

This reporting year, TIA specified three institutions, namely Hong Kong Red Cross, Hong Kong Society of Professional Medical Care, and Hong Kong St. John Ambulance to organise Certificate of Competency in First Aid courses. These three institutions held 114 courses with a total of 2,134 participants. TIA also appointed TIC to hold licensing examinations of tourist guides and tour escorts for a period of one year, the first of which was held in March 2023. In December 2022, TIA appointed the Vocational Training Council, the Hong Kong Federation of Trade Unions Occupational Retraining Centre Limited, the Hong Kong College of Technology, TIC, and the Employees Retraining Board to organise recognised pre-examination training courses for tourist guides and tour escorts.

In addition, TIA has approved 79 applications for recognised CPD activities submitted by 13 organisations under the CPD Scheme for tourist guides, as well as 29 Part C self-selected activities submitted by individual licensed tourist guides during the year.

Licensed travel agents who used to be suspended or penalised for violating regulations must complete a compliance course before reapplying for a licence to uphold the professionalism and quality of Hong Kong's travel industry.

Enquiries and requests for assistance

TIA is committed to maintaining an open platform for external communication. For this purpose, it has set up e-mail, telephone, fax and post channels to handle enquiries and complaints from tourists and the public. All cases are handled systematically on a fair and objective basis. As of 31 March 2023, TIA has received 13,104 enquiries, primarily about licence renewal, training courses and travel agents' service standards, as well as 796 requests for assistance or complaints, chiefly regarding air tickets, hotel accommodations and outbound tour groups.

2022-23 年度查詢及求助個案統計

旅監局於本年度接獲 13,104 宗查詢，其中 12,185 宗致電熱線，766 宗透過電郵，153 宗透過傳真、郵寄或親臨旅監局。

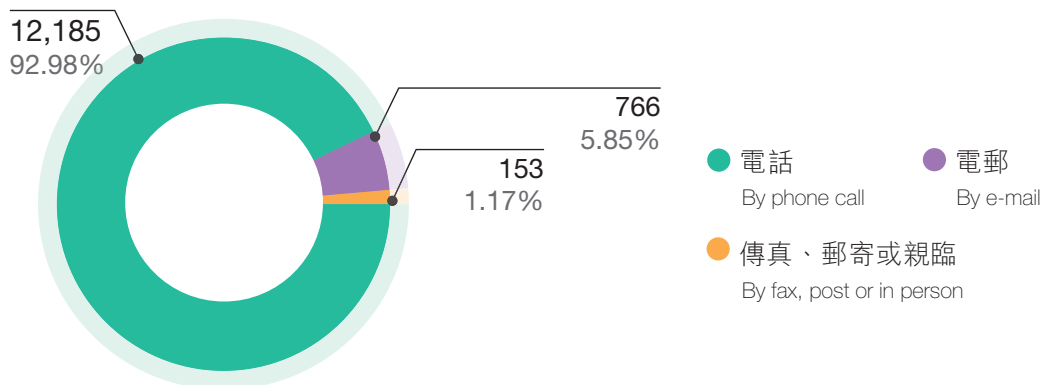
另本年度共接獲 768 宗求助個案，其中 371 宗經由其他機構轉介、302 宗透過電郵、63 宗致電熱線及 32 宗透過傳真、郵寄或親臨旅監局。

Statistics on enquiries and requests for assistance for 2022-23

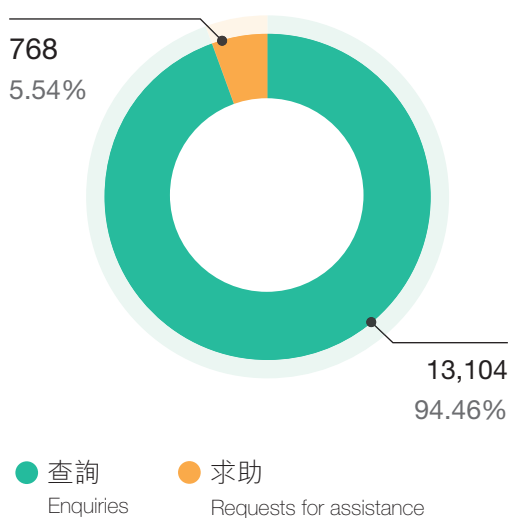
Among the 13,104 enquiries TIA received in this year, in which 12,185 cases were through enquiry hotline, 766 cases were via e-mail, while the remaining 153 enquiries were via fax, post or in person.

Besides, TIA received 768 requests for assistance, in which 371 cases were referred by other organisations, 302 cases were via e-mail, and 63 cases through enquiry hotline. The remaining 32 requests for assistance were via fax, post or in person.

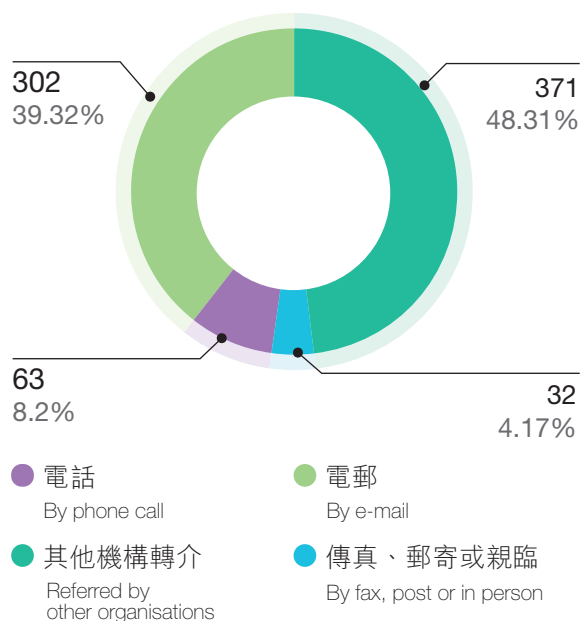
接獲查詢方式
Mode of enquiries received



查詢及求助個案
Enquiries and request for assistance or complaints



接獲求助方式
Mode of requests for assistance received



2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

另外，因應香港逐步恢復全面通關，旅監局於個別日子採取彈性安排，將原先只在辦公時段運作的電話熱線服務延長至深夜、周末及公眾假期，以處理涉及入境旅行團緊急情況的來電。旅監局亦將查詢及投訴所得的數據及資料進行季度分析，以了解業界在《條例》及《持牌人指令》方面遇到的常見問題，從而制定有效的講解與交流方案。另外，旅監局行政總裁於年內並親自主持多個聚焦小組，以面對面或網上形式，與旅行代理商、導遊、領隊及業界持份者直接交流，了解業內需要與探討提升香港旅遊業服務水平及形象的方案。

查察及調查工作

實地查察是旅監局保障旅客與守護行業專業水平的其中一項重要工作。旅監局於本年度合共進行了 777 次查察，當中包括 483 次常規性查察、9 次針對性查察，其餘 285 次的查察，涉及的事項包括待審批的旅行代理商業務許可證的申請地址、新申請加入行政計劃的商店、持牌旅行代理商安排入境旅行團用膳的餐飲處所（根據特區政府在 2022 年 11 月推出的為入境旅行團提供的針對性安排）、各出入口口岸，以及個別入境旅行團與以往旅議會的登記店舖位置等。

Hong Kong has resumed travel gradually and comprehensively. In view of this, TIA has adopted a flexible arrangement on certain dates to extend its hotline services beyond normal business hours to include late nights, weekends, and public holidays to address urgent calls involving inbound tour groups. TIA also analysed data and information about the data received from enquiries and complaints on a quarterly basis to better understand the common problems faced by the trade in relation to the Ordinance and the Directives for Licensees, as well as to formulate effective proposals for explanations and communication. In addition, the Executive Director of TIA personally chaired a number of face-to-face and online focus groups with travel agents, tourist guides, tour escorts and industry stakeholders to understand the needs of Hong Kong's travel industry, and explore ways to enhance its service quality and reputation.

Inspections and investigations

Onsite inspections are one of TIA's key duties in safeguarding tourists and upholding professional standards for the industry. This reporting year, TIA conducted 777 inspections, including 483 routine and nine targeted inspections. The remaining 285 inspections covered matters such as the registered addresses of travel agents with pending approvals for business permits, new applicants for becoming registered shops under the Administrative Scheme, and catering premises arranged by licensed travel agents for inbound tour groups to visit (in accordance with the targeted arrangement for inbound tour groups announced by the Government in November 2022), as well as various ports of entry, individual inbound tour groups and the locations of shops previously registered under TIC.

2022至23年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

為加強與業界各持份者的溝通，旅監局於年內積極與多間網上旅行代理商溝通，以增進相關持份者對旅監局職能、《條例》內容、相關附屬法例及《持牌人指令》的認識，並提醒相關持牌人妥善處理有關網上購買旅遊產品的查詢及投訴，加強對消費者的保障。隨著香港旅遊業逐步有序復常，旅監局將進一步提升巡查的工作效能，並與其他相關執法機構採取聯合行動，加強執法果效。

在調查工作方面，旅監局就62宗個案作出調查。個案性質包括涉嫌無牌經營旅行代理商業務、沒有按照牌照條件經營旅行代理商業務、未經書面批准改變旅行代理商的擁有權或控制權、申請牌照時向旅監局作出虛假陳述、欺詐及違反《持牌人指令》相關條文等。有關上述調查個案中的36宗因懷疑涉及《條例》以外的法例，旅監局亦已按既定案件交付程序轉介予相關執法部門跟進。

To strengthen the communication with industry stakeholders, TIA actively engaged with a number of online travel agents to enhance the understanding of relevant stakeholders towards the functions of TIA, the Ordinance and its subsidiary legislation, as well as the Directives for Licensees. Such communication also enabled TIA to remind licensees to appropriately handle enquiries and complaints regarding online purchases of travel products to enhance consumer protection. With the Hong Kong travel industry's gradual return to normalcy, TIA will continue to reinforce the efficiency of its inspections and work closely with other relevant law enforcement agencies to enhance the effectiveness of its law enforcement.

On the investigation front, TIA made investigations on 62 cases involving travel agents carrying on a travel agent business without a licence or by violation of the licence conditions, making unauthorised changes to the ownership or control of the travel agent, providing false information during their licence application, committing fraud and violating the relevant provisions in the Directives for Licensees. Among these cases, 36 were suspected of involving offences beyond the Ordinance and were referred to the relevant law enforcement departments for follow-up in accordance with the established procedures.



旅監局執行總監吳浩然先生（右二）到香港警察總部出席網上簡報會，商討各項巡查與執法工作的安排。

Mr Samuel NG (second from right), Director of Operations, attends an online briefing at the Hong Kong Police Headquarters to discuss the arrangement for various inspection and enforcement works.

相片來源：香港警務處

Photo source: Hong Kong Police Force

入境旅行團註冊商店行政計劃

根據《條例》，旅監局於2022年9月1日設立及實施入境旅行團註冊商店行政計劃（行政計劃），規管入境旅行團在持牌旅行代理商安排下光顧的商店。在該計劃下，所有經持牌旅行代理商安排光顧的商店均須按行政計劃的規定，向旅監局申請註冊，藉以保障入境旅行團旅客的消費權益。

行政計劃主要分為內地入境旅行團註冊商店行政計劃（內地團行政計劃）及非內地入境旅行團註冊商店行政計劃（非內地團行政計劃）。所有有意加入行政計劃的商店均須簽署承諾書，承諾向合資格顧客在相關貨品售出後的指定限期內提供百分百購物退款保障。此外，加入內地團行政計劃的商店，須實施切實可行的人流管理方案。就行政計劃的相關規定，包括工作程序、議事規則、違規懲處和覆核機制，以及人流管理措施的指引和準則等制定工作經已完成，旅監局並設立了工作小組和覆核委員會，分別負責處理涉嫌違規的個案和覆核個案。

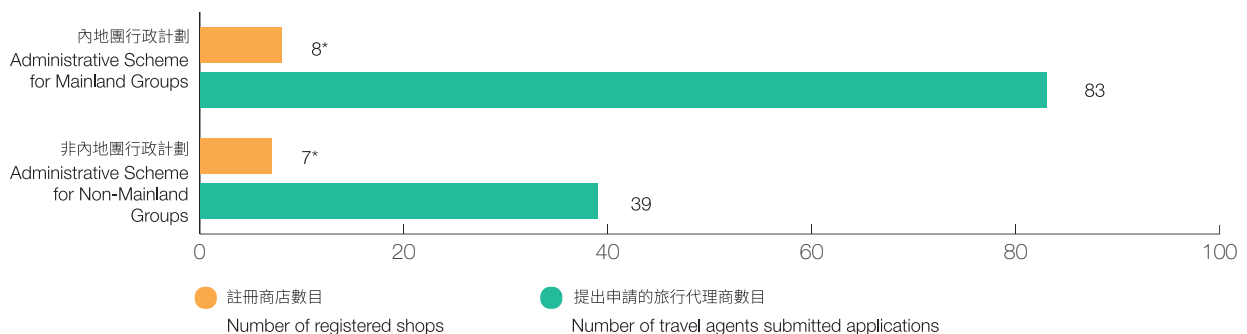
旅監局於本年度收到 164 個旅行代理商提出的 37 間商店註冊申請，已批准的申請數目如下：

Administrative Scheme for Registered Shops for Inbound Tour Groups

In accordance with the Ordinance, TIA established and implemented the Administrative Scheme for Registered Shops for Inbound Tour Groups (the Administrative Scheme) on 1 September 2022 to regulate shops that inbound tour groups are arranged to patronise. Under the Administrative Scheme, licensed travel agents must register these shops with TIA to ensure consumer rights and interests.

The Administrative Scheme consists of two parts: the Administrative Scheme for Registered Shops for Mainland Inbound Tour Groups (Administrative Scheme for Mainland Groups) and the Administrative Scheme for Registered Shops for Non-Mainland Inbound Tour Groups (Administrative Scheme for Non-Mainland Groups). All shops intending to become registered shops under the Administrative Scheme must undertake to guarantee a full refund to eligible customers within a specified post-transaction period. In addition, shops that become registered under the Administrative Scheme for Mainland Groups must implement practical and feasible crowd management measures. TIA has formulated working procedures, rules of procedure, disciplinary measures for violations, review mechanisms, and guidelines and criteria for crowd management measures. A working group and a review committee have also been established to handle and review cases involving suspected violations.

TIA received 37 shop registration applications from 164 travel agents in this reporting year. Of these, the number of applications approved is as follows:



* 於本年度獲批准註冊的商店共有 13 間，其中 6 間只接待內地團、5 間只接待非內地團、2 間接待內地團及非內地團。
The number of shops approved for registration in the reporting year was 13, among which 6 shops only received Mainland Groups, 5 shops only received Non-Mainland Groups, 2 received Mainland and Non-Mainland Groups.

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

另外，隨著入境旅行團數目逐步回升，旅監局亦會適時檢視並加強針對註冊商店的查察行動。為確保相關商店符合成為註冊商店的相關要求及規定，截至2023年3月31日，旅監局分別就13間註冊商店進行了合共175次的查察行動，當中對到訪註冊商店的入境旅行團的持牌導遊及接載旅行團的相關車輛進行776次查察。此外，旅監局亦主動會見註冊商店的申請／負責人，以確保他們對行政計劃充分的認識和了解。

設立緊急應變支援組

為進一步保障訪港及外遊旅客的安全，隨時靈活應對和處理各種突發情況，旅監局根據《條例》，就處理涉及入境旅行團及出境旅行團的緊急情況，制定應變機制，並成立「緊急應變支援組」，成員涵蓋七個界別的代表，包括出境及入境旅行代理商、票務代理（機票）、酒店、旅遊巴士、保險業及導遊／領隊。另外，旅監局亦制定了「緊急事故支援服務供應商名單」和設立「緊急事故支援服務基金」，以供旅監局在緊急事故發生時能夠及時安排緊急支援服務。

成立消費者關係小組

在處理不涉及紀律事宜的消費者與持牌人之間的爭議工作方面，旅監局成立消費者關係小組（小組），小組成員按《條例》由文化體育及旅遊局局長（局長）委任，包括業界及非業界人士。

On the other hand, as the number of inbound tour groups gradually increased, TIA has reviewed and reinforced its inspections on registered shops in a timely manner to ensure that the registered shops satisfy the relevant requirements and regulations. As of 31 March 2023, TIA has conducted a total of 175 inspections at 13 registered shops and 776 inspections to licensed tourist guides who arranged for inbound tour groups and relevant coaches for transporting tour groups to patronise registered shops. TIA has also proactively organised meetings with the applicants or persons in charge of the registered shops to make sure that they fully understand the Administrative Scheme.

Establishing the Emergency Response Unit

To further protect the safety of inbound and outbound travellers and respond flexibly and effectively to various unforeseen emergency incidents, TIA has formulated a contingency mechanism for these matters in accordance with the Ordinance. As part of this, TIA set up an Emergency Response Unit consisting of representatives from seven sectors, including inbound and outbound travel agents, ticketing agents (air tickets), hotels, tour coaches, insurance, and tourist guides/tour escorts. TIA has also developed an Emergency Support Service Providers List and an Emergency Support Fund in order to provide timely support services in an emergency.

Establishing the Consumer Relations Panel

To handle disputes between consumers and licensees that do not involve disciplinary matters, TIA established the Consumer Relations Panel (the Panel). Panel members are appointed by the Secretary for Culture, Sports and Tourism (the Secretary) in accordance with the Ordinance, from both the trade and non-trade sectors.

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

年內旅監局共接獲 25 宗消費者與持牌旅行代理商的爭議，分別涉及旅行團、機票、酒店，以及機票連酒店套票等旅遊產品，其中 3 宗經協商後已達成和解，17 宗正持續與持牌人及消費者進行協商中。另外 5 宗個案終止跟進，包括 1 宗為消費者未有回覆旅監局、1 宗消費者最終主動撤回，以及 3 宗經處理後無須賠償或退款。

During the reporting year, TIA handled 25 disputes between consumers and licensed travel agents involving tour groups, air tickets, hotel accommodations, and other travel products such as flight and hotel packages. Among these cases, three were settled after conciliation, and 17 were still undergoing conciliation between the consumers and the licensees. The remaining five cases were terminated, including one where the consumer failed to reply to TIA, one where the consumer withdrew voluntarily, and three that were resolved without compensation or refund.

制定紀律及懲處制度

根據《條例》，如懷疑持牌人涉嫌違規，經調查後，旅監局可採取相應的紀律行動。就此，旅監局制定了研訊程序規則，包括證據呈遞的規定及量刑指引，以採取一致的準則處理違規個案。就《條例》賦權旅監局可命令持牌人支付有關研訊而招致的費用及開支，旅監局亦完成制定內部指引，以有效地行使有關權力。旅監局於年內並未發現經調查後須採取紀律行動的個案。

Establishing a disciplinary and penalty system

Under the Ordinance, TIA can investigate licensees suspected of any breach of the law and take appropriate disciplinary actions if necessary. In this regard, TIA has formulated the procedures of inquiries, such as rules for giving evidence and sentencing reference, to ensure a consistent approach to handling contraventions. TIA has also completed formulating internal guidelines for making an order for licensees to pay the costs and expenses incurred in relation to the inquiry conferred by the Ordinance to exercise its power effectively. During this reporting year, TIA identified no cases requiring disciplinary actions following investigations.

在旅遊業新規管制度下，任何人士如因旅監局就《條例》第 120 條所述的決定或命令感到受屈，可向局長提出上訴。局長根據《條例》設立上訴委員會，以聆訊相關上訴。

Under the new regulatory regime in the travel industry, anyone who aggrieved by a decision or order made by TIA referred to in Section 120 of the Ordinance may lodge an appeal to the Secretary, who has established an Appeal Panel to handle the matter in accordance with the Ordinance.

多管齊下 完善營運方針 全面促進多方交流與協作

不論是內部行政還是對外協作項目，旅監局深明唯有持續檢討與優化傳訊、溝通、協作、人才、行政、財務等全方位策略，保持坦誠開放的態度，才可確保香港旅遊業的長遠發展。

A multi-pronged approach to improve operational policy and promote communication and collaboration

TIA understands that only through continuous review and optimisation with a candid and open attitude can spur the long-term development of Hong Kong's travel industry. Applied to both internal administration and external collaborations, these processes enable the marketing, communication, collaboration, talent base, administration and finances of TIA to function efficiently and effectively.



收入與支出

旅監局收入包括基金投資的公平值變動收入、旅監局徵費收入、銀行利息收入、內地入境旅行團登記費收入及牌照相關收入。旅遊業新規管制度於2022年9月1日全面實施，因此，旅監局徵費收入、內地入境旅行團登記費收入及牌照相關收入均於2022年9月1日起由旅監局徵收。旅監局於本財政年度作出了1.5億港元的基金投資，並錄得約886萬港元的公平值變動收入，佔總收入53%。此外，根據《條

Income and expenditure

TIA's income includes changes in the fair value of fund investments, as well as revenue generated from the Authority levies, bank interest, registration fees for Mainland inbound tour group and licence-related fees. TIA began to receive relevant income starting from 1 September 2022, when the new regulatory regime of the travel industry came into effect. This reporting year, TIA has made a fund investment of HK\$150 million which generated HK\$8.86 million in income from fair value changes, accounting for 53% of its total revenue. According to the Ordinance, a licensed travel agent is liable to pay TIA, in respect of every outbound fare received by the travel agent, an Authority levy.

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

例》，持牌旅行代理商負有法律責任，就該代理商已收取的每筆外遊費，向旅監局繳付徵費。現時，旅監局徵費為每筆外遊費的0.15%。旅監局於本財政年度錄得約449萬港元旅監局徵費收入，佔總收入27%。另一方面，旅監局的銀行利息收入較上財政年度增加了約182萬港元或259%，佔總收入15%。

員工成本與物業及設備折舊為旅監局兩大主要支出，分別佔總開支70%及12%。本財政年度員工成本約4,980萬港元，較上財政年度增加了約2,625萬港元或111%。主要原因是旅遊業新規管制度於2022年9月1日全面實施，旅監局需招聘足夠人手應付工作。此外，旅監局於上個財政年度末期及本財政年度分別購置了約1,442萬港元及約370萬港元的固定資產，主要為電腦設備及軟件，以配合新規管制度下的需要，令物業及設備折舊於本財政年度上升約536萬港元或161%。

The current rate of Authority levy is 0.15% of each outbound fare received by the travel agent. A total of HK\$4.49 million was generated from the Authority levy, accounting for 27% of TIA's total revenue for this reporting year. In addition, bank interest income accounted for 15% of TIA's total revenue, recording a growth of HK\$1.82 million, equivalent to an increase of 259% over the last reporting year.

TIA's two major expenditures were staff costs and depreciation on property and equipment, which accounted for 70% and 12% respectively of its total expenses. Staff costs for the reporting year were around HK\$49.8 million, an increase of HK\$26.25 million (111%) over the prior period. The primary reason for this was increased manpower requirements related to the implementation of the new regulatory regime of the travel industry since 1 September 2022. In addition, TIA acquired fixed assets, primarily computer equipment and software, worth around HK\$14.42 million and HK\$3.70 million respectively at the end of the last and in this reporting year to address the needs of the new regulatory regime. This resulted in a depreciation cost of about HK\$5.36 million (161%) in property and equipment in the current financial year.

旅監局於本財政年度錄得約

449 萬港元旅監局徵費收入
佔總收入 **27%**



A total of **HK\$4.49** million was generated from the Authority levy, accounting for **27%** of TIA's total revenue for this reporting year

自成立以來，旅監局一直秉承審慎理財的原則，嚴格按照《旅遊業監管局採購物料及服務指引》及既定的財務政策進行理財規劃，以及採取嚴謹的內部監控政策控制支出和執行財務成本控制，致力鞏固及完善現行財務管理政策，妥善運用種子基金，並密切檢視旅監局的財政狀況和管控安排，長遠以自負盈虧的模式營運，以確保財務制度健全和穩固。

Since its establishment, TIA adopts a prudent financial management approach and strictly works in compliance with the Guideline on Procurement of Stores and Services and established financial strategies in its financial planning. TIA has also adopted strict internal monitoring policies to oversee its expenditures and execute cost controls with the objective of maintaining long-term, self-financing operations. TIA is committed to continuing to consolidate and optimise its financial management policies to better apply its seed money, while carefully monitoring its financial status and control measures to ensure a proper and stable financial system.

電子化與無紙化辦公室

旅監局於本年度進一步提升並優化現存的資訊科技系統，致力推行辦公室電子化及無紙化，藉以推行環保理念和履行社會責任，同時增加數據及記錄存檔的精確度，並透過自動化的工作流程，提升整體的營運效率。其中，人力資源管理系統已於2022年5月初全面運作，以支援薪金及強積金計算、稅務報告、員工個人資料紀錄、員工假期紀錄、員工自助服務平台等事宜。會議室的視聽系統亦於年內全面升級，另正陸續推出及更新其他多個資訊及營運系統，以應付旅監局的日常運作需要。

優化人才策略

旅監局一向重視人才培訓與發展，不時檢討內部聘用與招聘策略，務求完善各項人力資源管理政策與措施，例如旅監局會為員工安排入職簡介講座及全面培訓，並邀得相關專業機構代表擔任客席講師，包括保安局、入境事務處、廉政公署、香港旅遊發展局及消費者委員會等。憑藉講師的豐富經驗和多元化的專業知識分享，藉此加深團隊對處理與旅遊業界相關規管工作的了解，以及增強員工之間的團隊精神與工作默契。本年度旅監局更提升了工作間的多項設備，為員工締造一個更理想的工作環境。另外，旅監局年內亦制訂了《員工手冊》，概述其人力資源制度、員工操守準則、辦公室政策等，以便員工清楚了解及遵守機構的文化與守則。

Automation and paperless workflow

During the reporting year, TIA further improved its information technology system by implementing automation and paperless workflow in office with a view to promoting the concept of environmental protection and social responsibility. The automated workflow process also helped TIA enhance its overall operational efficiency and the accuracy of its data and record archives. In early May 2022, TIA's human resources management system became fully operational in support of the calculation of salary and MPF, tax reporting, and employee records on personal information and leave, as well as self-service platforms for employees. In addition, the audio-visual system of the conference room was fully upgraded, and various other information and operational systems are also launching and updating in order to meet the daily operational needs of TIA.

Optimising talent strategies

TIA attaches great importance to talent training and development, and reviews its internal hiring and recruitment strategies on a regular basis so as to improve its human resources management policies and measures, such as through arranging orientation seminars for newly joined employees and providing comprehensive trainings for existing employees. Apart from that, TIA also invited representatives from relevant professional organisations, such as the Security Bureau, Immigration Department, Independent Commission Against Corruption (ICAC), Hong Kong Tourism Board and Consumer Council, as guest lecturers to share their diverse professional knowledge with a view to enhancing the team's understanding on handling travel-related regulatory work and strengthening tactics on work among sections. During the reporting year, TIA also upgraded a number of facilities in its workplace to provide its staff with a better working environment. In addition, an Employee Handbook was also published with an outline on its human resources system, code of conduct, office policies, and so forth, to ensure that all staff at TIA to clearly understand and comply with the organisation's policies and culture.

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

旅監局與轄下委員會工作

旅監局及轄下各委員會與不同範疇的工作小組會定期就一系列的工作議題舉行實體和網上會議，積極討論和推動落實各項工作細則與方案。年內，旅監局及轄下各委員會與工作小組共舉行了 39 次會議。



旅監局賠償委員會於行政辦舉行第一次會議。
The Compensation Committee of TIA holds its first meeting at the Executive Office.

傳媒與傳訊工作

自營運以來，旅監局一直積極拓展與業界、不同持份者、廣大傳媒及社會大眾的緊密聯繫和交流，致力介紹和推廣新規管制度及旅監局的工作。除了設立官方網站外，旅監局並開設本地和內地的社交平台專頁，包括 Instagram、LinkedIn 和微博，透過各種渠道和方式，以及針對不同對象和人士，廣泛推廣旅監局的成立和其法定職能，讓業界人士及社會各界對旅遊業新規管制度有更全面而深入的認識和了解。另一方面，為提升消費者對賠償基金的認識，旅監局亦於本地旅遊雜誌的網上平台推行宣傳項目，加強在相關範疇的宣傳和推廣。此外，旅監局主席和行政總裁亦不時應邀接受報章雜誌、電子傳媒和大專院校的訪問，介紹和分享旅監局的工作計劃，務求透過多元化的溝通渠道，進一步加深社會各界對旅監局的認識。

Work of TIA and its committees

TIA, its committees and working groups of different areas regularly hold physical and online meetings to actively discuss and promote the implementation of various projects and proposals. During the reporting year, a total of 39 such meetings were held by TIA, its committees and working groups.

Media and communication initiatives

Since its operation, TIA has actively sought to develop close contacts and exchanges with the industry, different stakeholders, the mass media and the general public in order to introduce and promote its work and the new regulatory regime. In addition to launching its official website, TIA also created local and Mainland social media accounts, such as Instagram, LinkedIn and Weibo, on which it can widely promote the establishment of TIA and its statutory functions through multiple channels and ways with various target audience. This would also enable the industry and different sectors of the community to have a more comprehensive and in-depth understanding of the new regulatory regime of the travel industry. To enhance consumer awareness about the Compensation Fund, TIA also launched promotional projects on the online platforms of local travel magazines, strengthening its publicity and promotion in related areas. During the reporting year, Chairperson and Executive Director of TIA were invited for various interviews with newspapers, magazines, electronic media, and tertiary institutions to introduce and share the TIA's work plans, thereby further enhancing the community's understanding and awareness of TIA through diversified communication channels.



旅監局執行總監吳浩然先生應香港理工大學酒店及旅遊業管理學院的邀請，於 2022 年 11 月 8 至 9 日為有意投身旅遊業的同學簡介旅監局的職能及現時旅遊業的發展概況。

Mr Samuel NG, Director of Operations, is invited by The School of Hotel and Tourism Management of The Hong Kong Polytechnic University to deliver a talk on 8 and 9

November 2022, providing an update for students interested in joining the travel sector on the duties of TIA and the development of the travel industry.

相片來源：香港理工大學酒店及旅遊業管理學院

Photo source: The Hong Kong Polytechnic University's School of Hotel and Tourism Management

2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23



旅監局舉辦癸卯兔年傳媒午餐會，首次與各傳媒機構代表會面，分享旅監局的工作計劃。

TIA organises a media lunch gathering to officially meet with the representatives of media organisations for the first time, sharing the work plan of TIA.

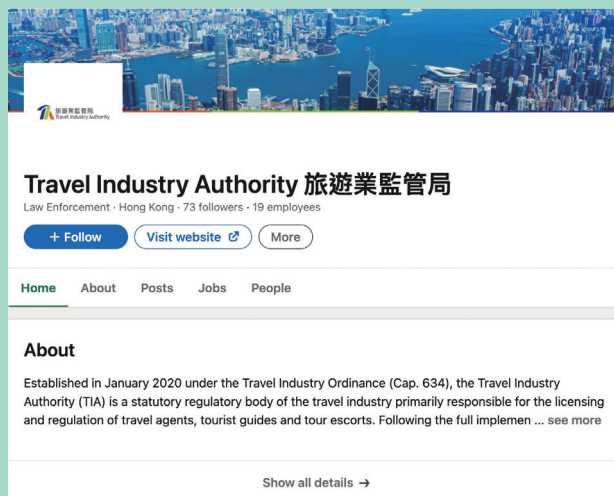


旅監局行政總裁方安妮女士（前排左六）及執行總監吳浩然先生於2022年5月26日出席由香港旅遊業議會主辦、立法會議員姚柏良辦事處協辦的「香港旅遊界共聚『東方之珠』慶祝香港回歸25週年」盛會，與業界同儕一起共慶回歸。

Ms Annie FONDA (front row, sixth from left), Executive Director of TIA, and Mr Samuel NG, Director of Operations, at the HKSAR's 25th Anniversary Celebration by the Hong Kong Travel Industry organised by the Travel Industry Council of Hong Kong and co-organised by the office of Legislative Council Member Hon Perry YIU on 26 May 2022.

相片來源：香港旅遊業議會

Photo source: Travel Industry Council of Hong Kong



hk.tia

22 posts

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旅遊業監管局 TIA

旅遊業監管局 (Travel Industry Authority) 是根據《旅遊業條例》(第634章) 成立的旅遊業法定監管機構，主要負責有關旅行代理商、導遊和領隊的發牌和規管事宜，同時負責管理旅遊業賠償基金和向旅行代理商徵費。

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2022 至 23 年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23

跨機構的協作與聯繫

為確保旅監局有效行使《條例》賦予的執法權力，旅監局一直積極與不同政府部門及法定機構建立良好的溝通渠道，並制訂有關協作機制。本年度旅監局先後按既定程序將 36 宗懷疑涉及《條例》以外法例的個案轉交予其他執法機關跟進，另外亦與香港海關就《條例》及《商品說明條例》（第 362 章）的案件作商討及交流意見，建立相互協作、案件轉介及情報交流機制，並按實際情況和需要適時採取聯合行動。

此外，旅監局行政辦事處於 2023 年初獲得機構事務委員會通過與廉政公署共同成立防貪小組，負責確定需要研究的項目、為研究項目分配優先次序，以及監督研究項目的進展和建議的實施情況，以確保發牌規管與各個層面的工作事宜均符合公平和公正的原則。



旅監局於 2022 年 10 月 18 日舉辦「旅遊業與《競爭條例》」網上講座，邀請競爭事務委員會代表簡介市場上的反競爭行為及分享過往與旅遊業相關的案例，讓業界人士進一步了解和掌握《競爭條例》的相關資訊。

TIA organises a webinar on Competition Ordinance on 18 October 2022. Representatives of the Competition Commission are invited to introduce the red flags of anti-competitive practices and case studies in relation to the travel industry with the aim of enabling the trade practitioners to learn more about the relevant information of the Competition Ordinance.

Cross-agency collaborations and connections

To ensure the effective exercise of its law enforcement powers conferred by the Ordinance, TIA has proactively fostered strong communication channels with different government departments and statutory bodies, and formulated appropriate mechanisms for coordination. Throughout this reporting year, TIA has successfully referred 36 suspected cases involving the violation of laws other than the Ordinance for follow-up by other law enforcement agencies, in accordance with the established procedures. In addition, TIA has also engaged in extensive discussions and constructive exchanges with the Customs and Excise Department (C&ED) concerning cases that pertain to both the Ordinance and the Trade Descriptions Ordinance (Cap. 362). Through this collaboration, TIA has established robust mechanisms for mutual cooperation, case referrals, and information exchanges, to ensure that joint operations to be conducted in a timely manner and based on the prevailing circumstances and operational needs.

In early 2023, TIA's Executive Office obtained the approval from the Corporate Services Committee to establish a corruption prevention group in partnership with ICAC with a view to identifying potential areas for research, determining project priority, closely monitoring the progress of research projects and the implementation of recommended measures. This proactive approach will ensure that TIA's licensing regulations and operational matters adhere to the principles of fairness and impartiality at all levels.



香港旅遊發展局代表到訪旅監局，與行政總裁方安妮女士（前排左五）及旅監局同事就促進雙方合作及了解旅遊業新規管制度進行交流會議。

Representatives from the Hong Kong Tourism Board visit TIA for an exchange meeting with Ms Annie FONDA (front row, fifth from left), Executive Director, and staff members of TIA to promote the cooperation between the two parties and learn more about the new regulatory regime of the travel industry.

2022至23年度的主要工作 MAJOR TASKS AND HIGHLIGHTS IN 2022-23



旅監局與香港海關的代表就跨部門聯絡小組的安排舉行會議。

Representatives from TIA and the Customs and Excise Department discuss at a meeting on the arrangement for an interdepartmental liaison group.

相片來源：香港海關

Photo source: Customs and Excise Department

另外，為增進和鞏固業界從業員在行業發展方面的專業知識和實用資訊，旅監局先後與保安局禁毒處、香港海關、入境事務處和競爭事務委員會等不同機構合辦網上講座，分別介紹香港毒品管制的最新發展、「協助在外香港居民小組」與香港海關的執法工作，以及與旅遊業相關的《競爭條例》。旅監局亦透過其官方社交平台專頁推廣由政府資訊科技總監辦公室與數碼港合辦的網上研討會，以加強旅遊業界人士對「智方便」和沙盒計劃的了解。



旅監局行政總裁方安妮女士（中）聯同監管事務總監張嘉賢先生（左五）、機構事務總監吳文瑾女士（左四）及旅監局同事，與廉政公署香港商業道德發展中心代表於2023年2月9日就加強向旅遊業界宣傳誠信推廣計劃舉行聯合會議。

Ms Annie FONDA (centre), Executive Director, Mr Kevin CHEUNG (fifth from left), Director of Regulatory Affairs, Ms Venus WU (fourth from left), Director of Corporate Services, and staff members of TIA at a joint meeting on 9 February 2023 with representatives from the Hong Kong Business Ethics Development Centre of the Independent Commission Against Corruption for a promotion campaign on travel practice integrity.

On the other hand, to enhance and consolidate trade practitioners' professional knowledge and practical insights regarding the trade development, TIA has proactively organised online seminars with various organisations, such as the Narcotics Division of the Security Bureau, C&ED, Immigration Department, and Competition Commission. These seminars provided a platform to introduce the latest development on drug control in Hong Kong as well as the enforcement efforts performed by the Assistance to Hong Kong Residents Unit and C&ED, and the application of the Competition Ordinance relating to the travel industry. TIA has also used its official social media presence to actively promote the webinar co-organised with the Office of the Government Chief Information Officer and Cyberport, in order to enhance the travel industry's understanding of

the "iAM Smart" and Sandbox Programme.



旅監局與保安局禁毒處、香港海關及入境事務處合辦網上講座，加強旅遊業從業員對香港毒品管制最新發展的認識，以及對入境事務處轄下的「協助在外香港居民小組」及香港海關在香港國際機場的執法工作有進一步的了解。

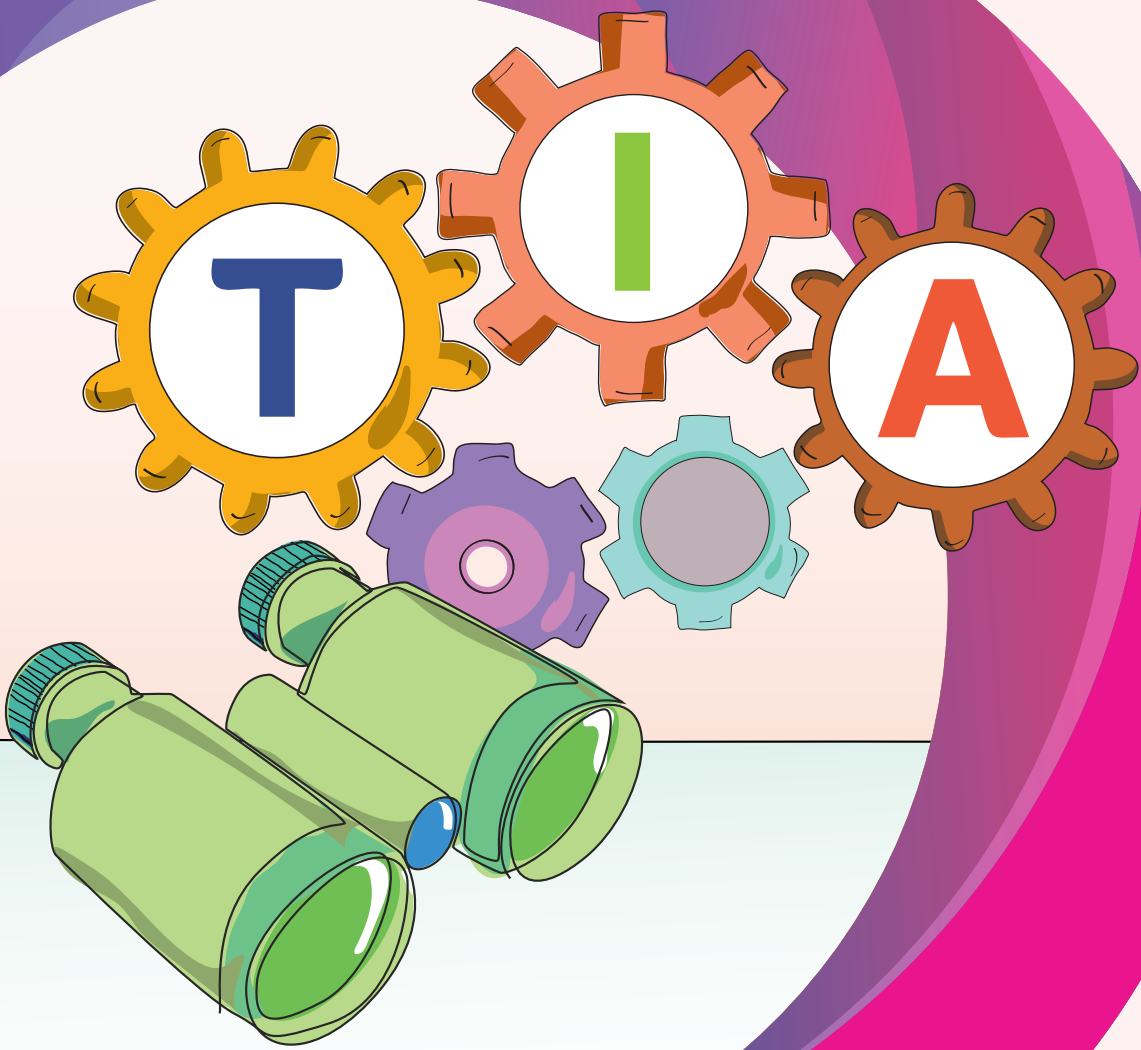
TIA organises a joint webinar with Narcotics Division of Security Bureau, Customs and Excise Department, and Immigration Department, providing the trade practitioners with a better understanding of the latest development on drug control in Hong Kong, as well as the Assistance to Hong Kong Residents Unit, under the Immigration Department and the enforcement performed by the Customs and Excise Department at the Hong Kong International Airport.



企業發展

CORPORATE DEVELOPMENT





企業發展 CORPORATE DEVELOPMENT

凝聚團隊力量 共建和諧共融工作間

旅監局一向重視員工福祉與團隊凝聚力，在致力為員工塑造健康舒適、多元共融工作環境的同時，亦在工餘舉辦和鼓勵員工參與不同類型的團體及社會公益活動，培育員工建立團隊精神，履行公民責任與回饋社會，期望透過多元化活動提升他們的歸屬感，藉此建立工作與生活平衡。

此外，各部門員工均享有完善的薪酬待遇和福利，旅監局並會為新入職員工舉行簡介會與提供內部培訓機會，協助他們提升專業知識和技能。在疫情期間，旅監局更特別採取一系列的健康防疫措施，包括推出彈性工作安排與派發防疫用品等，並為確診與須隔離的員工提供額外支援，關懷和保障員工的身心健康與需要。

2022至23年度旅監局員工及社會公益活動



旅監局機構事務委員會主席黃錦沛先生，BBS,JP (右二)、行政總裁方安妮女士(右)、監管事務總監張嘉賢先生(左)與機構事務總監吳文瑾女士(左二)率領一眾旅監局員工參與公益金百萬行，為慈善事務出一分力。

Mr Wilfred WONG Kam-pui, BBS, JP (second from right), Chairperson of the Corporate Services Committee, Ms Annie FONDA (right), Executive Director, Mr Kevin CHEUNG (left), Director of Regulatory Affairs, and Ms Venus WU (second from left), Director of Corporate Services, lead the TIA's team in the Chest's Walk for Millions for charitable and public welfare causes.

Strengthening TIA's team and creating a harmonious and inclusive workplace

TIA attaches great importance to its staff's well-being and team cohesion. While striving to create a healthy, comfortable, diverse and inclusive work environment, TIA also organises and encourages employees to take part in various group and social welfare activities after work. These diversified activities foster team spirit and allow employees to fulfil their civic responsibilities, giving back to society while enhancing their sense of belonging in the workplace and creating positive work-life balance.

In addition, employees in all departments enjoy comprehensive remuneration packages and benefits. TIA also provides briefings and internal training opportunities for new recruits to help them enhance their professional knowledge and skills. During the pandemic, TIA adopted a series of preventive measures, including the introduction of flexible work arrangements and the distribution of anti-epidemic supplies. TIA also provided additional support for employees who tested positive and required to undergo quarantine, safeguarding their physical and mental health and needs.

TIA staff and social welfare activities for the year 2022-23



旅監局代表隊參與「2022公益金新界區百萬行—將軍澳跨灣連接路」活動，並獲頒新界區百萬行最高籌款機構第五名。

The representative team of TIA participates in "The Community Chest New Territories Walk for Millions 2022 – Cross Bay Link, Tseung Kwan O", and attains the 4th Runner-up of Top Fund-raiser Award.

企業發展 CORPORATE DEVELOPMENT

旅監局代表隊一行63人於2022年11月20日參與由香港公益金舉辦的「2022公益金新界區百萬行—將軍澳跨灣連接路」活動，為香港公益金轄下24間提供家庭及兒童福利服務的會員機構籌款，成為新界區百萬行最高籌款機構第五名。

A delegation of 63 TIA employees participated in “The Community Chest New Territories Walk for Millions 2022 – Cross Bay Link, Tseung Kwan O” organised by The Community Chest of Hong Kong (the Chest) on 20 November 2022. The team raised funds for 24 member agencies that provide family and child welfare services under the Chest, and attained the 4th Runner-up of the Top Fund-raiser Award in the New Territories Walk.



旅監局會定期為新入職員工舉行簡介會，分享機構的文化與守則，讓新同事能清楚掌握所需資訊，並盡早融入工作環境。

Through orientation programmes organised on a regular basis, TIA provides briefing for newly joined staff on organisational culture and codes of practice to enable them to adapt to the working environment.

旅監局不時舉辦員工活動，促進團隊溝通並增加員工的投入度和歸屬感。

TIA regularly organises activities to facilitate internal communication, promote team engagement and enhance its staff's sense of belonging in the workplace.



為慶祝農曆新年，舞獅表演於旅監局上演。

Lion dance performance at TIA celebrating the Chinese New Year.



旅監局主席馬豪輝先生，GBS, JP、副主席沈鳳君女士，JP、旅監局成員與一眾旅監局同事歡度佳節，共享聖誕聯歡午餐。

Mr MA Ho-fai, GBS, JP, Chairperson, and Ms Vivian SUM, JP, Vice-chairperson, together with TIA members and staff at a Christmas lunch celebrating the festive season.

展望 OUTLOOK





完善新規管制度 展開旅遊新篇章

2023至24年度是旅遊業新規管制度全面推行的首個完整年度，隨著各項過渡、銜接措施安排和新制定的工作計劃逐步具體落實和實施，對外的推廣與交流工作預計將會愈趨頻繁。

一如既往，旅監局將會繼續朝著「一步一腳印」的理念，加強與業界和社會各界不同持份者的溝通和聯繫，適時檢視與優化相關機制及程序，包括處理牌照申請的機制和規管措施等，以提升整體規管及服務效率。另一方面，旅監局亦會進一步深化與各政府部門及持份者的相互協作，促進與內地及其他地區相關執法機關的連繫，加強在消費者教育和保障方面的推廣工作，以推動香港旅遊業的長遠健康發展為己任。

Optimising the new regulatory regime and starting a new chapter of travel

The year 2023-24 marks the first full year of the full implementation of the new regulatory regime for the travel industry. TIA expects that external promotion and exchange activities to be more frequent due to the gradual execution of various transitional and bridging measures and the development of new work plans.

As always, TIA remains committed to the idea of “every step makes a footprint” in fostering strong communication and connection with different stakeholders in the industry and community. TIA will continue to review and enhance relevant mechanisms and procedures, such as the mechanism for processing licence applications and regulatory measures, in a timely manner that bolsters the overall regulatory and service efficiency. Simultaneously, it will forge deeper partnerships with government departments and stakeholders, as well as foster connections with law enforcement agencies in the Mainland and other regions. Furthermore, TIA will intensify its efforts in the promotion of consumer education and protection, working diligently to ensure the long-term, healthy growth of Hong Kong's travel industry, which we consider our paramount responsibility.



優化處理牌照申請機制及規管措施

因應新規管制度全面實施後的實際運作情況，旅監局將不時審視及優化處理牌照申請的機制、加強員工培訓、修訂指引及守則，以及更新相關表格及編製手冊等，藉以提升牌照審批效率及完善牌照申請機制，確保規管措施有效執行。

Optimising the mechanism and regulatory measures for processing licence applications

In light of the actual operation following the full implementation of the new regulatory regime, TIA will proactively assess and optimise the licence application process, strengthen staff training, revise guidelines and codes, update relevant forms, and prepare comprehensive manuals on an ongoing basis to enhance the efficiency of licence processing, the overall licence application mechanism, and the effective implementation of regulatory measures.

針對處理牌照申請機制及規管，旅監局計劃推行下列優化措施：

With regard to the mechanism and regulation for processing licence applications, TIA plans to implement the following enhancement measures:

優化牌照申請的
抽查機制

Optimise the
random inspection
mechanism for
licence applications

優化旅監局網頁的
相關資訊

Optimise the
relevant information
on the TIA website

新增指明表格及
更新各表格中所載
的「申請須知」

Add new specified
forms and update
the application
instructions in each
form

修訂內部指引及
加強內部培訓

Revise the internal
guidelines and
strengthen internal
training

審視並按需要增加
或修訂相關規定，
包括《持牌人指令》

Review and add
or amend relevant
requirements
as necessary,
including the
Directives for
Licensees

提升旅遊業從業員專業水平

在制定領牌考試與相關試前訓練課程大綱時，旅監局一直積極向業界持份者，包括相關工會、商會及教育機構徵詢意見。為豐富相關的教學內容及教材需要，旅監局參考資歷架構針對旅遊業而制定的《能力標準說明》，按當中所列的導遊和領隊職能範疇及對應能力為設計課程大綱的基礎。此後所有指明的試前訓練課程、領牌考試及相關持續專業進修計劃認可活動

Improving the professional level of travel industry practitioners

When developing the syllabus for the licensing examination and associated pre-examination training courses, TIA has actively engaged with industry stakeholders, including trade unions, associations, and educational institutions. This collaborative approach incorporated valuable insights to meet the requirements for relevant teaching content and materials, drawing upon the "Specification of Competency Standards" established by the Qualifications Framework for the travel industry. It also enriched the syllabus, leveraging the functional scope and corresponding abilities outlined for tourist guides

展望 OUTLOOK

均須符合《能力標準說明》的要求，而相關教材則由旅監局邀請資深旅遊業培訓機構編寫，確保課程內容切合旅遊從業員的實際工作需要。新課程大綱預計於2023至24年度全面落實，旅監局另會制定質素保證手冊供課程及進修活動舉辦機構參考，切實執行旅監局要求的質素保證機制。

另一方面，旅監局亦將制定獲授權代表手冊，以協助獲授權代表了解及遵從《條例》及《持牌人指令》中所載的相關要求。旅監局並將根據監管經驗及業界營運情況，按需要更新獲授權代表課程的內容，以加強獲授權代表對其職能和責任的認知。

來年，旅監局計劃為導遊牌照及領隊牌照考試建立問題庫，以便分析和評估考生對考試內容的掌握能力，藉以提升領牌考試的水平。在領牌考試以外，旅監局並將徵詢業界意見，因應業界需要提供或安排各類持續專業進修課程，以及夥拍專業團體及教育機構就行業對資訊和通訊技術能力的需求訂立中長期培訓計劃，增強業界對資訊科技相關知識及技能的認知和技巧。

and tour escorts. Moving forward, all specified pre-examination training courses, licensing examinations, and related recognised activities under the Continuing Professional Development (CPD) Scheme will be required to meet the "Specification of Competency Standards". TIA has also selected and invited experienced tourism training institutions to prepare relevant teaching materials and ensure that the course content will cater to the practical needs of industry practitioners. The new course syllabus is expected to be fully implemented in the year 2023-24. To further enhance the effectiveness of its quality assurance mechanism and ensure the delivery of high-quality courses and training activities, TIA will also develop a quality assurance manual for course and continuing education organisers.

In addition, TIA will develop a handbook for authorised representatives to help them understand and comply with the requirements outlined in the Ordinance and Directives for Licensees. TIA will also update the course content for authorised representatives as necessary in light of regulatory experience and industrial operations, to enhance their understanding of their roles and responsibilities.

In the coming year, TIA plans to create a question bank for the licensing examinations of tourist guides and tour escorts with a view to analysing and evaluating candidates' ability to master the examination content, thereby enhancing the quality of the licensing examinations. In addition to licensing examinations, TIA will also consult with the industry to provide or arrange relevant CPD courses according to its needs, and collaborate with professional groups and educational institutions to develop medium-and long-term training programmes that address the need for information technology capabilities. These efforts will bolster the industry's knowledge and skills in these areas.

外語導遊簡易版培訓課程和領隊持續專業進修計劃

疫情導致旅遊業人才流失，以普通話、廣東話和英語以外的語言擔任導遊的人士（簡稱「外語導遊」）更見短缺。有見及此，旅監局會於不久將來推出外語導遊簡易版培訓課程，並制定有關的牌照考試大綱、課程要求及進修活動計劃，以迎合行業需求和協助更多旅遊從業員掌握相關專業知識與技能。

除此以外，旅監局亦會參考導遊持續專業進修計劃的模式及考慮實際情況，制定並落實切合持牌領隊需要的持續專業進修計劃，當中包括課程涵蓋範圍、時數及實質內容等，以符合他們的續牌要求。

Streamlined training course for tourist guides (foreign languages) and CPD Scheme for tour escorts

During the pandemic, the travel industry experienced a brain drain, resulting in a significant shortage of foreign-language speaking tourist guides (FLTGs) who are proficient in languages other than Mandarin, Cantonese, and English. To address this challenge, TIA will soon launch a streamlined training course specifically designed for FLTGs, as well as the relevant licensing examination syllabus, course requirements and continuing education activities, in order to meet the needs of the industry and enable more practitioners to acquire the relevant professional knowledge and skills.

In addition, TIA will formulate and implement a CPD Scheme for licensed tour escorts modelled on existing schemes for tourist guides and incorporating their real-world needs in terms of the courses' coverage, hours, and practical content, in order to meet the criteria for renewal of licence.

展望 OUTLOOK

提升服務效率

自成立以來，旅監局一直積極推行電子化與無紙化，並正計劃開展進一步研究，探討分階段推行綜合資訊科技策略，期望透過制定長遠的相關資訊科技項目，藉此提升營運效能及推動業務的可持續發展。

Improving service efficiency

Since its establishment, TIA has actively promoted automation and digitalisation efforts, and is planning further research on implementing a comprehensive information technology strategy in phases. The goal of this study is to improve operational efficiency and promote sustainable business development through the formulation of long-term, related information technology projects.

各項目規劃時間表
Project Planning Schedule

資訊科技項目 Information Technology project	預計開展／推行時間 Estimated launch/implementation time
內地入境旅行團電子登記系統 Mainland Inbound Tour Group Electronic Registration System	2023年3月 March 2023
秘書處雲端系統 Board Secretariat Cloud System	2023至24年度 Year 2023-24
資訊科技策略性顧問研究計劃 Information Technology Strategic Consulting Research Project	2023至24年度 Year 2023-24

另外，為進一步提升整體服務效率，增強員工的工作能力和技巧，旅監局將於2023至24年度重點加強培訓員工的工作，例如舉辦建立團隊練習、危機管理、時間管理技巧、增進對《條例》的知識和應用等工作坊，藉此豐富和鞏固員工在不同範疇上的應用技巧和專業知識。

To further enhance the efficiency, service and skills of its employees, TIA will focus on strengthening staff trainings in the year 2023-24, such as organising workshops on team building, crisis management, time management, understanding of the Ordinance and its application, and so forth. These trainings will further enrich and consolidate the overall application skills and professional knowledge of employees in different fields.

優化緊急情況的通報機制

在保障訪港旅客的同時，旅監局亦致力維護外遊旅客的需要，並著手研究利用資訊科技系統提升外遊旅行團緊急情況的通報安排。目前旅行團如在外遊期間遇上緊急情況，例如交通意外或天災等，須透過旅行代理商、當地領隊或導遊作出即時通報，即使相關機構及單位已得悉有關旅行目的地出現危急情況，亦未必可立即採取相應行動進行處理。有見及此，旅監局將著手研究利用資訊科技系統提升外遊旅行團緊急情況的通報安排，目的為出境旅行團旅客在突發事故情況下適時提供所需支援和協助，以完善緊急情況的應變機制。

Optimising emergency response mechanism

In addition to protecting visitors to Hong Kong, TIA is committed to safeguarding the needs of outbound travellers, and has begun studying the use of information technology systems to improve the reporting arrangements for emergency incidents in relation to outbound tour groups. Currently, if a tour group encounters an emergency situation during the trip, such as a traffic accident or natural disaster, it must make an immediate report through the travel agent, local tour escort or tourist guide. However, even if the relevant authority and agencies have been informed of the travel destination's critical situation, it is not always possible to take immediate corresponding actions. In view of this, TIA is studying the use of information technology systems to improve reporting arrangements and response mechanisms for outbound tour groups, in order to provide timely support and assistance in the event of an emergency.



旅遊事務署、旅監局及香港旅遊發展局的代表於2023年2月10日一同前往澳門考察，與澳門旅遊局探討港澳跨境旅遊發展及行業監管概況。

Representatives from the Tourism Commission, TIA and Hong Kong Tourism Board at a field trip in Macau on 10 February 2023, sharing insights with the Macao Government Tourism Office on the development and regulatory overview of Hong Kong-Macau cross boundary travel.

相片來源：文化體育及旅遊局

Photo source: Culture, Sports and Tourism Bureau



文化體育及旅遊局局長楊潤雄先生，GBS, JP (前排左五) 率領由旅監局副主席沈鳳君女士，JP (右六)、行政總裁方安妮女士 (右三) 及多名旅遊業界代表等組成的旅遊業界代表團到廣州與廣東省文化和旅遊廳廳長會面。

Mr Kevin YEUNG, GBS, JP (front row, fifth from left), the Secretary for Culture, Sports and Tourism, leads a delegation comprised of Ms Vivian SUM, JP (sixth from right), Vice-chairperson of TIA, Ms Annie FONDA (third from right), Executive Director, and representatives from the tourism industry to visit Guangzhou and meet with the Director General of Department of Culture and Tourism of Guangdong Province.

相片來源：政府新聞公報

Photo source: The Government Press Release

展望 OUTLOOK

綜合調查個案管理系統

為打擊違規個案及維護香港旅遊業的形象，旅監局其中一項主要工作是確保所有投訴及違反守則的個案都得到妥善跟進和處理，調查能夠有序嚴謹執行。旅監局預計將於三年內推出綜合調查個案管理系統，以電子化方式整合所有查詢、投訴、調查及調解個案，以提升調查成效。有關系統亦有助旅監局分析數據，以期作出前瞻性的部署與策略研究。

消費者教育及宣傳推廣

旅監局未來會繼續以傳訊及拓展為重點工作之一，分階段推出一系列多元化的宣傳計劃，透過各種渠道和方式接觸不同對象和人士，讓業界持份者及社會各界對旅遊業新規管制度和旅監局有更全面的認識和了解。有關的推廣工作包括在旅監局網頁和社交媒體專頁定期更新實用資訊與發布最新動態，以及製作主題宣傳短片，以提升宣傳成效。旅監局首段宣傳短片預計於2023年上半年完成，屆時將以政府電視宣傳短片形式於各大眾電視廣播頻道播出。

旅監局另計劃舉辦不同主題的行業資訊與公眾教育講座，內容涵蓋印花徵費、選擇光顧持牌旅行代理商及購買旅遊保險的重要性等，廣泛推廣消費者權益。另外亦會向旅遊從業員講解《持牌人指令》和入境旅行團註冊商店行政計劃的詳情，以及提供電子印花徵費系統的培訓，加深和鞏固他們在行業發展方面的知識。

Integrated investigation case management system

One of the main tasks performed by TIA is to combat non-compliance cases and safeguard the image of Hong Kong's travel industry in order to ensure that all complaints and code violations are properly followed up and handled, and that investigations are carried out in an orderly and rigorous manner. Within the next three years, TIA expects to launch an integrated investigation case management system which will electronically consolidate all enquiries, complaints, investigations and conciliation cases to enhance overall effectiveness. This system will also help TIA analyse data for forward-looking planning and strategic studies.

Promoting consumer education and publicity

In the future, TIA will continue to focus on communication and development as one of its key tasks by launching a series of diversified publicity programmes in phases to reach different audience through multiple channels and methods. This will enable a more comprehensive understanding of TIA and the new regulatory regime across different industry stakeholders and sectors of society. These programmes will include regularly updating the TIA's website and social media pages with practical information and recent developments, as well as the production of thematic promotional videos designed to enhance the effectiveness of the promotions. The first promotional video of TIA is scheduled to be completed in the first half of 2023, and is to be broadcast via the Government's TV and radio announcements in the public interest.

To promote the rights and interests of consumers, TIA plans to organise industry information and public education seminars on different topics, such as the e-levy and the importance of patronising a licensed travel agent and taking out travel insurance. In addition, TIA will brief practitioners on the Directives for Licensees and the Administrative Scheme for Registered Shops for Inbound Tour Groups, as well as provide training on the e-levy system, deepening and consolidating their knowledge on industry developments.

在處理不涉及紀律事宜的消費者與持牌人之間爭議的工作方面，旅監局將透過舉行季度聚焦小組，加強與業界的溝通，提升工作效率。在管理及支援消費者關係小組(小組)工作方面，旅監局亦將繼續協助小組制定及不時檢討內部參考準則，例如考慮涉及賠償或退款的標準，供小組處理個案之用。

加強與海內外執法機關協作與聯繫

旅監局須不時與不同政府機構進行跨部門協作甚至跨境合作，特別在巡查與執法行動方面。為提升工作成效，旅監局日後會繼續加強與相關政府部門的通力合作，並與相關執法機構和單位就刑事案件的調查保持更緊密的溝通。在規管境外旅行代理商涉及香港的旅遊業務方面，旅監局正著手與內地及其他地區的旅遊監管機構或相關單位建立溝通渠道，加強在情報分享及案件調查等方面的溝通工作。另一方面，旅監局亦會研究不同方案，致力向內地旅客宣傳旅監局的規管工作。

旅監局並計劃就入境旅行團的熱門集散地點及景點進行實地視察及分析，與有關集散地點／景點的管理單位和相關持份者建立溝通渠道。

With regard to disputes between consumers and licensees that do not involve disciplinary matters, TIA will hold quarterly focus groups with the industry to seek efficient solutions and strengthen communication. In terms of managing and supporting the Consumer Relations Panel (the Panel), TIA will continue to formulate and review, from time to time, internal reference standards, such as considering criteria relating to compensation or refunds, for the Panel in handling cases.

Strengthening coordination and liaison with law enforcement agencies at home and abroad

From time to time, TIA's work requires cross-departmental and even cross-border cooperation with different government agencies, especially in terms of inspections and law enforcement. To improve its effectiveness in these areas, TIA will continue to strengthen cooperation and maintain close communication with relevant government departments, law enforcement agencies and units on the investigation of criminal cases. In terms of regulating the tourism business of overseas travel agents involving Hong Kong, TIA is beginning to establish communication channels with tourism regulatory agencies and relevant authorities in the Mainland and other regions to strengthen collaborations on sharing intelligence and investigating cases. At the same time, TIA will explore different options to promote its regulatory work to tourists from the Mainland.

TIA also plans to conduct on-site inspections and analysis of popular meet-up points and attractions for inbound tour groups, and establish communication channels with the management units and relevant stakeholders of these meet-up points and attractions.

財務報表

FINANCIAL STATEMENTS





財務報表 FINANCIAL STATEMENTS

獨立核數師報告

致旅遊業監管局

(根據《旅遊業條例》於香港成立)

意見

本核數師(以下簡稱「我們」)已審計列載於第102頁至第136頁旅遊業監管局(以下簡稱「旅監局」)的財務報表,此財務報表包括於2023年3月31日的財務狀況表與截至該日止年度的收支結算表、資本及儲備變動表及現金流量表,以及財務報表附註,包括主要會計政策概要。

我們認為,該等財務報表已根據香港會計師公會頒布的《香港財務報告準則》真實而中肯地反映了旅監局於2023年3月31日的事務狀況及截至該日止年度的運作績效及現金流量,並已遵照《旅遊業條例》妥為擬備。

意見的基礎

我們已根據香港會計師公會頒布的《香港審計準則》進行審計。我們在該等準則下承擔的責任已在本報告的「**核數師就審計財務報表承擔的責任**」部分中作進一步闡述。根據香港會計師公會頒布的《專業會計師道德守則》(以下簡稱「守則」),我們獨立於旅監局,並已履行守則中的其他專業道德責任。我們相信,我們所獲得的審計憑證能充足及適當地為我們的審計意見提供基礎。

其他信息

旅監局須對其他信息負責。其他信息包括年報內的所有信息,但不包括財務報表及我們的核數師報告。

INDEPENDENT AUDITOR'S REPORT

TO THE TRAVEL INDUSTRY AUTHORITY

(established in Hong Kong under the Travel Industry Ordinance)

Opinion

We have audited the financial statements of the Travel Industry Authority ("the Authority") set out on pages 102 to 136, which comprise the statement of financial position as at 31st March 2023, and the statement of income and expenditure, statement of changes in capital and reserve and statement of cash flows for the year then ended and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the state of affairs of the Authority as at 31st March 2023, and of its results of the operation and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Travel Industry Ordinance.

Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSA") issued by the HKICPA. Our responsibilities under those standards are further described in the **Auditor's Responsibilities for the Audit of the Financial Statements** section of our report. We are independent of the Authority in accordance with the HKICPA's *Code of Ethics for Professional Accountants* ("the Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The Authority is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

獨立核數師報告 (續)

其他信息 (續)

我們對財務報表的意見並不涵蓋其他信息，我們亦不對該等其他信息發表任何形式的鑒證結論。

結合我們對財務報表的審計，我們的責任是當以上所指的其他信息提供給我們閱讀時，在此過程中考慮該些其他信息是否與財務報表或我們在審計過程中所了解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。

基於我們已執行的工作，倘若我們認為該等其他信息存在重大錯誤陳述，我們須如實報告。在這方面，我們沒有任何報告。

旅監局就財務報表須承擔的責任

旅監局須負責根據香港會計師公會頒布的《香港財務報告準則》及《旅遊業條例》擬備真實而中肯的財務報表，並對其認為為使財務報表的擬備不存在由於欺詐或錯誤而導致的重大錯誤陳述所需的內部控制負責。

在擬備財務報表時，旅監局須負責評估其持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非旅監局有意將旅監局清盤或停止經營，或別無其他實際的替代方案。

旅監局須負責監督其財務報告過程。

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

Other Information (CONTINUED)

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Authority for the Financial Statements

The Authority is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and the Travel Industry Ordinance, and for such internal control as the Authority determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Authority is responsible for assessing its ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Authority either intends to liquidate the Authority or to cease operations, or has no realistic alternative but to do so.

The Authority is responsible for overseeing its financial reporting process.

獨立核數師報告 (續)

核數師就審計財務報表承擔的責任

我們的目標，是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並發布包括我們意見的核數師報告。我們是按照《旅遊業條例》附表9第6部的規定，僅向旅監局作為一個整體報告，除此以外本報告別無其他目的。我們概不就本報告的內容，對任何其他人士負上或承擔任何責任。合理保證是高水平的保證，但不能保證按照《香港審計準則》進行的審計，在某一重大錯誤陳述存在時總能發現。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們單獨或滙總起來可能影響財務報表使用者依賴財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。

在根據《香港審計準則》進行審計的過程中，我們運用了專業判斷，保持了專業懷疑態度。我們亦：

- 識別和評估由於欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險，設計及執行審計程序以應對這些風險，以及獲取充足和適當的審計憑證，作為我們意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕於內部控制之上，因此未能發現因欺詐而導致的重大錯誤陳述的風險高於未能發現因錯誤而導致的重大錯誤陳述的風險。
- 了解與審計相關的內部控制，以設計適當的審計程序，但目的並非對旅監局內部控制的有效性發表意見。

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with Part 6 of Schedule 9 to the Travel Industry Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control.

獨立核數師報告 (續)

核數師就審計財務報表承擔的責任 (續)

- 評價旅監局所採用會計政策的恰當性及作出會計估計和相關披露的合理性。
- 對旅監局採用持續經營會計基礎的恰當性作出結論。根據所獲取的審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對旅監局的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中的相關披露。假若有關的披露不足，則我們應當發表非無保留意見。我們的結論是基於核數師報告日止所取得的審計憑證。然而，未來事項或情況可能導致旅監局不能持續經營。
- 評價財務報表的整體列報方式、結構和內容，包括披露，以及財務報表是否中肯反映交易和事項。

除其他事項外，我們與旅監局溝通了計劃的審計範圍、時間安排、重大審計發現等，包括我們在審計中識別出內部控制的任何重大缺陷。

李福樹會計師事務所
執業會計師

香港，2023年7月6日

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

Auditor's Responsibilities for the Audit of the Financial Statements (CONTINUED)

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Authority.
- Conclude on the appropriateness of the Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Authority's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Authority to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

F. S. Li & Co.
Certified Public Accountants

Hong Kong, 6th July 2023

財務報表 FINANCIAL STATEMENTS

旅遊業監管局 收支結算表

TRAVEL INDUSTRY AUTHORITY STATEMENT OF INCOME AND EXPENDITURE

截至2023年3月31日止年度

FOR THE YEAR ENDED 31ST MARCH 2023

	附註 Note	2023 港元 HK\$	2022 港元 HK\$
收入	INCOME		
旅監局徵費收入	Authority levies	4,494,020	-
內地入境旅行團登記 費收入	Registration fee for Mainland inbound tour group	655,472	-
入境旅行團註冊商店 註冊費收入	Registration fee for registered shops for inbound tour group	193,200	-
領隊牌照及導遊牌照 相關收入	Tour escort and tourist guide licence and related fees	10,120	-
旅行代理商牌照相關 收入	Travel agent licence and related fees	4,800	-
銀行利息收入	Bank interest income	2,517,656	701,443
按公平值透過損益 列帳的財務資產 公平值變動收入	Fair value gain on financial assets at fair value through profit or loss	8,859,563	-
		16,734,831	701,443
行政支出	ADMINISTRATIVE EXPENSES		
員工成本	Staff costs	(49,804,132)	(23,554,421)
核數師酬金	Auditor's remuneration	(30,800)	(28,600)
物業及設備折舊	Depreciation on property and equipment	(8,697,712)	(3,338,420)
使用權資產折舊	Depreciation on right-of-use assets	(5,176,160)	(4,875,695)
辦公室及相關開支	Office accommodation and related expenses	(3,481,709)	(2,382,719)
資訊科技及相關開支	IT and related expenses	(1,385,461)	(292,662)
專業服務開支	Legal and professional fees	(1,481,225)	(3,051,056)
對外事務開支	External relations expenses	(608,554)	(353,457)
其他費用	Other expenses	(110,021)	(960)
		(70,775,774)	(37,877,990)
營運虧損	OPERATING DEFICIT	(54,040,943)	(37,176,547)
財務成本	FINANCE COSTS	(215,156)	(225,803)
年度虧損及全面支出	DEFICIT AND TOTAL COMPREHENSIVE EXPENSE FOR THE YEAR	(54,256,099)	(37,402,350)

旅遊業監管局
財務狀況表

TRAVEL INDUSTRY AUTHORITY
STATEMENT OF FINANCIAL POSITION

於2023年3月31日
AT 31ST MARCH 2023

		附註 Note	2023 港元 HK\$	2022 港元 HK\$
非流動資產	NON-CURRENT ASSETS			
物業及設備	Property and equipment	6	22,870,049	27,865,860
使用權資產	Right-of-use assets	7	28,936,643	32,910,943
購買物業及設備按金	Deposit for acquisition of property and equipment		-	69,000
租金按金	Rental deposit		1,667,790	1,602,720
			53,474,482	62,448,523
流動資產	CURRENT ASSETS			
按公平值透過損益列賬的財務資產	Financial assets at fair value through profit or loss		158,859,563	-
為旅遊業從業人員培訓資助計劃持有銀行存款	Deposit with bank for Training Subsidy Scheme for Practitioners of the Travel Industry	8	100,000,000	-
應收利息及其他應收款	Interest and other receivables		169,061	166,411
預付款	Prepayments		517,163	158,871
銀行及現金結存	Bank and cash balances		92,580,838	296,729,999
			352,126,625	297,055,281
流動負債	CURRENT LIABILITIES			
旅遊業從業人員培訓資助計劃的遞延政府撥款資助	Deferred government grant to Training Subsidy Scheme for Practitioners of the Travel Industry	8	(100,000,000)	-
租賃負債	Lease liabilities	9	(5,627,632)	(5,163,876)
其他應付款及應計項目	Other payables and accruals		(14,866,744)	(14,270,308)
預收款項	Receipts in advance		(3,933,125)	-
			(124,427,501)	(19,434,184)
淨流動資產	NET CURRENT ASSETS		227,699,124	277,621,097

財務報表 FINANCIAL STATEMENTS

		附註 Note	2023 港元 HK\$	2022 港元 HK\$
總資產減流動負債	TOTAL ASSETS LESS CURRENT LIABILITIES		281,173,606	340,069,620
非流動負債	NON-CURRENT LIABILITIES			
租賃負債	Lease liabilities	9	(25,661,073)	(30,300,988)
淨資產	NET ASSETS		255,512,533	309,768,632
儲備	RESERVE			
香港特別行政區政府撥款	Grant from the Government of HKSAR		350,000,000	350,000,000
累計虧損	Accumulated deficit		(94,487,467)	(40,231,368)
			255,512,533	309,768,632

載於第102至136頁的財務報表於2023年7月6日獲旅監局通過及授權發表，並由以下代表簽署：

The financial statements on pages 102 to 136 were approved and authorized for issue by the Authority on 6th July 2023 and are signed on its behalf by:

Mr MA Ho-fai, GBS, JP
馬豪輝先生, GBS, JP
Chairperson
主席

Ms Annie FONDA
方安妮女士
Executive Director
行政總裁

旅遊業監管局
資本及儲備變動表

TRAVEL INDUSTRY AUTHORITY
STATEMENT OF CHANGES IN CAPITAL AND RESERVE

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

		香港特別行政 區政府撥款 Grant from the Government of HKSAR 港元 HK\$	累計虧損 Accumulated deficit 港元 HK\$	總額 Total 港元 HK\$
於2021年4月1日	At 1st April 2021	350,000,000	(2,829,018)	347,170,982
年度虧損及全面支出	Deficit and total comprehensive expense for the year	-	(37,402,350)	(37,402,350)
於2022年3月31日 及2022年4月1日	At 31st March 2022 and 1st April 2022	350,000,000	(40,231,368)	309,768,632
年度虧損及全面支出	Deficit and total comprehensive expense for the year	-	(54,256,099)	(54,256,099)
於2023年3月31日	At 31st March 2023	350,000,000	(94,487,467)	255,512,533

財務報表 FINANCIAL STATEMENTS

旅遊業監管局 現金流量表

TRAVEL INDUSTRY AUTHORITY STATEMENT OF CASH FLOWS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

		2023 港元 HK\$	2022 港元 HK\$
營運活動之現金流量	CASH FLOWS FROM OPERATING ACTIVITIES		
年度虧損	Deficit for the year	(54,256,099)	(37,402,350)
就下列各項作出調整：	Adjustments for :		
利息收入	Interest income	(2,517,656)	(701,443)
租賃負債利息	Interest on lease liabilities	215,156	225,803
按公平值透過損益 列帳的財務資產 公平值變動收入	Fair value gain on financial assets at fair value through profit or loss	(8,859,563)	-
物業及設備折舊	Depreciation on property and equipment	8,697,712	3,338,420
使用權資產折舊	Depreciation on right-of-use assets	5,176,160	4,875,695
營運資金變動前之營 運現金流量	Operating cash flows before changes in working capital	(51,544,290)	(29,663,875)
租金按金及預付款之 (增加) / 減少	(Increase)/Decrease in rental deposits and prepayments	(423,362)	40,650
其他應收款之增加	Increase in other receivables	(4,283)	-
其他應付款及應計項 目之增加	Increase in other payables and accruals	596,436	13,662,028
預收款項之增加	Increase in receipts in advance	3,933,125	-
營運活動所用之現金淨 額	NET CASH USED IN OPERATING ACTIVITIES	(47,442,374)	(15,961,197)

	附註 Note	2023 港元 HK\$	2022 港元 HK\$
投資活動之現金流量	CASH FLOWS FROM INVESTING ACTIVITIES		
購買按公平值透過損益列帳的財務資產	Purchase of financial assets at fair value through profit or loss	(150,000,000)	-
購買物業及設備	Purchase of property and equipment	(3,632,901)	(31,085,933)
已收利息	Interest received	2,519,289	863,600
投資活動所用之現金淨額	NET CASH USED IN INVESTING ACTIVITIES	(151,113,612)	(30,222,333)
融資活動之現金流量	CASH FLOWS FROM FINANCING ACTIVITIES		
存入後超過三個月到期之定期存款減少／(增加)	Decrease/(Increase) in fixed deposits of more than 3 months to maturity from date of deposit	272,000,000	(272,000,000)
已付租賃租金之資本部分	Capital element of lease rentals paid	14 (5,377,328)	(3,529,951)
已付租賃租金之利息部分	Interest element of lease rentals paid	14 (215,847)	(266,574)
融資活動所得／(所用)之現金淨額	NET CASH GENERATED FROM/(USED IN) FINANCING ACTIVITIES	266,406,825	(275,796,525)
現金及現金等值物增加／(減少)淨額	NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENT	67,850,839	(321,980,055)
年初現金及現金等值物結存	CASH AND CASH EQUIVALENTS AT BEGINNING OF THE YEAR	24,729,999	346,710,054
年終現金及現金等值物結存	CASH AND CASH EQUIVALENTS AT END OF THE YEAR	92,580,838	24,729,999
現金及現金等值物結存分析	ANALYSIS OF THE BALANCES OF CASH AND CASH EQUIVALENTS		
銀行及現金結存	Bank and cash balance	92,580,838	296,729,999
減：存入後超過三個月到期之定期存款	Less: Fixed deposits of more than 3 months to maturity from date of deposit	-	(272,000,000)
		92,580,838	24,729,999

財務報表 FINANCIAL STATEMENTS

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

1. 背景

旅遊業監管局（「旅監局」）乃根據《旅遊業條例》（第 634 章）成立，於 2019 年 12 月 2 日開始營運。其主要職能是透過法定牌照及監管制度提升旅行代理商、導遊和領隊的誠信、能力和專業水平，並規管入境旅行團被安排光顧的店舖。

旅監局的辦公地址為香港黃竹坑黃竹坑道 8 號 South Island Place 8 樓。

本財務報表所用的幣值以港元呈列，港元為旅監局的功能貨幣。

2. 主要會計政策

(a) 編製基準

本財務報表已按照香港會計師公會頒布所有適用的香港財務報告準則（其統稱已包括個別適用的香港財務報告準則、香港會計準則及詮釋）、香港公認會計準則及《旅遊業條例》編製。本財務報表以歷史成本慣例編製。

1. Background

Travel Industry Authority (“the Authority”) was established under the Travel Industry Ordinance (Cap. 634) and it commenced its operation on 2nd December 2019. Its principal functions are promotion of the integrity, competence and professionalism of travel agents, tourist guides and tour escorts, and regulating shops that inbound tour groups are arranged to patronize.

The office address of the Authority is at 8/F., South Island Place, 8 Wong Chuk Hang Road, Wong Chuk Hang, Hong Kong.

The financial statements are presented in Hong Kong dollars, which is the functional currency of the Authority.

2. Significant accounting policies

(a) Basis of preparation

These financial statements have been prepared in accordance with all applicable Hong Kong Financial Reporting Standards (“HKFRSs”), which collective term includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards (“HKASs”) and Interpretations issued by the Hong Kong Institute of Certified Public Accountants (“HKICPA”), and accounting principles generally accepted in Hong Kong, and the Travel Industry Ordinance. The financial statements have been prepared under the historical cost convention.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(a) 編製基準 (續)

在編製符合香港財務報告準則之財務報表時，管理層需作出判斷、估計和假設，此等對會計政策之應用，以及對資產、負債、收入和支出之報告數額構成影響。這些估計和相關假設是根據以往經驗和管理層因應當時情況認為合理之多項其他因素作出的，其結果構成了管理層在無法依循其他途徑及時得知資產與負債之賬面值時所作出判斷之基礎。實際結果可能有別於估計數額。

管理層會不斷審閱各項估計和相關假設。如果會計估計之修訂只是影響某一期間，其影響便會在該期間內確認；如果修訂對當前和未來期間均有影響，則在作出修訂之期間和未來期間確認。

2. Significant accounting policies
(continued)

(a) Basis of preparation (continued)

Preparation of the financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the period in which the estimates are revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(b) 收入確認

收入按已收或應收代價的公允價值計量。倘若有經濟效益的資源可能流入旅監局，而收入和成本（如適用）能夠作出可靠的計量時，有關收入將按以下方式在收支結算表內確認：

旅監局徵費收入在到期並須向旅監局繳付時被確認為收入。

銀行利息收入按實際利率法累計。

其他收入是以應計制確認。

2. Significant accounting policies (continued)

(b) Revenue recognition

Revenue is measured at the fair value of the consideration received or receivable. Provided it is probable that the economic benefits will flow to the Authority and the revenue and costs, if applicable, can be measured reliably, revenue is recognized in the statement of income and expenditure as follows:

Authority levies are recognized as income when they become due and payable to the Authority.

Bank interest income is recognized as it accrues using the effective interest method.

Other income is recognized on an accrual basis.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(b) 收入確認 (續)

旅監局客戶合同收入的確認基於合同內的履約義務得到履行。當旅監局將履約義務涉及的相應服務的控制權轉移給客戶時，旅監局履行了履約義務並確認收入。收入將按以下方式確認：

- (i) 內地入境旅行團登記費收入和入境旅行團註冊商店註冊費收入於提供服務時確認。
- (ii) 牌照費收入在牌照期內以直線法按時間予以確認。

2. Significant accounting policies (continued)

(b) Revenue recognition (continued)

The Authority recognizes revenue from contracts with customers based on the performance obligations identified in the contracts. Revenue is recognized when (or as) the Authority satisfies a performance obligation by transferring a promised service to a customer who obtains the control of the service. Further details of the Authority's revenue recognition policies are as follows:

- (i) Registration fees for Mainland inbound tour group and registered shops for inbound tour group are recognized upon provision of services.
- (ii) Licence fees are recognized over time on a straight-line basis over the licence period.

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(c) 物業及設備

物業及設備以成本價減累計折舊及累計減值損失列賬。

折舊計算方法乃將物業及設備以成本減剩餘價值，按其下列估計可使用年期，以直線法撇銷：

租賃物業裝修	於租期內 或 5 年內 (以時間較 短為準)
辦公室傢俱及設備	5 年
電腦設備及軟件	3 年

2. Significant accounting policies (continued)

(c) Property and equipment

Property and equipment are stated at historical cost less accumulated depreciation and any accumulated impairment losses.

Depreciation is provided to write off the cost of property and equipment less their residual values over their estimated useful lives, using the straight-line method as follows:

Leasehold improvement	Over the shorter of the term of lease or 5 years
Office furniture and equipment	5 years
Computer equipment and software	3 years

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(d) 租賃

旅監局於合約開始時評估合約是否為或包含租賃。倘合約為換取代價而給予在一段時間內控制可識別資產使用之權利，則該合約為或包含租賃。

旅監局會對所有租賃（惟短期租賃及低價值資產租賃除外）採取單一確認及計量方法。旅監局確認租賃負債以作出租賃付款，而使用權資產指使用相關資產之權利。

使用權資產於租賃開始日期（其為相關資產可供使用之日期）確認。使用權資產乃按成本減任何累計折舊及任何減值虧損計量，並就租賃負債之任何重新計量作出調整。使用權資產之成本包括已確認租賃負債金額、已產生初始直接成本及於開始日期或之前作出之租賃付款減任何已收取之租賃優惠。使用權資產於租賃期內按直線法折舊。

2. Significant accounting policies
(continued)

(d) Lease

The Authority assesses at contract inception whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

The Authority applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Authority recognizes lease liabilities to make lease payments and right-of-use assets representing the right to use the underlying assets.

Right-of-use assets are recognized at the commencement date of the lease (that is the date the underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and any impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognized, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Right-of-use assets are depreciated on a straight-line basis over the lease terms.

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(d) 租賃 (續)

租賃負債於租賃開始日期按租賃期內作出的租賃付款之現值確認。租賃付款包括固定付款 (包括實質固定付款) 減任何應收租賃優惠、取決於某一指數或比率之浮動租賃付款以及預期根據剩餘價值擔保支付之金額。

(e) 按公平值透過損益列賬的財務資產

證券投資分類為按公允價值計入損益的財務資產。證券投資的公允價值變動 (包括利息) 計入盈餘或虧損內。

證券投資於旅監局承諾購買／出售有關的投資時確認／取消確認。出售證券投資所產生的利潤或虧損按出售所得款項淨額與投資的賬面價值之間的差額計算，並於產生時計入盈餘或虧損內。

2. Significant accounting policies (continued)

(d) Lease (continued)

Lease liabilities are recognized at the commencement date of the lease at the present value of lease payments to be made over the lease term. The lease payments include fixed payments (including in-substance fixed payments) less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees.

(e) Financial assets at fair value through profit or loss

Investments in securities are classified as at fair value through profit or loss ("FVPL"). Changes in the fair value of the investments (including interest) are recognised in surplus or deficit.

Investments in securities are recognised/derecognised on the date the Authority commits to purchase/sell the investments. Profit or loss on disposal of investments in securities are determined as the difference between the net disposal proceeds and the carrying amount of the investments and are accounted for in surplus or deficit as they arise.

**旅遊業監管局
財務報表附註****TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS**

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(f) 非金融資產減值

於各報告期末，若有跡象顯示包含於物業及設備及使用權資產項內的資產出現減值情況，則需要估計該資產的可收回價值。可收回價值乃其公允價值減出售費用及使用價值兩者中的較高者。若可收回價值低於賬面值，該資產須減值至其可收回價值，而減值虧損則記入盈餘或虧損內。倘用以釐定可收回價值的估計出現有利變動，則撥回減值虧損。惟撥回減值虧損不得導致資產賬面值超過如無過往年度確認減值虧損時所應釐定之資產賬面值。撥回減值虧損於撥回年度計入盈餘或虧損內。

**2. Significant accounting policies
(continued)**

(f) Impairment of non-financial assets

At the end of each reporting period, wherever there is any indication that an item of property and equipment and right-of-use assets is impaired, the recoverable amount of the asset should be estimated. The recoverable amount of an asset is the higher of its fair value less costs to sell and value in use. If the recoverable amount is less than the carrying amount, an impairment loss is recognized to reduce the asset to its recoverable amount. Such impairment losses are recognized in surplus or deficit. An impairment loss is reversed if there has been a favourable change in the estimates used to determine the recoverable amount. A reversal of an impairment loss should not result in the asset's carrying amount exceeding that which would have been determined has no impairment loss been recognized in prior years. Reversals of impairment losses are credited to surplus or deficit in the year in which the reversals are recognized.

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(g) 按金、預付款及其他應收款

按金、預付款及其他應收款首先以公允價值確認，其後以攤銷成本列賬，若折現影響不大時，則以成本列賬。

應收款的賬面金額已扣減應收款減值賬之金額。應收款減值賬戶賬面金額的變動記入盈餘或虧損。當旅監局沒有合理預期可收回應收款項時，應收款項會從應收款減值支出賬戶中撇銷。

如果在隨後的期間內，預期信用損失金額減少，則轉回之金額將在財政報告日於應收款減值支出中調整。任何逆轉的金額均在盈餘或虧損中確認。

2. Significant accounting policies (continued)

(g) Deposits, prepayments and other receivables

Deposits, prepayments and other receivables are initially recognized at fair value and thereafter stated at amortised cost unless the effect of discounting would be immaterial, in which case they are stated at cost.

The carrying amount of the receivables is reduced through the use of the receivable impairment charges account. Changes in the carrying amount of the receivable impairment charges account are recognized in surplus or deficit. The receivable is written off against the receivable impairment charges account when the Authority has no reasonable expectations of recovering the receivable.

If, in a subsequent period, the amount of expected credit losses decreases, the reversal would be adjusted to the receivable impairment charges account at the reporting date. The amount of any reversal is recognized in surplus or deficit.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(h) 現金及現金等值物

就編製現金流量表而言，現金及現金等值物包括現金和於存入後三個月內到期的銀行存款。

(i) 其他應付款及應計項目

其他應付款及應計項目首先以公允價值確認，其後以實際利率法攤銷成本列賬，若折現影響不大時，則以成本列賬。

(j) 撥備

若旅監局須就已發生的事件承擔法律或推定責任，而履行該責任預期會導致經濟資源外流，並可作出可靠的估計，便會確認撥備。如果貨幣時間值重大，則按預計履行責任所需資源的現值計提撥備。

2. Significant accounting policies
(continued)

(h) Cash and cash equivalents

For the purposes of the statement of cash flows, cash and cash equivalents comprise cash on hand and deposits with banks within 3 months to maturity from date of deposit.

(i) Other payables and accruals

Other payables and accruals are initially recognized at fair value and thereafter stated at amortised cost using the effective interest method unless the effect of discounting would be immaterial, in which case they are stated at cost.

(j) Provision

Provisions are recognized when the Authority has a legal or constructive obligation as a result of past events, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(k) 僱員福利

薪金、約滿酬金、有薪年假、界定供款退休計劃的供款及非貨幣性福利之成本均在旅監局僱員提供相關服務的年度內累計。

(l) 有關連人士

就本財務報表而言，有關連人士包括符合以下定義的人士及實體：

(i) 下列人士或其近親家屬將被視為與旅監局有關連，若該名人士：

(a) 能控制或共同控制旅監局；

(b) 對旅監局有重大影響力；或

(c) 為旅監局之主要管理層成員。

2. Significant accounting policies (continued)

(k) Employee benefits

Salaries, gratuities, paid annual leave, contributions to defined contribution retirement plans and the cost of non-monetary benefits are accrued in the year in which the associated services are rendered by employees of the Authority.

(l) Related parties

For the purposes of these financial statements, a related party includes a person and an entity as defined below:

(i) A person or a close member of that person's family is related to the Authority if that person:

(a) has control or joint control of the Authority;

(b) has significant influence over the Authority;
or

(c) is a member of the key management personnel of the Authority.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(i) 有關連人士 (續)

就本財務報表而言，有關連人士包括符合以下定義的人士及實體 (續)：

(ii) 若下列任何一項條件吻合，則有關實體將被視為與旅監局有關連：

- (a) 該實體與旅監局屬同一集團之成員公司 (即各母公司、附屬公司及同系附屬公司彼此間有關連)。
- (b) 一間實體為另一實體的聯營公司或合營企業 (或另一實體所屬集團旗下成員公司之聯營公司或合營企業)。

2. Significant accounting policies (continued)

(i) Related parties (continued)

For the purposes of these financial statements, a related party includes a person and an entity as defined below (continued):

(ii) An entity is related to the Authority if any of the following conditions applies:

- (a) The entity and the Authority are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
- (b) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(i) 有關連人士 (續)

就本財務報表而言，有關連人士包括符合以下定義的人士及實體 (續)：

(ii) 若下列任何一項條件吻合，則有關實體將被視為與旅監局有關連 (續)：

(c) 兩間實體均為同一第三方的合營企業。

(d) 一間實體為第三方實體的合營企業，而另一實體為該第三方實體的聯營公司。

(e) 該實體為旅監局或與旅監局有關連之實體就僱員利益設立之退休福利計劃。若旅監局便是該計劃，提供資助的僱主與旅監局有關連。

2. Significant accounting policies (continued)

(i) Related parties (continued)

For the purposes of these financial statements, a related party includes a person and an entity as defined below (continued):

(ii) An entity is related to the Authority if any of the following conditions applies (continued):

(c) Both entities are joint ventures of the same third party.

(d) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.

(e) The entity is a post-employment benefit plan for the benefit of employees of either the Authority or an entity related to the Authority. If the Authority is itself such a plan, the sponsoring employers are also related to the Authority.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(i) 有關連人士 (續)

就本財務報表而言，有關連人士包括符合以下定義的人士及實體 (續)：

(ii) 若下列任何一項條件吻合，則有關實體將被視為與旅監局有關連 (續)：

(f) 該實體被上述(i)所指人士控制或共同控制。

(g) 就(i)(a)所指人士在對實體有重大影響力或為該實體之主要管理層成員。

2. Significant accounting policies
(continued)

(i) Related parties (continued)

For the purposes of these financial statements, a related party includes a person and an entity as defined below (continued):

(ii) An entity is related to the Authority if any of the following conditions applies (continued):

(f) The entity is controlled or jointly controlled by a person identified in (i).

(g) A person identified in (i)(a) has significant influence over the entity or is a member of the key management personnel of the entity.

財務報表 FINANCIAL STATEMENTS

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

2. 主要會計政策 (續)

(i) 有關連人士 (續)

就本財務報表而言，有關連人士包括符合以下定義的人士及實體 (續)：

(ii) 若下列任何一項條件吻合，則有關實體將被視為與旅監局有關連 (續)：

(h) 該實體或其所屬集團旗下任何成員公司向旅監局提供主要管理人員服務。

個人的近親家庭成員是指可影響，或受該個人影響，他們與該實體交易的家庭成員。

3. 稅項

根據《稅務條例》，旅監局獲豁免繳納香港利得稅。

2. Significant accounting policies (continued)

(i) Related parties (continued)

For the purposes of these financial statements, a related party includes a person and an entity as defined below (continued):

(ii) An entity is related to the Authority if any of the following conditions applies (continued):

(h) The entity, or any member of a group of which it is a part, provides key management personnel services to the Authority.

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity.

3. Taxation

The Authority is exempt from Hong Kong Profits Tax under the Inland Revenue Ordinance.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

4. 行政支出

4. Administrative expenses

		2023	2022
		港元	港元
		HK\$	HK\$
年度行政支出包括以下項目費用：	The following administrative expenses have been included in determining the deficit:		
員工成本	Staff costs		
薪金及其他福利	Salaries and other benefits	48,473,883	23,097,158
界定供款退休計劃的供款	Contributions to defined contribution retirement plan	1,330,249	457,263
		49,804,132	23,554,421
核數師酬金	Auditor's remuneration	30,800	28,600
短期經營租賃支付的租金	Rental paid under short term operating leases	165,754	485,087

5. 財務成本

5. Finance costs

		2023	2022
		港元	港元
		HK\$	HK\$
租賃負債利息	Interest on lease liabilities	215,156	225,803

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

6. 物業及設備

6. Property and equipment

		租賃物業裝修 Leasehold improvement 港元 HK\$	辦公室 傢俱及設備 Office furniture and equipment 港元 HK\$	電腦設備 及軟件 Computer equipment and software 港元 HK\$	總額 Total 港元 HK\$
成本	Cost				
於2021年4月1日結餘	Balance at 1st April 2021	-	-	198,368	198,368
年內購置	Additions during the year	16,515,546	2,350	14,499,037	31,016,933
於2022年3月31日及 2022年4月1日結餘	Balance at 31st March 2022 and 1st April 2022	16,515,546	2,350	14,697,405	31,215,301
年內購置	Additions during the year	166,470	-	3,535,431	3,701,901
於2023年3月31日結餘	Balance at 31st March 2023	16,682,016	2,350	18,232,836	34,917,202
累計折舊	Accumulated depreciation				
於2021年4月1日結餘	Balance at 1st April 2021	-	-	11,021	11,021
年內折舊	Charge for the year	1,376,296	39	1,962,085	3,338,420
於2022年3月31日及 2022年4月1日結餘	Balance at 31st March 2022 and 1st April 2022	1,376,296	39	1,973,106	3,349,441
年內折舊	Charge for the year	3,341,160	470	5,356,082	8,697,712
於2023年3月31日結餘	Balance at 31st March 2023	4,717,456	509	7,329,188	12,047,153
賬面淨值	Net book value				
於2023年3月31日	At 31st March 2023	11,964,560	1,841	10,903,648	22,870,049
於2022年3月31日	At 31st March 2022	15,139,250	2,311	12,724,299	27,865,860

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

7. 使用權資產

7. Right-of-use assets

		港元 HK\$
成本	Cost	
於2021年4月1日、 2022年3月31日結餘 及2022年4月1日結餘	Balance at 1st April 2021, 31st March 2022 and 1st April 2022	39,005,561
年內增加	Additions during the year	<u>1,201,860</u>
於2023年3月31日結餘	Balance at 31st March 2023	<u>40,207,421</u>
累計折舊	Accumulated depreciation	
於2021年4月1日結餘	Balance at 1st April 2021	1,218,923
年內折舊	Charge for the year	<u>4,875,695</u>
於2022年3月31日及 2022年4月1日結餘	Balance at 31st March 2022 and 1st April 2022	6,094,618
年內折舊	Charge for the year	<u>5,176,160</u>
於2023年3月31日結餘	Balance at 31st March 2023	<u>11,270,778</u>
賬面淨值	Net book value	
於2023年3月31日	At 31st March 2023	<u>28,936,643</u>
於2022年3月31日	At 31st March 2022	<u>32,910,943</u>

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

7. 使用權資產 (續)

旅監局按經營租賃租用若干物業。

旅監局簽訂了一份自2021年1月1日起的8年定期租約，租用一間辦公室。首4年的月租金是固定的，而剩餘租期的月租金將於日後參考公開市場租金以確定。第2個4年的月租金將不低於首4年的月租金，但也不高於約定的租金上限。

另外，旅監局簽訂了一份自2022年7月1日起的3年定期租約，租用一間辦公室。月租金是固定的。

8. 為旅遊業從業人員培訓資助計劃持有銀行存款

香港特別行政區政府撥款1億港元予旅監局推出為期三年的旅遊從業人員培訓資助計劃，以加強和提升旅遊業的專業水平及服務質素。根據旅監局與政府雙方訂立的《旅遊從業人員培訓資助計劃協議》，旅監局以信託形式為後者持有銀行存款。有關款項按《香港會計準則》第1號分別列入流動資產及流動負債內。由此所得的利息收入將撥入該計劃的結餘。

7. Right-of-use assets (continued)

The Authority is the lessee of properties held under operating leases.

The Authority entered into a 8 years fixed term lease commencing from 1st January 2021 for an office. The monthly rental for the first 4 years is fixed while the monthly rental for the residual of the lease term will be determined by reference to the open market rent. The monthly rent to be determined for the 2nd 4 years shall be within the range not less than the monthly rent of the 1st 4 years but not higher than an agreed rental ceiling.

In addition, the Authority entered into a 3 years fixed term lease commencing from 1st July 2022 for an office. The monthly rental is fixed.

8. Deposit with bank for Training Subsidy Scheme for Practitioners of the Travel Industry

The Government of the Hong Kong Special Administrative Region ("Government") allocated HK\$100 million to the Authority to launch a three-year training subsidy scheme for practitioners of the travel industry with a view to enhancing the professional standards and service quality of the industry. According to the "Agreement for the Implementation of the Training Subsidy Scheme for Practitioners of the Travel Industry" entered into between the Authority and the Government, bank deposits are held for the latter in the form of trust. The relevant amount is recognized in current assets and current liabilities respectively in accordance with *Hong Kong Accounting Standard 1*. The interest income accrued will be credited to the unspent balance of the scheme.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

9. 租賃負債

9. Lease liabilities

		2023	2022
		港元	港元
		HK\$	HK\$
年初結餘	Balance at beginning of the year	35,464,864	39,035,586
新應付租賃款的現值	Present value of the new lease payments	1,201,860	-
利息支出	Interest expense	215,156	225,803
已付租賃付款	Lease payment made	(5,593,175)	(3,796,525)
年末結餘	Balance at end of the year	31,288,705	35,464,864

租賃負債在財務狀況表中列示如下：

Lease liabilities are presented in the statement of financial position as follows:

		2023	2022
		港元	港元
		HK\$	HK\$
流動負債	Current liabilities	5,627,632	5,163,876
非流動負債	Non-current liabilities	25,661,073	30,300,988
		31,288,705	35,464,864

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

9. 租賃負債 (續)

於報告期末根據合約未貼現付款之租賃負債之到期情況如下：

9. Lease liabilities (continued)

The maturity profile of the lease liabilities, as at the end of the reporting period, based on the contractual undiscounted payments, was as follows:

		2023	2022
		港元	港元
		HK\$	HK\$
賬面值	Carrying amount	31,288,705	35,464,864
合約未折現現金流總額	Total contractual undiscounted cash flow		
- 應要求即付或於一年內	- Within one year or on demand	5,809,800	5,359,800
- 超過一年	- More than 1 year	26,021,550	30,818,850
		31,831,350	36,178,650

10. 購置物業及設備之資本承擔

10. Capital commitments for acquisition of property and equipment

		2023	2022
		港元	港元
		HK\$	HK\$
已訂約但未於撥備	Contracted but not provided	-	161,000

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

11. 金融資產及負債

11. Financial assets and liabilities

(a) 金融資產及負債類別

(a) Categories of financial assets and liabilities

		2023	2022
		港元	港元
		HK\$	HK\$
金融資產	Financial assets		
按公平值：	At fair value:		
流動資產	Current assets		
按公平值透過	Financial assets at fair value		
損益列賬的	through profit or loss		
財務資產		158,859,563	-
按攤銷成本值：	At amortized cost:		
非流動資產	Non-current assets		
租金按金	Rental deposits	1,667,790	1,602,720
流動資產	Current assets		
為旅遊業從業	Deposit with bank for Training		
人員培訓資助	Subsidy Scheme for		
計劃持有銀行	Practitioners of the Travel		
存款	Industry	100,000,000	-
應收利息及	Interest and other receivables	169,061	166,411
其他應收款			
銀行及現金結存	Bank and cash balances	92,580,838	296,729,999
		194,417,689	298,499,130
		353,277,252	298,499,130

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

11. 金融資產及負債 (續)

11. Financial assets and liabilities
(continued)

(a) 金融資產及負債類別 (續)

(a) Categories of financial assets and liabilities (continued)

		2023 港元 HK\$	2022 港元 HK\$
金融負債 - 按攤銷 成本值：	Financial liabilities - at amortized cost:		
非流動負債	Non-current liabilities		
租賃負債	Lease liabilities	25,661,073	30,300,988
流動負債	Current liabilities		
旅遊業從業人員培 訓資助計劃的遞 延政府撥款資助	Deferred government grant to Training Subsidy Scheme for Practitioners of the Travel Industry	100,000,000	-
租賃負債	Lease liabilities	5,627,632	5,163,876
其他應付款及應計 項目	Other payables and accruals	14,866,744	14,270,308
		146,155,449	49,735,172

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

11. 金融資產及負債 (續)

(b) 財務風險管理的目標及政策

在日常運作中，旅監局並不會存在重大的利率風險、外匯風險和價格風險。其他風險敘述如下：

流動資金風險

旅監局會定期監管現時和預計的流動資金的需求，以確保維持充裕之現金儲備，滿足短期和長期的流動資金需求。

下表顯示根據旅監局報告期末至合約到期日的剩餘期間金融負債的分析。

11. Financial assets and liabilities
(continued)

(b) Financial risk management objectives and policies

In the normal course of the operation, the Authority does not expose to significant interest rate risk, foreign currency risk and price risk. Other risks are described below:

Liquidity risk

The Authority's policy is to monitor current and expected liquidity requirements regularly to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and long term.

The following table details the contractual maturities at the end of the reporting period of the Authority's financial liabilities:

財務報表 FINANCIAL STATEMENTS

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

11. 金融資產及負債 (續)

(b) 財務風險管理的目標及政策
(續)

流動資金風險 (續)

11. Financial assets and liabilities (continued)

(b) Financial risk management objectives and policies
(continued)

Liquidity risk (continued)

		賬面金額 Carrying amount	未經折現的 合同現金流量 Contractual undiscounted cash flow	一年內或 按要求 Within 1 year or on demand	超過一年 More than 1 year
		港元 HK\$	港元 HK\$	港元 HK\$	港元 HK\$
於2023年3月31日	At 31st March 2023				
旅遊業從業人員 培訓資助計劃 的遞延政府撥 款資助	Deferred government grant to Training Subsidy Scheme for Practitioners of the Travel Industry	100,000,000	100,000,000	100,000,000	-
租賃負債	Lease liabilities	31,288,705	31,831,350	5,809,800	26,021,550
其他應付款及應 計項目	Other payables and accruals	14,866,744	14,866,744	9,373,446	5,493,298
		146,155,449	146,698,094	115,183,246	31,514,848
於2022年3月31日	At 31st March 2022				
租賃負債	Lease liabilities	35,464,864	36,178,650	5,359,800	30,818,850
其他應付款及應 計項目	Other payables and accruals	14,270,308	14,270,308	11,940,745	2,329,563
		49,735,172	50,448,958	17,300,545	33,148,413

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

11. 金融資產及負債 (續)

(c) 公允價值

於2023年3月31日及2022年3月31日所有金融資產及負債之價值與其公允價值並無重大差異。公允價值乃按照日後現金流量以現時利率折算現值而估計。

12. 資本管理

旅監局管理資本的目標為：

- (a) 保障旅監局持續經營的能力；及
- (b) 實現旅監局的目標。

11. Financial assets and liabilities (continued)

(c) Fair values

All financial assets and liabilities are carried at amounts not materially different from their fair values as at 31st March 2023 and 31st March 2022. The fair value is estimated as the present value of future cash flows, discounted at current market interest rate.

12. Capital management

The Authority's capital management objectives are:

- (a) to ensure the Authority's ability to continue as a going concern; and
- (b) to achieve the Authority's goals.

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至 2023 年 3 月 31 日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

13. 有關連人士交易

在年度內旅監局與關連人士所進行的日常營運交易如下：

13. Related party transactions

During the year the Authority undertook the following transactions with related parties in the normal course of its operation:

		2023	2022
		港元	港元
		HK\$	HK\$
主要管理人員的報酬	Remuneration for key management personnel		
短期員工福利	Short-term employee benefits	7,293,600	6,424,857
離職後福利	Post-employment benefits	1,094,040	963,728
		8,387,640	7,388,585

薪酬總額計入「員工成本」（見附註 4）。

Total remuneration is included in "staff costs" (see Note 4).

旅遊業監管局
財務報表附註

TRAVEL INDUSTRY AUTHORITY
NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

14. 融資活動所產生負債的對賬

下表詳列旅監局因融資活動產生負債的變動，包括現金及非現金變動。融資活動產生的負債為現金流量或未來現金流量將於旅監局的現金流量表內分類為融資活動之現金流量的負債。

14. Reconciliation of liabilities arising from financing activities

The table below details changes in the Authority's liabilities from financing activities, including both cash and non-cash changes. Liabilities arising from financing activities are liabilities for which cash flows were, or future cash flows will be, classified in the Authority's statement of cash flows as cash flows from financing activities.

		2023 港元 HK\$	2022 港元 HK\$
<u>租賃負債 (附註9)</u>	<u>Lease liabilities (Note 9)</u>		
年初結餘	Balance at beginning of the year	35,464,864	39,035,586
融資活動之現金流量變動：	Changes from financing cash flows:		
已付租賃租金之資本部分	Capital element of lease rentals paid	(5,377,328)	(3,529,951)
已付租賃租金之利息部分	Interest element of lease rentals paid	(215,847)	(266,574)
		29,871,689	35,239,061
其他變動：	Other changes:		
本年度確認之租賃負債	Recognition of lease liabilities during the year	1,201,860	-
租賃負債利息	Interest on lease liabilities	215,156	225,803
年末結餘	Balance at end of the year	31,288,705	35,464,864

旅遊業監管局 財務報表附註

TRAVEL INDUSTRY AUTHORITY NOTES TO THE FINANCIAL STATEMENTS

截至2023年3月31日止年度
FOR THE YEAR ENDED 31ST MARCH 2023

15. 已頒佈但於年內尚未生效 的香港財務報告準則

香港會計師公會已頒佈於本年度尚未生效且並未在本財務報表內採納的多項修訂及新準則，包括可能與旅監局相關的下列各項。

《香港會計準則》第1號及《香港財務報告準則》實務報告第2號之修訂本會計政策披露¹

《香港會計準則》第8號之修訂本會計估計的定義¹

《香港會計準則》第1號之修訂本負債分類為流動和非流動²

《香港財務報告準則》第16號之修訂本「售後租回之租賃負債」²

¹ 於2023年1月1日或之後開始之會計期間生效

² 於2024年1月1日或之後開始之會計期間生效

旅監局預期這些新訂及經修訂的香港財務報告準則及香港會計準則的應用不會對旅監局財務報表中確認的金額產生重大影響。

15. Hong Kong Financial Reporting Standards issued but not yet effective for the year

The HKICPA has issued a number of amendments and new standards which are not yet effective for the current accounting year and which have not been adopted in these financial statements. These include the following items which may be relevant to the Authority.

Amendments to HKAS 1 and HKFRS Practice Statement 2, Disclosure of Accounting Policies¹

Amendments to HKAS 8, Definition of Accounting Estimates¹

Amendments to HKAS 1, Classification of liabilities as current or non-current²

Amendments to HKFRS 16, Lease Liability in a Sale and Leaseback²

¹ Effective for annual periods beginning on or after 1st January 2023

² Effective for annual periods beginning on or after 1st January 2024

The Authority anticipates that the application of these new and revised HKFRSs and HKASs will not have a material effect on the amounts recognized in the Authority's financial statements.

旅遊業監管局 Travel Industry Authority

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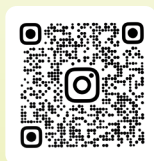
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