



## Tourism Industry Additional Support Scheme Guide to Application A

### Applicable to Travel Agents and Travel Agents' Staff

#### (I) Introduction

1.1 In respect of travel agents and travel agents' staff, the Tourism Industry Additional Support Scheme ("Scheme") aims to:

- (a) provide each of the licensed **travel agents** with a **one-off cash subsidy** based on the number of staff members<sup>1</sup> they have on 31 October 2020:
  - (i) for travel agents with **10 staff members or less: a flat rate of \$100,000 each;**
  - (ii) for travel agents with **11 staff members or more: directly proportional to the number of staff members they have, using a subsidy level per staff member (i.e. \$10,000) as the basis of calculation;** and

For travel agents which have successfully applied for subsidy under the Travel Agents and Practitioners Support Scheme of the second round of the Anti-epidemic Fund ("AEF 2.0") or the Tourism Industry Support Scheme under the third round of AEF ("AEF 3.0"), **the headcount to be used for calculating the cash subsidy under this Scheme will be the number approved under this Scheme, and in any case not more than that already approved under AEF 2.0/AEF 3.0;**

For travel agents which have **not** applied for subsidy under the Travel Agents and Practitioners Support Scheme of AEF 2.0 or the Tourism Industry Support Scheme of AEF 3.0, **the headcount to be used for calculating the cash subsidy under this Scheme will be the number approved under this Scheme, and in any case not more than the number of staff on 31 March 2020, to be vetted by the approving authority.**

- (b) provide each **travel agent's staff** a **one-off subsidy of \$15,000**. Each person can receive one subsidy at most under this Scheme.

1.2 This Guide to Application A is applicable to:

- (a) **travel agents** (please refer to paragraph 2.1 below); and

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<sup>1</sup> A travel agent's staff under this Scheme generally refer to the travel agent's employees (including full-time and part-time employees) covered by the Mandatory Provident Fund ("MPF") System. According to the Mandatory Provident Fund Schemes Ordinance (Cap. 485), employers must arrange employees aged 18 and below 65 to join MPF schemes and make regular mandatory contribution. Upon request, travel agents must provide any other relevant supporting document(s) as required by the Travel Agents Registry, including but not limited to wage records/cheque copies/payment records of their salaries, copies of contracts of employment/assignment letters, and work records, etc.

- (b) **travel agents' staff** (please refer to paragraph 2.2 below) **employed by eligible travel agents which have not applied for subsidy under the Travel Agents and Practitioners Support Scheme of AEF 2.0 or the Tourism Industry Support Scheme of AEF 3.0.** All applications must be submitted through the travel agents.
- 1.3 For **travel agents' staff** who **have received subsidy under the Tourism Industry Support Scheme of AEF 3.0** and are eligible under this Scheme, **no application is required.** The Government will send SMS notifications to them about the subsidy disbursement arrangement.
- 1.4 Relevant applications must be submitted to the Travel Agents Registry ("TAR") for approval **on or before 28 December 2020.** The Government reserves the final right to approve any application and to disburse any subsidy of any amount.

## **(II) Eligibility of Applicants**

- 2.1 **"Eligible travel agent"**: a travel agent holding a valid travel agent licence (issued under the Travel Agents Ordinance (Cap. 218)) on 14 February 2020 (the day on which the Government announced the establishment of the Travel Agents Subsidy Scheme under AEF) and when the subsidy under this Scheme is disbursed.
- 2.2 **"Eligible travel agent's staff"**: staff employed by an "eligible travel agent" on 31 March 2020.

## **(III) Application Procedures**

### *Application Period*

- 3.1 "Eligible travel agent" must submit the original of completed application form (the application forms can be downloaded from TAR's website (www.tar.gov.hk) or obtained from its office, or downloaded from the Tourism Commission's website (www.tourism.gov.hk)) and copies of the required documents to TAR by post or in person **on or before 28 December 2020.** Late submission will not be considered. The postmark date will be taken as the date of submission for those submitted by post. Applicants should consider using registered mail if they choose to submit the application by post.
- 3.2 Each "eligible travel agent" can only submit one application. Duplicate submission will not be processed.
- 3.3 TAR will acknowledge receipt of an application received by post through email according to the email address provided by the applicant in the application form. If the email address provided by the applicant is incorrect, TAR may not be able to issue acknowledgement of application to the applicant. Therefore, applicants should fill in the relevant information clearly and correctly.

Application Form and Documents

**A. Travel Agents**

**A1. For travel agents which have successfully applied for subsidy under the Travel Agents and Practitioners Support Scheme of AEF 2.0 or the Tourism Industry Support Scheme of AEF 3.0**

3.4 An application must contain the following form and documents<sup>2</sup>:

- (a) **the original of completed Application Form A1**, in which travel agents are required to indicate the number of their staff members on 31 October 2020;
- (b) **for travel agents with 11 staff members or more, a certification issued by the Mandatory Provident Fund (“MPF”) approved trustee showing the number of employees as at 31 October 2020 whose MPF accounts were set up on or before the same date** (i.e. cannot be backdated to that date or any earlier dates). In other words, employees with MPF accounts set up after 31 October 2020 will not be counted. **Travel agents with 10 staff members or less need not submit such certification**; and
- (c) in Application Form A1, in respect of subsidy collection, if the applicant:
  - (i) **chooses to use the method of collecting the subsidy under the Tourism Industry Support Scheme of AEF 3.0: no supporting document for the bank account is required; or**
  - (ii) **specifies another bank account for collecting the subsidy: a copy of the first page of the bank book or bank statement showing the name of the holder and account number.**

**A2. For travel agents which have NOT applied for subsidy under the Travel Agents and Practitioners Support Scheme of AEF 2.0 or the Tourism Industry Support Scheme of AEF 3.0**

3.5 An application must contain the following form and documents<sup>3</sup>:

- (a) **the original of completed Application Form A2**, in which travel agents are required to:
  - (i) indicate the number of their staff members on 31 October 2020;
  - (ii) provide a list of staff members on 31 March 2020; and
  - (iii) specify a bank account for subsidy collection;

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<sup>2</sup> Where necessary, TAR may require the applicant to submit supplementary supporting document(s) and information in respect of its application.

<sup>3</sup> Same as footnote (2).

- (b) **for travel agents with 11 staff members or more, a certification issued by the MPF approved trustee showing the number of employees as at 31 October 2020 whose MPF accounts were set up on or before the same date** (i.e. cannot be backdated to that date or any earlier dates). In other words, employees with MPF accounts set up after 31 October 2020 will not be counted. **Travel agents with 10 staff members or less need not submit such certification;**
- (c) **a copy of MPF contribution record covering each of the employees (issued by the MPF approved trustee) for March 2020** as the supporting document of the list of staff members in paragraph 3.5(a)(ii). The MPF accounts of the employees should have been set up no later than 15 June 2020, which is the cut-off date for the Travel Agents and Practitioners Subsidy Scheme of AEF 2.0; and
- (d) **a copy of the first page of the bank book or bank statement of the specified bank account showing the name of the holder and account number** for subsidy collection.

**B. Travel Agents' Staff (applicable to employees of eligible travel agents which have not applied for subsidy under the Travel Agents and Practitioners Support Scheme of AEF 2.0 or the Tourism Industry Support Scheme of AEF 3.0)**

3.6 For the application of a subsidy by “eligible travel agent’s staff” under this Scheme<sup>4</sup>, please provide:

- (a) **the original of Annex to Application Form A2 completed** by the staff member;
- (b) **a copy of the first page of the bank book or bank statement of the specified bank account showing the name of the holder and account number** for subsidy collection by the staff member; and
- (c) **a copy of the Hong Kong Identity Card** of the staff member.

*Disbursement of Subsidy*

3.7 The Government will notify the “eligible travel agent” and “eligible travel agent’s staff” by email or SMS of the approved subsidy, and arrange the subsidy to be deposited directly into the specified bank account.

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<sup>4</sup> A staff member can only submit one application via the travel agent being his/her employer according to Guide to Application A if he/she is the “eligible travel agent’s staff” of more than one travel agent at the same time.

**(IV) Other Important Notes**

- 4.1 The information provided in the application form and the attached document(s) (including supplementary document(s) and information (if any)) has to be true and correct. If the applicant knowingly or wilfully makes any false statement or withhold any information, or misleads the Government for the purpose of obtaining any subsidy under this Scheme, it may be liable to criminal prosecution. The Government will also cancel the approved subsidy and require full refund of the disbursed subsidy. All submitted forms and documents will not be returned.
- 4.2 The Government has no obligation to process the application or make any payment under this Scheme in respect of the applicant if:
- (a) any document(s)/information provided by the applicant under this Scheme is/are at any time found to be false, incomplete, inaccurate, incorrect or misleading; or
  - (b) the applicant is not eligible for this Scheme.
- 4.3 The beneficiary must notify the Government forthwith of any overpayment or any payment by mistake for whatever reason to it under this Scheme and refund the same to the Government. In this respect, the beneficiary authorises the bank to debit the bank account with such amount certified by the Government as overpayment or payment by mistake and indemnify the Government against any losses, damages, costs, charges and expenses which the Government may sustain or incur, which may include those as a result of delay in returning or failure to return such overpayment or payment by mistake.

**(V) Notes to Personal Information Involved in the Application**

*Purposes of Collection of Personal Data*

- 5.1 The Government and its agents will use the information provided by the applicant for this Scheme (including but not limited to the personal data of the applicant and its staff (if applicable)) for one or more of the following purposes and any directly related purposes:
- (a) to process applications and payment (if applicable) under this Scheme and, if required, to communicate with the applicant for matters relating to this Scheme;
  - (b) to administer this Scheme, including but not limited to effecting payment;
  - (c) statistical purposes but the statistics obtained will not be released or made available to a third party in a form that allows personal details of any individual being identifiable; and
  - (d) any other purposes as may be required, authorised or permitted by law.
- 5.2 The Government and its agents may require the applicant, the authorised person and/or staff of the applicant (if the applicant is a travel agent), and/or the travel agent being the employer of the applicant (if the applicant is a travel agent's staff member) to provide further document(s) and information to verify whether the document(s) and information provided by the applicant are true and correct.

- 5.3 Provision of information for the application is voluntary. If the applicant does not provide adequate and accurate data, the Government and its agents may not be able to process the application. Furthermore, the applicant must obtain the prescribed consent<sup>5</sup> of its staff before disclosing their personal data to the Government when submitting the application. Their personal data will be used by the Government and its agents for the purposes set out above and disclosed to relevant organisations/persons under the conditions listed in paragraph 5.4 below.

*Possible Transfer of Collected Data*

- 5.4 The data provided by the applicant may be disclosed to relevant bureaux and departments of the Government, their agents, law enforcement agencies, banks and other transferees and any other parties involved in the administration and operation of this Scheme to obtain and verify information for the purposes stated in paragraphs 5.1 and 5.2 above (including matching with the databases of the relevant bureaux and departments of the Government and relevant organisations for the purposes of application approval, assessment, review, monitoring and law enforcement).

*Access to Personal Data*

- 5.5 Except where there is an exemption provided under the Personal Data (Privacy) Ordinance (Cap. 486), the applicant has the right to request access to and correction of personal data when the data have not been erased.

**(VI) Enquiry**

- 6.1 For enquiries, please contact TAR:

Email:	tiass@cedb.gov.hk
Telephone:	2735 5600; 2735 5611
Address:	Room 4901, 49/F, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong

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<sup>5</sup> According to the Personal Data (Privacy) Ordinance (Cap. 486), prescribed consent means the express consent of the person given voluntarily, and such consent does not include any consent which has been withdrawn by notice in writing served on the person to whom the consent has been given (but without prejudice to so much of that act that has been done pursuant to the consent at any time before the notice is so served).