

Package Tour Accident Contingency Fund Scheme



What is the Package Tour Accident Contingency Fund Scheme (the Scheme)?

- The Scheme is provided for under the Travel Industry Compensation Fund (TICF). It offers financial relief to outbound travellers on package tours who are injured or killed in accident whilst touring abroad.
- An outbound traveller means a person who has paid to a travel agent at an inclusive price for an outbound travel service comprising any two or all of the following:
 - (i) carriage (by land, sea or air transport) from Hong Kong to places outside Hong Kong;
 - (ii) accommodation outside Hong Kong;
 - (iii) arrangements for an activity outside Hong Kong.
- Under this Scheme, outbound traveller or his personal representative (as appropriate) may receive, on successful application, the following ex gratia payment subject to the maximum amounts:
 - Medical expenses incurred in the place of accident outside Hong Kong up to HK\$100,000
 - Expenses incurred in the place of accident outside Hong Kong for funeral or return of dead body/ashes to Hong Kong up to HK\$40,000
 - Expenses for compassionate visit or handling of residual matters relating to the death by two relatives up to HK\$20,000 per relative

What does the Scheme not cover?

The Scheme does not cover:

- hospitalization arising from illness;
- death or injury sustained whilst engaged in an activity which is not provided or organized by the travel agent concerned; and
- individual stay-behind activities.

How to handle in the event of a tour accident

When there is a tour accident, you or your tour escort should

- take emergency measures as necessary to protect safety of travellers;
- seek advice from the Travel Industry Council of Hong Kong as necessary in matters such as passage and accommodation arrangement, crisis management, etc.;

- inform the following:

Travel Industry Council of Hong Kong on 2807 1199

Travel Agents Registry on 3151 7938
(during office hours) or
9022 0966
(outside office hours)

- make advance assistance in respect of the relevant expenses to the outbound travellers where circumstances warrant and make necessary arrangement for reimbursement by travellers after they have received ex gratia payment from the TICF;
- state clearly to outbound travellers that they may only claim three types of relevant expenses from the TICF subject to the maximum amounts;
- ascertain whether outbound travellers would seek compensation from their insurers or apply for ex gratia payment under the TICF;
- coordinate applications of the outbound travellers for ex gratia payment under the TICF; and
- collect and submit supplementary documents from the outbound travellers when necessary.

Points to note when confirming booking with outbound travellers

- make sure that your tour members' receipts for the outbound travel service are clearly franked to indicate levy payment equal to 0.3% of the outbound fare paid;
- advise your tour members to deposit the original receipt at home or with a relative and carry the photocopy on the tour;
- advise your tour members to take out their own insurance policy to better cover their own travel needs;
- maintain the name list of tour members for each tour group with information on their insurers and other particulars especially their contacts for emergency use; and
- instruct your tour escort to notify you of the details of the tour accident immediately.

Enquiries

TICF Management Board Secretariat
c/o Travel Agents Registry,
Rooms 5604-5, 56/F., Hopewell Centre,
183 Queen's Road East, Wanchai, Hong Kong.
(Tel: 3151 7945)
Travel Industry Council of Hong Kong
Rooms 1706-1709, Fortress Tower, 250 King's Road,
North Point, Hong Kong
(Tel: 2807 1199)