

## Measures for National Day Golden Week

### (1) Arrangements for immigration clearance at Boundary Control Points (BCPs)

- ✧ Immigration Department (ImmD) will deploy 360 additional staff to various Boundary Control Points (BCP) to ensure smooth passenger flow.
- ✧ A Joint Command Centre (manned by ImmD, Police, and Custom & Excise Department) will be activated from 28 September to 7 October to monitor the visitor flow at land BCPs and to take prompt action if necessary.

### (2) Arrangements for tourism facilities

#### **(a) Transportation**

##### Cross Boundary Coach Service

- ✧ 250, 40 and 60 ad hoc coach quotas will be issued for Lok Ma Chau (LMC), Man Kam To (MKT) and Sha Tau Kok (STK) respectively from 29 September to 8 October. This will raise the carrying capacity at LMC by at least 37%, at MKT by 43% and at STK by 63% compared with normal days.

##### LMC-Huanggang Shuttle Buses (Yellow Bus)

- ✧ The Yellow Bus operator will deploy 26 buses (compared to 18 to 22 buses on normal days) during the Golden Week holidays to meet the increased demand. With the additional bus deployment, the carrying capacity will be raised by 13% from about 2 400 to 2 700 passengers per hour per direction over the normal peak period.

##### Other transportation arrangements

- ✧ TD will activate, if necessary, its round-the-clock Emergency Transport Coordination Centre to liaise with the relevant departments and take

necessary actions, such as broadcasting messages to the public, to deal with emergencies.

### **(b) Hotel Accommodation**

- ✧ Travel Industry Council of Hong Kong (TIC) has reminded the travel agents to ensure that group tours only set off after hotel accommodation had been confirmed.
- ✧ TIC, Federation of Hong Kong Hotel Owners (FHKHO) and Hong Kong Hotels Association (HKHA) will follow closely the established Good Business Practice which lays down key principles governing the early release of information by hotel on room charges, availability and allocation, cancellation policy, as well as deposit arrangements. The three industry organizations will also tackle hotel room allocation problems to ensure appropriate accommodation arrangement for visitors.
- ✧ In view of the increasing number of individual visitors coming to Hong Kong, HAD has recently launched a publicity campaign to promote patronization of licensed guesthouses, including broadcast of TV and radio APIs in Hong Kong and Guangdong province and displaying posters and banners at BCPs and areas with more unlicensed guesthouses (such as Sham Shui Po, Yau Tsim Mong and Tsuen Wan).

### **(c) Coordination with travel agents**

- ✧ Tour groups are requested by ImmD to cross the boundary through Lo Wu BCP between 30 September and 2 October, with a view to alleviate the burden at LMC BCP. TIC has issued notices to the travel agents to seek their cooperation.
- ✧ TIC has reminded travel agents to receive tour groups at BCPs on time to ensure smooth visitor flow.

#### **(d) Crowd Control**

- ✧ The trade has been requested to coordinate timing of visits by tour groups to popular spots in order to avoid bunching and congestion.
- ✧ Police will step up patrol in the tourist areas to maintain law and order.

#### **(3) Information Dissemination**

- ✧ Between 29 Sep and 8 Oct, ImmD will upload daily arrival statistics on their website. Such information will also be hyperlinked to the Hong Kong Tourism Board's (HKTB) homepage [www.discoverhongkong.com](http://www.discoverhongkong.com) and a joint website with Mainland and Macau tourism authorities [www.visitgd.com](http://www.visitgd.com) for visitors' reference.
- ✧ Starting from 23 Sep, HKHA will upload the forecast occupancy rate for the Golden Week onto its homepage [www.hkha.org](http://www.hkha.org) for visitors' reference. Such information will also be hyperlinked to the HKTB's homepage.

#### **(4) Visitors' information service**

- ✧ Between 30 Sep and 3 Oct, the operating hours of customer service hotline of TIC will be extended to 9 pm.
- ✧ The operating hours of customer service hotline of HKTB and its customer services counter at Lo Wu will be extended to 9 pm from 30 Sep to 10 Oct.
- ✧ HKTB's information leaflets on shopping and dining tips, with information about upcoming events and enhanced Quality Tourism Service (QTS) Scheme will be prepared. Between 30 Sep and 10 Oct, additional HKTB staff will be deployed to distribute leaflets in various entry ports –
  - Hong Kong International Airport
  - Lo Wu

- LMC
- China Ferry Terminal
- Macau Ferry Terminal
- Hung Hom

#### **(5) Consumer Protection**

- ✧ TIC has reminded its members of the “100% Refund” Policy and will follow up the complaints against unsatisfactory services by travel agents.
- ✧ Tour guides are responsible for reminding visitors on the “100% Refund” Policy before bringing them to shop at their designated retailers.
- ✧ HKTB will step up promotion of the QTS Scheme at entry ports and key tourists areas.
- ✧ Police will step up patrol at tourist shopping areas and render assistance to the visitors if necessary.
- ✧ Visitors joining local tours organised by licensed travel agents will be offered assistance and followed up by TIC if there is any problem.

#### **(6) Coordination with Guangdong Province**

- ✧ A meeting on “Arrangement for Festival Visitors” between Border Commanders (Police, C&ED, ImmD) and their Mainland counterparts was held in mid September to discuss and examine the problems of passenger flows at BCPs during the National Day Golden Week holidays.
- ✧ We have maintained close liaison with Guangdong Provincial Tourism Administration and will continue to facilitate each other in respect of immigration clearance, resources management, dissemination of consumer protection information and travel tips, etc.

## **(7) Protection of visitors' health**

- ✧ To prevent re-surgence of SARS and other infectious diseases in Hong Kong, the Department of Health has maintained the temperature screening measures for in-bound travelers at all immigration control points and disseminate health advice to visitors and the travel trade.

**Tourism Commission  
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