

Measures for Labour Day Golden Week

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

- ✧ Immigration Department (ImmD) will deploy 209 additional staff to various Boundary Control Points (BCP) to ensure smooth passenger flow.
- ✧ A Joint Command Centre (manned by ImmD, Police, and Customs & Excise Department) will be activated from April 30 and May 9 to monitor the visitor flow at land BCPs and to take prompt action if necessary.

(2) Arrangement of 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 April 29 and May 8. This will raise the carrying capacity at LMC by 29%, 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.

Cross-boundary ferry services

- ✧ Marine Department has already approved a total of 1 787 berthings at Macau Ferry Terminal and China Ferry Terminal during the Golden Week, representing a daily average of 255 berthings as compared with 189 berthings on a normal day. The two terminals can each accommodate 2-3

and 5-7 additional berthings per hour during peak hours and non-peak hours respectively. There will be crowd control by CAS on selected days.

- ✧ Cross boundary transit ferries will run about 30 times a day (carrying about 7 000 passengers), from Shenzhen Fuyong, Shekou, Dongguan and Lianhuashan to Chek Lap Kok Airport. This can assist the diversion of some transit passengers from Lok Ma Chau.

KCRC East Rail

- ✧ KCRC East Rail currently operates 12 trains to Lo Wu per hour which carry a maximum of 45 000 passengers. KCRC will increase the frequency of Lo Wu service to a maximum of 14 trains per hour per direction during the Golden Week if necessary, increasing the handling capacity to 52 500.

Inter-city through train

- ✧ KCRC currently operates 12 pairs of Through Trains to and from Guangzhou daily with a maximum carrying capacity of 13 458 passengers per day. KCRC will provide the same level of intercity through train service during the Golden Week.

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 organisations will also tackle hotel room allocation problems to ensure appropriate accommodation arrangement for visitors.

(c) Coordination with travel agents

- ✧ Tour groups are requested by ImmD to cross the boundary through Lo Wu BCP from April 30 to May 2 and from May 7 to 8, with a view to alleviating 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 amongst themselves in order to avoid bunching group tours at popular tourist spots.
- ✧ Police will step up patrol in the tourist areas to maintain law and order.

(3) Information Dissemination

- ✧ Between April 30 and May 9, ImmD will upload daily arrival statistics on their website. Such information will also be hyperlinked to the Hong Kong Tourism Board's (HKTB) homepage <discoverhongkong.com> and a joint website with Mainland and Macau tourism authorities <visitgd.com> for visitors' reference.
- ✧ Starting from April 25, HKHA will upload the forecast occupancy rate for the Golden Week onto its homepage <www.hkha.org> for visitors' reference. Such information will also be hyperlinked to the HKTB's homepage.

(4) Visitors' information service

- ✧ Between April 30 and May 5, the operating hours of customer service hotline of TIC will be extended to 9 pm.
- ✧ The operating hours of visitor service hotline of HKTB will be extended to 9 pm between April 30 and May 4.
- ✧ HKTB's information leaflets on shopping and dining tips and Quality Tourism Service (QTS) Scheme will be prepared. Between April 30 and May 4, additional HKTB staff will be deployed to distribute leaflets at the following entry ports –
 - ❑ Hong Kong International Airport: 10 am to 11pm
 - ❑ Lo Wu: 8am to 9pm
 - ❑ LMC: 8am to 6pm
 - ❑ China Ferry Terminal: 10am to 6pm
 - ❑ Macau Ferry Terminal: 10am to 6pm
 - ❑ Hung Hom Train Station: 10am to 6pm.

(5) Consumer Protection

- ✧ TIC has reminded its members of the “100% Refund” pledges and will implement a demerit system from 25 April to handle those registered shops which are in breach of the “100% Refund” pledges. This new system aims to enhance the protection of visitors' interests. TIC will also 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 Quality Tourism Services 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) Protection of visitors' health

- ✧ To prevent the importation 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.

(7) Coordination with Guangdong Province

- ✧ A meeting on “Arrangement for Festival Visitors” between Border Commanders (Police, C&ED, ImmD) and their Mainland counterparts was held on April 15 to discuss and examine the problems of passenger flows at BCPs during the Golden Week holidays.
- ✧ The Tourism Committee maintains 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.

Tourism Commission

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