

Measures for Chinese New Year Golden Week 2006

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

- ✧ Immigration Department (ImmD) will deploy 77 additional staff to various Boundary Control Points (BCP) to ensure smooth passenger flow.
- ✧ A Joint Command Centre (manned by ImmD, Police, and C&ED) will be activated between January 20 and February 7 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

- ✧ 280, 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 between January 24 and February 7.
- ✧ This will raise the daily carrying capacity at LMC by 25%, at MKT by 25% and at STK by 35% compared with normal weekends. Some of the ad-hoc quotas will be issued for the Disneyland cross-boundary coach services.

LMC-Huanggang Shuttle Buses (Yellow Bus)

- ✧ The Yellow Bus operator will deploy 28 buses during the Golden Week holidays to meet the increased demand (compared to 18 to 22 buses on normal days).

Cross-boundary ferry services

- ✧ There will be about 2 000 berthings at Macau Ferry Terminal and China Ferry Terminal during the period from January 28 to February 5,

representing a daily average of 215 berthings as compared with 201 berthings on a normal day. The two terminals can each accommodate 2-3 and 6-8 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 57 times a day (carrying about 4 000 passengers), to and from Shenzhen Shekou, Shenzhen Fuyong, Dongguan and Zhongshan via the Hong Kong International 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 13 456 passengers per day. KCRC will provide the same level of intercity through train service during the Golden Week.

Other arrangements

- ✧ TD's round-the-clock Emergency Transport Coordination Centre will monitor both the traffic and transport arrangements at both the boundary crossings and at the Disneyland, and to keep close liaison with all relevant departments and public transport operators. Appropriate actions will be taken when necessary 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.

(c) Coordination with travel agents

- ✧ Tour groups are requested by ImmD to cross the boundary through Lo Wu BCP between January 28 and February 3, 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 January 27 and February 5, 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 January 23, HKHA has uploaded 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 January 28 and February 2, 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 January 28 and February 2, and the service will be further extended to 10pm on January 29.
- ✧ Additional HKTB staff will be deployed to distribute "Discover Hong Kong Year – Chinese New Year Welcome Bag" at various entry ports –

Between January 27 and February 4

- ❑ Hong Kong International Airport : 10 am to 8 pm
- ❑ Lo Wu : 9 am to 7pm

Between January 29 and February 4

- ❑ Lok Ma Chau : 8 am to 6pm
- ❑ China Ferry Terminal : 10 am to 6pm
- ❑ Macau Ferry Terminal : 10am to 6pm
- ❑ Hung Hom Train Station: 10am to 6pm.

HKTB will also deploy staff that dress up as "God of Wealth" to greet visitors at various entry ports during the Chinese New Year.

(5) Consumer Protection

- ✧ TIC has reminded its members of the "100% Refund" pledges and will strictly enforce the Demerit Point System to handle those registered shops which are in breach of the "100% Refund" pledges. TIC will

also follow up the complaints against unsatisfactory services by travel agents.

- ✧ Tour guides are responsible for reminding visitors on the “100% Refund” pledges 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 tourist 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

- ✧ The Department of Health will maintain the temperature screening measures for inbound travelers at all immigration control points and will keep in close liaison with the travel trade on health information and updates.

(7) Coordination with Guangdong Province

- ✧ Meetings on “Arrangement for Festival Visitors” between Border Commanders (Police, C&ED, ImmD) and their Mainland counterparts was held on 11 January to discuss and examine the problems of passenger flows at BCPs during 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.

Tourism Commission
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