



john kwok

19/07/2011 18:51

To tourism\_review@cedb.gov.hk

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Subject Consultation Paper on the Operation and the Regulation of the Tourism Sector from the Trade and the Public.

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To officer-in-charge,

I just returned yesterday to Hong Kong from a tour to Beijing operated by \_\_\_\_\_, a company owned by \_\_\_\_\_ and just missed the deadline for submission. Despite \_\_\_\_\_ is a registered travel agent, the local guide there provided a lot of false information about shops included in the itinerary, their services and products causing me a lot of money spent in buying deceitful products. This reflects not just the inbound but also out-bound travel and irrespective of companies sizes have major problems in their operations causing financial losses to citizens and tourists and damaging the image of Hong Kong as a global tourism hub.

In view of the above, I opine that only option 3 i.e to establish an independent statutory body to regulate travel agents, tourist guides and tour escorts and option 4 to have a government department to take over the overall tourism regulation from the Travel Industry Council of Hong Kong can enhance the travel industry of Hong Kong. Self-regulation by TIC is not effective and not transparent and will unlikely to have good results.

With regards  
John KWOK