

## Mission

To coordinate, promote and enhance the common objective and interests of IATA approved passenger agents in Hong Kong.

## 宗旨

協調、推廣及提升共同目標，致力為香港IATA認可旅行社爭取及維護應有權益。

# 2018夏 Summer

## Latest Update 最新動向

### APJC Meeting – Three proposals submission to IATA

With the effort of SIPA, three proposals were approved in the APJC meeting on 16th July 2018:

1. Industry Trust Fund (ITF) would be discontinued when Hong Kong would be migrated to New Gen ISS in the first quarter of 2019.
2. The agent in Hong Kong and Macau has the lead time of 30 days for bank guarantee submission to IATA which will be extended to 40 days.
3. Adoption of new Local Financial Criteria (LFC) lifts airlines for the imposition of bilateral bank guarantee and ticket capping on IATA agents.

In October 2018, the proposals will be submitted by APJC to IATA headquarter for approval.

Regarding the new LFC, it will create a favorable module so that the airlines may lift the imposition of bilateral bank guarantees and ticket capping on IATA agents. The proposed LFC provides financial security coverage of 50%, 80% and 100% depending on the financial healthiness of the travel agent. Please refer to the table:

Points 分數	Percentage 百分比	Amount 總額
Below 85 points 低於85分	100%	Over HK\$50,000
85-174 points 85至174分	80%	超過 HK\$50,000
More than 174 points 多於174分	50%	HK\$50,000

新的當地財務標準(LFC)可以解除航空公司對國際航空運輸協會(IATA)成員的雙邊銀行擔保及票源上限，此提案提供50%，80%和100%的財務安全保障，具體取決於旅行社的財務健康狀況。詳情請參考圖表：

### 代理人計劃聯會會議 – 三個提案提交予國際航空運輸協會

經過國際航空協會審訂旅行社商會的努力，有三個提案成功於二零一八年七月十六日的代理人計劃聯會會議上通過。

1. 香港將於二零一九年第一季採用新一代結算系統(New Gen ISS)，屆時旅遊業信託基金(ITF)將會停用。
2. 香港及澳門旅行社將提交財務擔保予國際航空運輸協會的期限由原有三十天延長至四十天。
3. 新的當地財務標準(LFC)能解除航空公司對國際航空運輸協會代理商的雙邊銀行擔保和票源上限。

今年十月，這些提案將由代理人計劃聯會提交予國際航空運輸協會作審批。

## Action Travel's Compensation Issue - Letter to Travel Industry Council

After Action Travel's liquidation in March, Travel Industry Compensation Fund Management Board (TICFMB) announced that the consumer who is holding a receipt without levy stamp can get the compensation. SIPA think that the action is improper and there is no example before this case.

Therefore, on behalf of the travel industry, SIPA sent a letter to TIC and asked for an explanation, claiming that it broke the regulation of levy charge which has run over twenty years. If the case was approved, the similar cases will happen continually in the future. Meanwhile, the funding source of TICFMB paid by the travel agencies cumulatively. It reflects that the travel agencies have to afford the compensation instead of Action Travel.

On 15th June 2018, the committees of SIPA and Travel Industry Compensation Fund Management Board (TICFMB) had a meeting to discuss the refund issue of Action Travel. Eventually, TICFMB insisted to pay for the customer who is keeping the receipt without levy stamp. SIPA will keep discussing with TIC for this case.



### 柏茵旅遊賠償事件 – 去信旅遊業議會

柏茵旅遊於今年三月倒閉後，旅遊業賠償基金管理委員會宣佈顧客手持沒有蓋上印花的收據亦能得到賠償。SIPA認為此舉並不恰當而且未有先例。

有見及此，SIPA代表業界去信要求旅遊業議會解釋做法，表明此舉令二十多年來行之有效的印花徵費法規受到打擊，若此先例一開，恐防同類型事件將會接踵而來。同時，賠償基金來源均由旅行社累積支付而來，這意味著守法的旅行社需代柏茵旅遊負擔賠償。

二零一八年六月十五日，數名本會的代表委員與旅遊業賠償基金管理委員會就柏茵旅遊賠償事件開會討論。最終旅遊業賠償基金管理委員會堅持賠償予手持未有蓋上印花收據的顧客。本會將繼續與旅遊業議會討論柏茵旅遊事件。

## Latest Information 最新資訊

Airlines	航空公司	Airline Code	Churning Policy	Allowance
Aeroflot	俄羅斯航空	SU	Y	N/A
Air China	中國國際航空公司	CA	Y	3 times
Air France	法國航空	AF	Y	N/A
Air India	印度航空	AI	Y	5 times
Air Macau	澳門航空	NX	Y	N/A
Airberlin	柏林航空	AB	Y	10 times
All Nippon Airways	全日本空輸	NH	Y	N/A
Cathay Pacific	國泰航空	CX	N	N/A
EgyptAir	埃及航空	MS	Y	1 time
Emirates	阿聯酋航空	EK	Y	N/A
Ethiopian Airlines	衣索比亞航空	ET	Y	N/A
Etihad Airways	阿提哈德航空	EY	Y	N/A
Finnair	芬蘭航空	AY	Y	N/A
Hainan Airlines	海南航空	HU	Y	N/A
Hong Kong Airlines	香港航空	HX	Y	N/A
Japan Airlines	日本航空	JL	Y	N/A
Jet Airways	印度捷達航空	9W	Y	3 times
Kenya Airways	肯亞航空	KQ	Y	4 times
Korean Air	大韓航空	KE	Y	N/A
Lufthansa/ SWISS/ Austrian Airlines	漢莎航空/瑞士國際航空/奧地利航空	LH / LX / OS	Y	9 times
Qantas Airways	澳洲航空	QR	N	N/A
Qatar Airways	卡達航空	QR	Y	3 times
Royal Jordanian	卡達航空	RJ	Y	N/A
Saudi Arabia Airlines	沙烏地阿拉伯航空	SV	Y	N/A
Siberia Airlines	西伯利亞航空	S7	Y	2 times
Singapore Airline	新加坡航空	SQ	Y	5 times
SriLankan Airlines	斯里蘭卡航空	UL	Y	7 times
TAP Air Portugal	TAP葡萄牙航空	TP	Y	N/A
Turkish Airlines	土耳其航空	TK	Y	N/A
Virgin Australia Airlines	維珍澳洲航空	VA	Y	3 times

### Airline Policy - Churning Fee (Cancel and Rebook)

Most of the airlines mentioned the Churning fee in their booking policy. Please refer to the table. SIPA disagree with the policy and we will discuss with individual airlines.

**航空公司條例 - 同一訂位紀錄取消及重複訂座**  
大部分航空公司的購票條款中都有提及同一訂位紀錄取消及重複訂座的罰款和寬免次數，詳情請參考圖表。SIPA並不認同部分航空公司的條例，我們會繼續與航空公司討論。



**If the travel agents receive any ADMs regarding Churning, please feel free to liaise with SIPA!**

若旅行社收到關於同一訂位紀錄取消及重複訂座的罰款通知單，歡迎聯絡SIPA!

### Airline - Credit Card Policy

Recently, some of the airlines have launched the credit card policy, it stated that the airlines do not accept credit cards which are in the names of agents or their payment suppliers for ticketing payment. Please refer to the table.

### 航空公司 – 信用卡政策

最近，部分航空公司公布信用卡政策，表明不接受以旅行代理商或供應商名義的信用卡作票務付款。請參照圖表。

Airlines	航空公司
All Nippon Airways	全日本空輸
British Airways	英國航空
Cathay Pacific	國泰航空
Japan Airlines	日本航空
Jet Airways	印度捷達航空
Korean Air	大韓航空
Lufthansa Group	德國漢莎航空集團
Qatar Airways	卡達航空
Vietnam Airlines	越南航空
Virgin Australia Airlines	維珍澳洲航空

## Members Activates 會員活動

### Membership Renewal

SIPA is honored to announce that there are 107 members have renewed its membership. Thank you for your support over the years, we will continue to fulfill our mission and maintain a close connection with the members.

### 會員續會

SIPA非常榮幸地宣佈有107名會員成功續會。多謝大家多年來的支持，SIPA會繼續履行使命及與會員保持緊密的聯繫。



### Familiarization Tour, Osaka Japan

Our members traveled to Osaka, Japan on a five-day familiarization trip from 16 to 20 April 2018, to understand the latest development of Osaka Tourism and visited the attractions of Kyoto, Wakayama, Nara and Osaka.

### 交流團 – 日本大阪

SIPA於2018年4月16-20日赴日本大阪考察五天，以了解當地旅遊業發展趨勢及進行業內交流。是次行程豐富，分別遊覽了京都、和歌山、奈良及大阪的著名景點。

## The 28th Annual General Meeting & Seminar

The 28th Annual General Meeting of SIPA was held at Hyatt Regency Hong Kong on 26 March 2018. It was grateful to see our members actively participated in the meeting.

After the general meeting, Larry, Sunil and Tommy hosted a seminar for members, to explain the latest industry news and future trends. Finally, we sincerely thank all members for the support and hope that we will unite and work hard for the future development of the tourism industry!



### 第二十八屆會員周年大會及講座

SIPA第二十八屆會員周年大會於2018年3月26日在香港尖沙咀凱悅酒店舉行。很高興各SIPA會員均踴躍參與大會事項。

周年大會後，Larry, Sunil和Tommy隨即主持了一個講座，向會員講解一些行業最新資訊及未來動向。最後，我們衷心感謝各會員的支持，亦冀望同業們能團結一致，為旅遊業未來發展努力！

### Seminar – PCI DSS Seminar

The seminar was held in TIC Conference Room on 11 January 2018. This seminar is jointly organized by Travelport and invited Ms. Lara Slater who is an expert from its UK Headquarter's product team to introduce PCI DSS wizard tool, which can help IATA's agents easily to understand the requirements and to comply with the standard. In the meantime, with the assistance of SIPA, most of the IATA agents passed the certification.

### 講座 - 付款卡行業數據安全標準 (PCI DSS)

講座於2018年1月11日在旅遊業議會會議室舉行。是次講座與Travelport合辦，它特意邀請了來自英國總部的產品團隊專家Lara Slater小姐為會員詳細介紹PCI DSS向導工具，這能幫助同業輕易達到有關標準的要求。同時，在本會的協助下，大部分旅行社代理商已經成功通過驗證。



### ADM & BSP Problems? 受ADM及BSP問題困擾?

Do you have any ADM & BSP problems? You must dispute an unjustified ADM in 15 days which will be settled by the Airline within 60 days of receipt. SIPA can advise and assist you. 如有任何ADM或BSP問題，必需在15天內提呈，航空公司會在60天內處理。SIPA可提供協助及建議。

### Claims with Airlines and GDS? 向航空公司或GDS提出訴求?

Do you have a claim with airlines and GDS but without a right channel? SIPA can advise and assist you. 有訴求需要向航空公司或GDS提出而沒有途徑/方法? SIPA可提供協助及建議。



### Membership Helps 會籍幫到你

Not yet a SIPA member? Want to unite with all other IATA Agents to share the best practices & support SIPA to fight on your behalf? Please come and join us. (Email: info@sipa.org.hk) 尚未加入成為SIPA會員?想聯合其他同業分享最好的常規做法，及支持SIPA為你爭取應有權益? 我們誠意邀請你加入。(Email: info@sipa.org.hk)