SIPA News 動態

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Society of IATA Passenger Agents Limited 國際航空協會審訂旅行社商會有限公司

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

宗旨
致力為香港IATA認可的旅行社，以協商、推廣及提升業界的權益為目標。

2020 夏 Summer

Latest Update 最新動向

NewGen ISS

The migration of settlement system to the New Generation IATA Settlement System (NewGen ISS) was completed in August 2020. In accordance with the provisions of IATA Resolution 812 Section 2.11.1, a BSP airline may not request a separate, independent and mutually exclusive Financial Security arrangement from the agents thereafter. SIPA, together with IATA, have successfully convinced several doubtful airlines to recognize the NewGenISS and not to demand any Bilateral Bank Guarantee (BBG) from IATA accredited agents in Hong Kong. Should members encounter demand for BBG from BSP airlines, please contact us at 2869 8601.

新一代結算系統 (NewGen ISS)

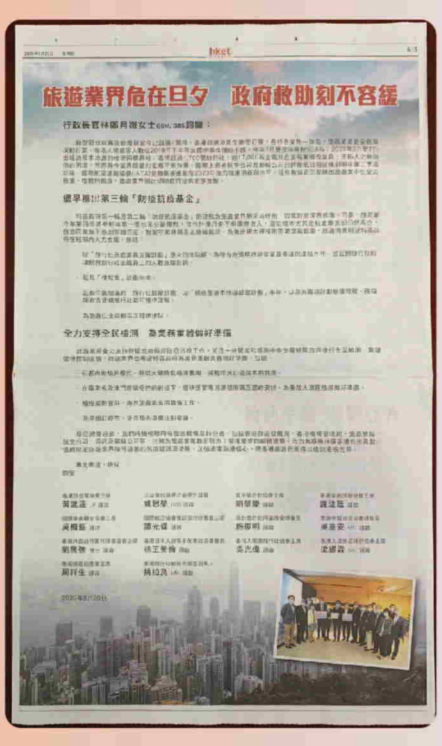
旅行社代理商轉用 IATA的新一代結算系統已於二零二零年八月完成。根據國際航空協會（香港）第812號決議第2.11.1 條，使用 BSP 結算的航空公司不應向旅行社代理商要求任何形式或額外的財務保證。早前仍有幾家航空公司對NewGen ISS 抱有疑慮，經SIPA聯同 IATA 的解釋，成功說服他們接受NewGen ISS 為認可的結算安排，以及不會要求本港IATA認可的旅行社代理商提供BBG，若會員遇到使用 BSP 的航空公司要求提供 BBG，請致電本會 2869 8601。

The HKSAR Government's Relief Plan

Since the spark of COVID-19, SIPA has been working closely with the Hon. Mr. Yiu Si Wing, 7 Trade Associations and TIC to submit our requests for Government's relief plan to support the tourism industry. The second round of relief scheme for our industry and staff would be ready for disbursement from mid-August to September 2020. Given the global resurgence of COVID-19 infected cases and the uncertainty of when a vaccine can be ready, we feel the dire need of another round of relief plan. Coordinated by Mr. Yiu Si Wing, SIPA Chairman, other Trade Associations and TIC have again met the Secretary for Commerce and Economic Development Edward Yau on August 14 to submit our proposal for the third round of relief measures from the Anti-Epidemic Fund. On August 20, a joint-letter by the said parties was sent to Chief Executive Carrie Lam to salvage the tourism industry. The letter was also published in Sing Tao Daily and Hong Kong Economic Times on August 20 to draw public awareness and to call for the SAR Government's immediate attention and assistance.

特區政府防疫抗疫措施

新冠狀肺炎自本年初爆發至今，SIPA與姚思榮議員、七大商會，以及香港旅遊業議會一直緊密合作，向香港特區政府提出不同建議支援旅遊業，並於七月份促請政府加碼為業界推出紓困計劃。第二輪的紓困資助已準備就緒，於八月中至九月份分別發放津貼予業界和不同崗位的同事。惟各地染病數字仍然持續，有效疫苗尚未面世，旅遊行業難以復甦，業界極其需要政府提供第三輪紓困措施。因此，我們聯袂於八月十四日約見商務及經濟發展局局長邱騰華先生及提交我們的提案，並於八月二十日發出聯署信予行政長官林鄭月娥女士，聯署信亦同日於「星島日報」及「經濟日報」刊登，期望政府能儘快從抗疫防疫基金撥款推出第三輪紓困措施，挽救旅遊行業。



旅遊業界危在旦夕　政府救助刻不容緩

Ticket Refunds for Flights Cancellations

The COVID-19 coronavirus outbreak which started to plague the world by end-January has seen many countries impose travel restrictions on foreign visitors. As a result, passenger traffic has plummeted and large numbers of flights were cancelled, hence resulting in a surge of requests for tickets refunds. SIPA has been in talks with the Transport and Housing Bureau, the Commerce and Economic Development Bureau, IATA (Hong Kong), the TICHK, the Tourism Commission, Consumer Council and the Legislative Councillor Hon. Mr. Yiu Si Wing regarding certain airlines' practices of offering Electronic Miscellaneous Document (EMD) to passengers, instead of making ticket refunds. We will continue to follow up the refund option with the parties concerned.

航班取消的退款安排

於去年底出現的新型冠狀肺炎自本年一月杪肆虐全球，各國對入境旅客採取的限制措施，令旅遊意欲下跌，以至飛機航班數目銳減及退票潮湧現。因應一些航空公司只提供電子雜項收費劵（EMD）作為取消航班的機票退款安排，SIPA一直與運輸及房屋局、商務及經濟局、國際航空協會（香港）、消費者委員會、香港旅遊業議會、旅遊事務署，以及旅遊界立法會議員姚思榮商討，並繼續與有關機構及政府部門跟進，爭取退款安排。

Latest Information 最新資訊

Passengers Fuel Surcharges (PFS)

Records from the 4th quarter of 2019 revealed that the international crude oil prices have continued to slide. In March this year, SIPA has requested the Transportation and Housing Bureau and the Civil Aviation Department to step in to ask airlines to lower or cancel the levy of PFS. By now most of the airlines have lifted the levy.

客運燃油附加費（PFS）

國際燃油價格自去年第四季持續下跌，SIPA於本年三月要求運輸及房屋局及民航署介入，向航空公司提出調低或取消徵收燃油附加費（PFS）之要求，多家航空公司已暫停徵收PFS。

Distribution of Airlines Contents in GDS

In early January 2020, Air India told that its distribution agreement with Sabre has ended on December 31, 2019, hence its inventory was no longer available to Sabre-connected travel agencies effective January 3.

According to LH Group's eXperts Sales Notices dated May 13, 2020 and June 10, 2020, their distribution agreement with Sabre was to end on June 30, 2020. The contents of the LH Group (LHG) airlines, i.e. Austrian Airlines, Lufthansa, SWISS and Brussels Airlines, would exit from Sabre and Abacus after June 30. Despite the announcement, these airlines contents remain in the systems currently. We have asked Sabre to provide our members with some assurances that the contents of the LHG airlines will still be available in the foreseeable future since these airlines have had a significant presence in the market. We hope that both the LHG and Sabre will find common ground to renew the distribution agreement soon.

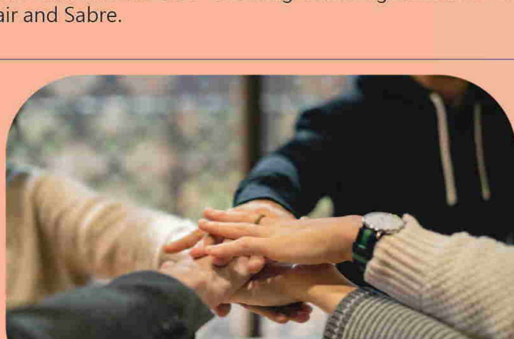
June 16, 2020 – Finnair announced that its content was resumed in Sabre and Abacus GDS following a new agreement between Finnair and Sabre.

全球航班分銷資訊發放

印度航空本年初宣佈，他們與Sabre的全球分銷合約已於二零一九年十二月卅一日屆滿。由二零二零年一月三日起，其航班資料不再在Sabre和Abacus系統內出現。

另外，根據德國漢莎航空集團 (LHG) eXperts分別於本年五月十三日及六月十日向各旅行社代理商發出的通知書，LHG與Sabre的全球分銷協議於二零二零年六月卅日終止，此後，漢莎航空、奧地利航空、瑞士航空，和布魯塞爾航空的航班銷售資料不再上載到Sabre及Abacus GDS。然而，此等資料目前仍然可於Sabre及Abacus的系統上讀取。由於LHG旗下的航班在香港之載客量顯著，希望雙方可早日達成協商，好讓會員在可預見的將來繼續透過 Sabre及Abacus GDS 取得這四家公司的航班銷售安排。

芬蘭航空於本年六月十六日通知業界，其航班資料已於Sabre和Abacus的全球分銷系統中恢復上載。



Free access to Travelport Worldspan Platform

SIPA is delighted to announce that Travelport Worldspan has agreed to provide free access exclusively for SIPA members without having to make any commitments or risk to any segment targets etc. This is a SIPA initiative to further support our members during these difficult times.

免費使用Travelport Worldspan

經本會和Travelport商議後，Travelport Worldspan 樂意讓SIPA會員免費使用其Worldspan系統，這是特定為本會會員安排，且不附帶任何義務或銷售約束。此舉旨在為會員於困難時提供支援。

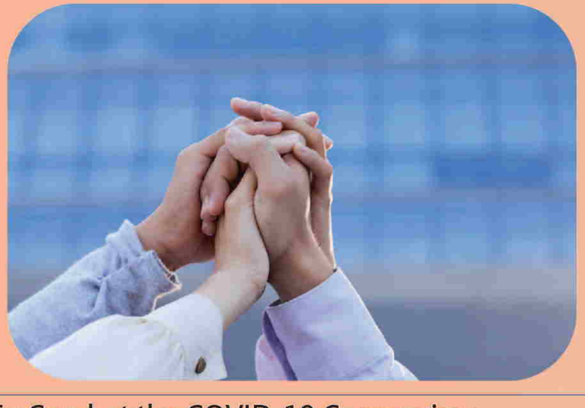
Members Activities 會員活動

The 30th Annual General Meeting and Luncheon

The 30th Annual General Meeting was held safely and successfully at Hyatt Regency Hong Kong Tsim Sha Tsui on May 19, 2020 in compliance with the Social Distancing rules for COVID-19 on company meetings. The Committee members including the Chairman, Vice-Chairman and Honorary Treasurer have reported the work and achievements of SIPA in the year of 2019/2020. They have also updated members on the progress of EMD versus refunds to passengers' issues in wake of complaints from passengers whose flights were cancelled. A luncheon was held after the AGM. We are grateful to see many members show up at the meeting.

第三十屆會員週年大會及午餐會

本會遵從政府發出的抗疫指引，俗稱「限聚令」於五月十九日假香港尖沙咀凱悅酒店舉行第三十屆會員週年大會。委員會成員包括主席、副主席，及名譽司庫，向會員匯報過去一年的工作報告及成果。就旅客受航班因疫症影響而取消要面對的票務問題，執委會和會員分享了EMD的跟進事宜，並在會後跟與會會員享用午餐。本會樂見會員踴躍出席是次會議。



Membership Renewal

SIPA would like to thank all of our members for your continued support over the years. We will strive to fulfill our mission and to maintain a close relationship with the members. The ongoing coronavirus pandemic has seriously disrupted our industry. The Executive Committee has decided to offer a one-off 50% discount on the membership fee for year 2020/2021.

會員續會

國際航空協會審訂旅行社商會謹此多謝大家多年來的支持。我們將繼續履行使命，並和會員保持緊密的聯繫。就旅遊行業受到新型冠狀肺炎的衝擊，執行委員會決定將2020/2021年度會員年費作一次性減半，和各會員一起共渡時艱。

To Combat the COVID-19 Coronavirus

The coronavirus pandemic has caused mass shortage of surgical face masks in Hong Kong. In February, SIPA has donated 500 masks to Kwan Fong Kai Chi School, a Tung Wah School for children with special needs, and Mr. Victor Kwok, its warden, received the masks. We will continue our effort to help the less fortunate in this health crisis.

助弱勢社群對抗新型冠狀肺炎

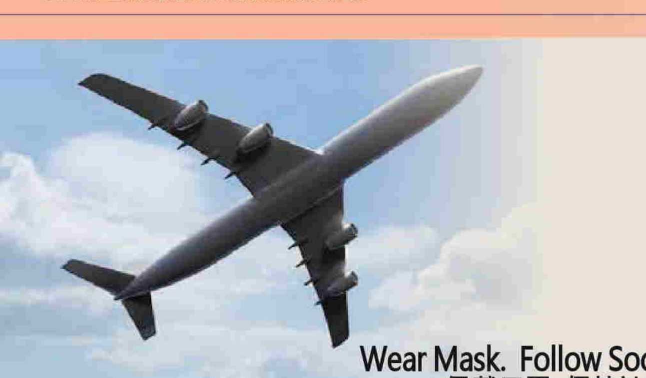
新型冠狀病毒爆發初期令香港市面口罩匱乏，SIPA於二月中向東華三院轄下的群芳啟智學校捐贈五百個口罩，由該校舍監郭子衡先生代收。SIPA將盡綿力繼續幫助弱勢社群防疫。

Anti-Epidemic Package

In order to help our members and their staff to combat the coronavirus, we have delivered Anti-Epidemic Pack, which contained a box of 50 face masks and a bottle of hand sanitizer, to all our members in early March this year.

防疫包

為幫助本會會員及其員工對抗疫症，本會於今年三月初向所有會員送遞了防疫包，其中包括五十個裝口罩一盒及酒精搓手液一瓶。



Membership Helps
Not yet a SIPA member?
Want to unite with all other IATA Agents to share the best practices?
Want to have SIPA's help to fight for your interests?
Welcome to join us. (Email: info@sipa.org.hk)

會籍幫到你
尚未加入成為國際航空協會審訂旅行社商會會員？
希望和其他同業分享最好的常規做法？
希望本會為你爭取應有的權益？
本會誠邀您加入。(Email: info@sipa.org.hk)

Wear Mask. Follow Social Distance. Stay Safe.
佩戴口罩 保持社交距離 一起防疫