

Q. 3
CB4
(4.11.2009)

航空公司削減旅行代理商的佣金

謝偉俊議員 (口頭答覆)

據悉，法國航空(下稱“法航”)及荷蘭皇家航空(下稱“荷航”)已由本年10月1日起，把本港旅行代理商的機票銷售佣金，由百分之五削減至百分之三，並計劃由2010年4月1日起將佣金進一步削減至零。根據香港特區政府分別與法國政府及荷蘭政府簽訂的民用航空運輸協定，航空公司的運價(即包括機票票價及航空公司向代其銷售機票的代理商支付的佣金)，須經本港民航處批准。就此，政府可否告知本會：

- (一) 民航處有否接獲及審批法航及荷航有關削減上述機票銷售佣金的申請或有關的更改機票票價的申請；如果有，民航處基於甚麼理由批准法航及荷航的有關申請；審批過程中，有否考慮削減銷售佣金對本港註冊旅行代理商的嚴重打擊，以及消費者可能因此而須向旅行代理商支付額外服務費；如果尚未接獲有關申請，民航處會否主動要求法航及荷航提出申請，藉此保障旅行代理商的合理回報及消費者的權益；
- (二) 民航處有否就審批有關運價的申請訂定政策、程序及措施，以及有否設立申訴機制，讓旅行代理商就機票銷售佣金的問題作出投訴；如果有，具體的處理程序及步驟為何；如果沒有，可否盡快設立該機制；及
- (三) 有否評估法航及荷航的削減佣金安排及日後其他航空公司仿效該做法，對本港旅行代理商行業及消費者的具體影響；如果有評估，有關的影響為何；如果沒有評估，可否馬上進行評估？

經主席批准

(Translation)

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(4.11.2009)

Reduction in commission for travel agents by airlines

Hon Paul TSE Wai-chun (Oral Reply)

It is learnt that Air France ("AF") and KLM Royal Dutch Airlines ("KLM") have since 1 October 2009 reduced the commission paid to travel agents in Hong Kong in respect of air tickets sold from 5% to 3%, and plan to reduce such commission further to zero starting from 1 April 2010. According to the respective Air Services Agreements between the HKSAR Government and the French and Dutch Governments, airlines' tariffs (including airfares and commissions paid by airlines to the agents selling air tickets for them) are subject to the approval of the Civil Aviation Department ("CAD") of Hong Kong. In this connection, will the Government inform this Council:

- (a) whether CAD has received, vetted and approved applications from AF and KLM for the aforesaid reduction in commission paid in respect of air tickets sold or for the relevant airfare adjustment; if it has, of the reasons for CAD to approve the applications concerned by AF and KLM; in the course of vetting and approving applications, whether it has considered that the reduction in commission paid in respect of air tickets sold would deal a heavy blow to registered travel agents in Hong Kong and that consumers may need to pay additional service charges to travel agents as a result; if it has not received the applications concerned, whether CAD will take the initiative to request AF and KLM to submit applications, in order that the reasonable returns of travel agents and consumers' interests are protected;
- (b) whether CAD has formulated policies, procedures and measures in respect of vetting and approving applications concerning airlines' tariffs, and whether it has set up any redress mechanism, so as to enable travel agents to lodge complaints about the commission paid in respect of air tickets sold; if it has, of the specific handling procedure and steps; if not, whether it can set up such a mechanism expeditiously; and
- (c) whether it has assessed the specific impact of the reduction in commission by AF and KLM and other airlines following suit in the future on the travel agent sector and consumers in Hong Kong; if it has, of the relevant impact; if it has not, whether it will conduct such an assessment immediately?

經主席批准



中華人民共和國香港特別行政區
Hong Kong Special Administrative Region of the People's Republic of China

立法會 LEGISLATIVE COUNCIL

謝偉俊 *Paul W. Tse*

13 October 2009

Mr. Joseph Tung
Executive Director
Travel Industry Council of Hong Kong
Rooms 1706-1709, Fortress Tower,
250 King's Road,
North Point,
Hong Kong

Dear 

Re: Zero Commission policy of Air France and KLM

I thank you for your letter of 17 September 2009.

Regarding the zero commission policy soon to be unilaterally implemented by Air France and KLM, I am urging the Civil Aviation Department to consider incorporating a prerequisite for all airlines' fuel surcharge applications a requirement for them to reasonably remunerate agents for their services in collection of fuel surcharge.

You may be pleased to note that I have submitted a written question to the Legislative Council, to be dealt with possibly during one of the Legco plenary sessions in October, which hopefully will further bear pressure on the Administration to take appropriate actions.

□
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謝偉俊 *Paul W. Tse*

Enclosed for your reference please find a copy of the tentative version of the question.

Yours sincerely,

Paul W. Tse

Legislative Councillor

CC. Mr. Francis Bagaman, Chairman of SIPA

Mr. Tommy Tam (Convenor of the TIC Ticketing Committee)



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謝偉俊 *Paul W. Tse*

29 October 2009

Mr. Joseph Tung
Executive Director
Travel Industry Council of Hong Kong
Rooms 1706-1709, Fortress Tower,
250 King's Road,
Hong Kong

Dear *Joe*,

Legco Question regarding "Zero Commission policy" of AF and KLM

("the Question")

Further to my letter of 13 October 2009, the final version of the Question is available. The Question is scheduled to be presented during the Legco plenary session on 4 November 2009.

To express the grievance of our trade regarding the issue and to arouse public awareness of the unfairness involved, and in line with the spirit and effect of the resolutions passed at the recent EGM of the TIC, you may wish to consider organizing a rally to appeal to Legco Members and Government Officials at the Legco car park that day.

Members who wish to attend the questioning session of the Legco sitting on 4 November 2009 may reserve seats by directly contacting Legco's security division at 2869 9491 or contacting my Legco Office at 2509 0088.



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謝偉俊 *Paul W. Tse*

Enclosed for your reference please find a copy of the final version (in both English and Chinese) of the Question.

Yours sincerely,

Paul W. Tse

Legislative Councillor

CC. Mr. Francis Bagaman, Chairman of Society of IATA Passenger Agents (SIPA)

Chairmen of:

Hong Kong Association of Travel Agents (HATA)

The Federation of Hong Kong Chinese Travel Agents (FHCTA)

International Chinese Tourist Association (ICTA)

Hongkong Taiwan Tourist Operators Association (TTOA)

Hong Kong Outbound Tour Operators' Association (OTOA)

Hong Kong Association of China Travel Organizer (HACTO)

Hongkong Japanese Tour Operators Association (HJTOA)

Mr. Tommy Tam (Convenor of the TIC Ticketing Committee)