

Hong Kong Customs and Travel Industry Authority conduct enforcement operation against unlicensed travel agent

â€‹Hong Kong Customs and the Travel Industry Authority (TIA) conducted a joint enforcement operation on May 27 against an unlicensed travel agent. Customs officers arrested a 62-year-old male proprietor of the agent who was suspected of providing a travel agent service on which a false trade description was applied, in contravention of the Trade Descriptions Ordinance (TDO). Additionally, he was also suspected of carrying on a travel agent business without a licence, in contravention of the Travel Industry Ordinance, and the TIA is conducting follow-up investigations into the matter.

Customs and the TIA earlier received information that the travel agent, claiming to possess a travel agent licence, provided tour services to customers but in fact the agent did not hold a valid travel agent licence.

An investigation is ongoing and the arrested man has been released on bail pending further investigation.

Customs reminded traders to comply with the requirements of the TDO and consumers to purchase services from reputable shops. Under the TDO, any trader who applies a false trade description to a service supplied or offered to be supplied to a consumer commits an offence. The maximum penalty upon conviction is a fine of \$500,000 and imprisonment for five years.

Members of the public may report any suspected violations of the TDO to Customs' 24-hour hotline 182 8080 or its dedicated crime-reporting email account (crimereport@customs.gov.hk) or online form (eform.cefs.gov.hk/form/ced002/en).