

## CSTB convenes meeting to co-ordinate measures in relation to arrival of visitors to Hong Kong during Chinese New Year Golden Week of Mainland (with photos)

Following the first meeting held on January 15 to co-ordinate the preparation work for the arrival of visitors to Hong Kong during the Chinese New Year Golden Week of the Mainland, the Culture, Sports and Tourism Bureau convened another meeting today (February 1) to follow up on the preparation work carried out by various departments, a Government spokesman said. The meeting was hosted by the Secretary for Culture, Sports and Tourism, Mr Kevin Yeung, with representatives from government departments including the Hong Kong Customs (Customs), the Hong Kong Police Force (Police), the Immigration Department (ImmD), the Transport Department, various District Offices, etc, and various tourism-related organisations including the Travel Industry Authority (TIA), the Hong Kong Tourism Board (HKTB), the Travel Industry Council of Hong Kong, the West Kowloon Cultural District Authority, major tourist attractions, hotel industry, etc, also attended. Relevant parties will continue to maintain close communication on the people flow during the Chinese New Year Golden Week of the Mainland and co-ordinate different links for receiving visitor arrivals to Hong Kong.

Mr Yeung said, "The Government will closely monitor the situation of visitor arrivals during the Chinese New Year Golden Week of the Mainland. During the Golden Week, there are major events appealing to the public and visitors to be held in various spots in Hong Kong. Various government departments, relevant organisations and the trade will strengthen co-ordination and communication as well as enhance crowd management work with a view to creating a good travel experience for visitors.

During the Chinese New Year Golden Week of the Mainland, relevant government departments will strengthen the manpower and co-ordination of transport and cross-boundary services at various control points, including extending operation hours of specific boundary control points, strengthening crowd management, increasing transport frequency, etc, to enable visitors to enjoy the festival. In addition, the Inter-departmental Joint Command Centre set up by Customs, the Police, the ImmD and other departments will be activated during the Chinese New Year Golden Week of the Mainland to monitor the situation at each land control point, as well as to maintain close liaison with Mainland counterparts and take contingency actions where necessary. Moreover, the Security Bureau will activate the Emergency Monitoring and Support Centre in due course to closely monitor and co-ordinate public order in various boundary control points and co-ordinate inter-departmental follow-up actions when necessary. The Transport

Department's Emergency Transport Co-ordination Centre will operate 24 hours as usual to monitor the traffic conditions of different districts, especially the boundary control points and major stations, implement response measures in due course and disseminate the latest traffic information through various channels.

Various District Offices will closely monitor the flow of visitors within their corresponding districts during the Chinese New Year Golden Week of the Mainland and strengthen management of the relevant spots having regard to the actual circumstances. Various major tourist attractions will also put in place crowd control measures during the Chinese New Year Golden Week of the Mainland.

The TIA has been reminding travel agents receiving relevant Mainland inbound tour groups to stagger arrival times as far as possible and urge travel agents, shops, restaurants, etc, receiving Mainland inbound tour groups to implement appropriate measures for managing the order of visitors and coaches. The TIA will also deploy additional manpower during the Chinese New Year Golden Week of the Mainland to conduct inspection in districts where relatively more registered shops for inbound tour groups are located, and offer assistance to visitors and tourist guides to protect inbound tour group visitors' rights. In addition, Customs will step up inspection of shops serving visitors so as to combat unfair trade practices.

The Tourism Commission has been maintaining liaison with Mainland tourism authorities and has been communicating with them on the arrival of Mainland visitors. It has provided the hotlines of the relevant local organisations to Mainland inbound group visitors via the Mainland tourism authorities.

At present, the ImmD will upload the daily arrival figures of each control point to its website ([www.immd.gov.hk](http://www.immd.gov.hk)). In addition, visitors may check the estimated waiting time at each land boundary control point via the Immigration Mobile Application.

During the Chinese New Year Golden Week of the Mainland, in case of emergency, Mainland inbound tour group visitors, tour escorts accompanying the tour groups and local tourist guides may seek assistance from the TIA by calling its service hotline 3698 5900 (operating from 9am to 6pm from February 10 to 17). For enquiries or complaints, visitors may call the HKTB's hotline 2508 1234 (operating from 9am to 9pm from February 10 and 11; 9am to 8pm from February 12 to 17) or the Consumer Council's hotline 2929 2222 (operating from 9am to 5.30pm from February 14 to 16).

