

This document outlines the information and documentation requirements to be considered for TICO registration. If you are applying for both Retail and Wholesale registrations, a separate application form, registration fee, and security deposit are required.

Important Notes

- Incomplete applications will be returned.
- Applications received without the registration fee will be returned.
- Target processing time for complete applications with no issue/concerns is 30 days or sooner.
- To facilitate processing, we kindly ask that you complete the PDF application form and other supplementary documents on a computer rather than printing it and filling it by hand.

Application Fundamentals

- \$3,000 **non-refundable** registration application processing fee payable to Travel Industry Council of Ontario (certified cheque or bank draft).
- \$10,000 security deposit, either by:
 - Letter of Credit where the Travel Industry Council of Ontario is the beneficiary, or
 - Certified cheque or bank draft payable to the Travel Industry Council of Ontario.

Notes:

- The security deposit will be returned to the applicant after the filing of two consecutive (covering two 12-month periods) year-end financial statements provided that the Registrar has no concerns about the travel seller's compliance with the Act.
- A security deposit is not required when the applicant has been registered at any time during the previous 12 months where there are no other compliance concerns and at the discretion of the Registrar.
- [Application Form](#)
 - Please complete all fields on the form marked as required and applicable to your business.
 - Section 4 must be completed by each key stakeholder (Owner, Sole Proprietor, Officer, Director, Partner) and the designated supervisor or manager. If necessary, please duplicate this page.
- [Terms & Conditions of Registration](#) signed by a person authorized to bind the company and signed by a witness.

Business Structure

- Business Information:** Provide an overview of your business, including any specialties, in either a simple business summary or a detailed business plan. Review a [sample business plan](#) to learn more about what to include in this summary.
- Business Name:** You must have a distinct legal name, such as 12345 Ontario Inc. You may also choose to operate with one or more trade style names, such as ABC Travel and ABC Corporate Travel. All names must be legally registered through the Ontario government and cannot already be in use by another business registered with TICO.
 - Obtain proof of incorporation and/or business name registration from the [Ontario Business Registry](#) - Ministry of Public and Business Service Delivery (MPBSD) and/or [Corporations Canada](#).
 - If you are not already registered, you can complete the business registration process online using the links below:
 - [Business Registration – Provincial](#)
 - [Business Registration – Federal](#)
- If the business structure or shareholder distribution includes multiple corporations and/or holding companies, and/or international companies, a corporate organizational chart is required.

Business Address

You must carry on business from a permanent place of business in Ontario. This could be a dedicated office in a commercial location or a dwelling (residential location). Also, the office must be managed and supervised by a person that has obtained the TICO certifications for a travel counsellor and travel supervisor/manager.

If Operating from Residential Location

If you operate your business from your residence, please be aware that this address will serve all business purposes including access to business records for TICO inspections.

Note: It is a legislated requirement to publicly disclose the residential address to consumers when advertising and conducting business.

The following requirements apply if operating from a residential location:

- Proof that the residential location meets municipal zoning requirements, i.e., letter of approval from local municipality.
- [Terms and Conditions for Residential Location](#) signed by a person authorized to bind the company.
- Business Phone Number

Note: A personal phone number is not permitted. A separate business telephone number (landline or a mobile phone) can be used and must be registered to the business, i.e., searchable/accessible to the public.

Key Stakeholders

Shareholders, Officers, Directors, Partners, Sole Proprietor, and Supervisor/Manager

- If the applicant applying for registration is an individual, they must be at least 18 years of age and be a resident of Canada.
Note: The Canadian residency requirement does not apply to corporate or partnership applicants.
- [Key Stakeholder Declaration Form](#) completed and signed by the sole proprietor, every partner in a partnership, and by every officer and director for corporate entities. If necessary, please duplicate this form.
- If a shareholder is a corporation and/or holding company
 - A [Corporate Shareholder Information Form](#) is required.
 - Disclosure of additional details of the corporation and/or holding company that is a shareholder is required, including but not limited to the share distribution and corporate structure.
 - If the business structure or shareholder distribution includes multiple corporations and/or holding companies, and/or international companies, a corporate organizational chart is required.
- Valid government photo identification for each person
- Canadian Criminal Record Check (CRC) for each person.
Note: This can be obtained from some OPP detachments or most Municipal Police Services. A CRC can also be obtained from an online background check service provider. TICO has partnered with [Sterling Backcheck / MyBackCheck.com](#) to assist applicants with obtaining this report.
- All applicants including the designated supervisor or manager must disclose all particulars regarding any bankruptcies, judgements, and/or discharges that they may have had at any time.
Note: Credit checks are required for each person but will be obtained by TICO during the application process.

Additional Requirements for the Designated Manager

The designated manager is required to be available to supervise and manage the business during its hours of operation.

- [Designated Manager Declaration Form](#) completed by the designated Manager and signed by a person authorized to bind the company.
- Legally entitled to work in Canada.
- TICO Education Standards Certificates for Travel Counsellor Supervisor/Manager
Note: All individuals selling travel services directly to the public on behalf of the business must also have passed the Travel Counsellor Certification exam. If you have any questions or require assistance regarding TICO's Education Standards Program, please contact Oliver's at support@oliverslearning.com or call 1-800-238-0377.
- The designated manager must have sufficient travel industry experience (minimum 3 years)
- Supporting documentation including a CV/Resume in addition to other supporting documents, e.g., letters of reference from previous employer(s), tax, income, or other employment record(s).
Notes:
 - If the experience is outside of Ontario, you may provide any documentation available that supports the experience, such as the examples listed above.
 - Any document submitted in a foreign language must be accompanied by a certified translation.

Financial Information

- Two bank accounts are required, and they must be designated as a "**General Account**" and a "**Travel Industry Act Trust Account**".

- The bank accounts must be held in a Bank of Canada recognized bank, trust company, or credit union.
 - The bank accounts must be under the travel seller's legal business name registered with TICO.
 - If CAD and USD accounts are maintained, the bank letter should clearly show the currency for each account.
 - A letter from the bank with confirmation of the bank accounts held showing the proper designation of the accounts.
- Note:** The bank letter must be on letterhead and signed by a bank official. A [sample bank letter](#) is available for reference.
- [Trust Declaration Form](#) signed by a person authorized to bind the company.
 - If you will be a Credit Card Merchant, you must include supporting documentation showing the merchant account is linked to the Travel Industry Act Trust Account.

Financial Statements and Other Third-party Documentation

- Opening balance sheet or financial statements* indicating a [positive working capital](#) and/or a [Verification Statement](#), Review Engagement Report or Audit Report.
- Note:** Review Engagement Report or Audit Report may be prepared by a licensed CPA (Chartered Professional Accountant). A Verification Statement may be prepared by an individual with knowledge of GAAP (Generally Accepted Accounting Principles).
- * **Financial Statements:** include at a minimum a Statement of Financial Position (Balance Sheet) and a Statement of Operations (Income Statement).
- Must clearly indicate the current assets, and current liabilities, including shareholder/related party advances, if any.
 - For new businesses, an internally prepared balance sheet including opening amounts is required; a pro forma forecast is optional.
 - Must be dated and current within 30 days of the application submission.
 - Current bank account statements for the Trust Account and the General Account dated within the last 30 days of the application.
 - Other third-party disclosures prepared by a licensed CPA, (e.g., Personal net worth statement for those operating as a sole proprietor, Special Purpose financial reports).

Additional Notes

- Any document submitted in a foreign language must be accompanied by a certified translation.
- TICO reserves the right to request any additional information and/or supporting documentation and to verify any information contained in the application. This can include conducting inquiries as necessary to determine your eligibility for registration.
- You should not be operating or advertising travel services without first being approved for registration with TICO. Please ensure you are compliant with legislated requirements.

Refusal of Registration

In some cases, an application for registration can be refused. Common reasons why TICO would propose to refuse to register an applicant are:

- The applicant's financial responsibility in conducting business is questionable. This could be due to their own financial position or that of an interested party related to the applicant.
- Past conduct, including but not limited to the results of a criminal background check, provides reasonable grounds to believe that the applicant may not conduct business in accordance with law, and with integrity and honesty.
- The applicant, or an employee, or an agent of the applicant makes a false statement, omission, or misrepresentation in the application for registration.
- The designated manager does not have sufficient experience with and knowledge of the business of selling travel services to ensure that the office is managed in compliance with the Act and Regulation.

If the Registrar proposes to refuse to register, you will be notified in writing and advised of the reasons. You will also have the right to appeal the decision through the [License Appeal Tribunal](#).

Starting Your Business After Registration Is Approved

TICO has a [Starting Your Business](#) resource is specifically designed for newly registered travel agents. It provides essential information to help you navigate the initial stages of your travel business. Whether you need details on registration, compliance, submitting business change requests, guidelines, or access to learning sessions, this resource has you covered.