



# Registration Checklist for Branch Offices

A guide for completing a new application for registration with TICO

This document outlines the information and documentation requirements to be considered for TICO registration for a branch office.

## 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

- \$800 **non-refundable** registration application processing fee payable to Travel Industry Council of Ontario (certified cheque or bank draft).
- [Application Form](#)
  - Please complete all fields on the form marked as required and applicable to your business.
- [Terms & Conditions of Registration](#) signed by a person authorized to bind the company and signed by a witness.

## 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 the branch will operate from a residential location, please be aware that this address will serve as the business address of the branch office and will be publicly disclosed 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.

## Designated Supervisor / Manager

- 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.
- 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:** A credit check is required but will be obtained by TICO.
- 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
- 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, other than French must be accompanied by a certified translation.

## Additional Notes

- 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.