

## **How to Contact TICO To File A Travel Complaint**

Remember, if you would like to talk to someone about your travel experiences or have concerns or questions, contact TICO's Complaints Department.

*TICO's Complaints Department is here to assist you with any questions.*

Phone: (905) 624-6241  
Toll free: (888) 451-TICO (8426)  
E-mail: [tico@tico.ca](mailto:tico@tico.ca)

**To request a TICO Complaint Form - [Click here](#)**

## **How to File Complaints Not Covered By TICO and the Ontario Travel Industry Act, 2002**

### **Complaints against an Airline:**

Airlines are not covered by provincial travel legislation. They are federally regulated. You can contact the Canadian Transportation Agency (CTA) to obtain assistance with airline problems. Effective July 15, 2019, the CTA introduced new [Air Travel Passenger Protection Regulations](#). To obtain more information regarding the Air Passenger Protection available - [Click here](#)

### **Complaints regarding bookings made with a travel company located outside of Ontario:**

TICO's jurisdiction is limited to travel retailers and travel wholesalers located and operating in Ontario. We have no authority with respect to travel companies operating outside of the province. With internet booking engines, it is increasingly possible to book with companies located anywhere in the world. Always look for the TICO registration number to ensure that you are dealing with a company that is registered in Ontario.

If you are unsure whether the company is registered with TICO, contact TICO at 1-888-451-TICO or go to TICO's website and use TICO's [Travel Agency Search](#) feature to find out if the company or website is registered.

### **Complaints in relation to timeshares and travel membership companies:**

Travel timeshare and membership companies are not regulated under the Ontario Travel Industry Act, 2002. Therefore, TICO would not be able to assist you. For questions or concerns related to timeshare or membership companies you should contact:

Ministry of Government and Consumer Services

<http://www.ontario.ca/consumers/filing-consumer-complaint>

Tel: (416) 326-8800 or 1 (800) 889-9768