

ANNUAL REPORT 2025 HIGHLIGHTS

Travel Industry Council of Ontario

REGISTRANT VALUE

- **72%** of registrants are confident in TICO
- **64%** of registrants believe TICO is valuable to them

CONSUMER VALUE

 80% of Ontarians believe TICO is valuable to them as travel consumers

CONSUMER PROTECTION

- **3,485,336** times
 Ontarians reached through awareness campaign
- **115** resolved formal written complaints
- \$121,441 refunds obtained for consumers
- \$402,667 claims due to consumers from Compensation Fund

MISSION STATEMENT

To regulate consumer protection by promoting awareness, education and compliance as part of the efficient and effective regulation of Ontario's travel industry.

MAINTAINING A FAIR MARKETPLACE

- 143 warnings for operating unregistered
- 80 charges laid
- **12** years of probation ordered
- 3 months of jail time

AUDITOR GENERAL VALUE-FOR-MONEY AUDIT

 74% completion of TICO-specific action items (subject to verification)

REGULATORY ACTIVITY

- 114 new registrant applications, bringing total registrants to 1,894
- **77** site inspections completed
- **616** compliance files processed