

# You're good to go.

By booking your trip with a TICO registered travel agency, you're automatically protecting your travel investment.

TICO is consumer protection for your travel investment – peace of mind for everyone who books their trip with a TICO registered travel agency.

No matter where you travel, when you purchase from a TICO registered travel agency, you have comfort knowing TICO is there to help.

Here's how:



## Regulation

**TICO regulates the Ontario travel industry.**

Through mandatory registration of all Ontario travel agencies, TICO ensures agencies adhere to the Ontario Travel Industry Act. And that means they must follow the law.

That means things like proper invoicing and disclosure, truthful advertising and financial compliance – and holding your money in trust. We also see they meet educational standards for the industry.



## Monitoring

**TICO inspects and monitors Ontario travel agencies.**

TICO makes sure the travel agencies you're buying from follow strict consumer protection laws, all backed by the Ontario Travel Industry Act. TICO inspects and monitors all agencies, and disciplines those that don't follow these laws.

TICO promotes fair and ethical competition, supports a Code of Ethics and encourages legislative and regulatory changes.

And it's easy because all travel agencies operating in Ontario have to be TICO registered. It's the law.



## Refunds

**TICO refunds money for services you paid for but did not receive.**

If you purchase travel services from a TICO registered travel agency and you don't receive those services because of closure or bankruptcy, TICO helps.

If your cruise line, airline or even travel agency fails to provide services you paid for, TICO gives refunds of up to \$5,000 per person. In certain circumstances, when travellers are stranded, we even bring them home.

Compensation Fund coverage is subject to the provisions of Ontario Regulation 26/05.



## Complaints

**TICO helps you out with a complaints process.**

We hope your travel always goes well, but if you're not happy and you and your travel agency can't seem to resolve the situation, we can help. But remember, if your agency isn't TICO registered, there's not much we can do.

If you book with a TICO registered travel agency, TICO helps with a complaints process, communicates with your travel agency and makes sure the consumer protection laws were properly followed.

Although we can't impose a settlement or act as an arbitrator, we make sure you've got a process to help solve your concern.



Travel Industry Council of Ontario

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