

TICO All-In-One Travel Companion

You're good to go.

By booking your trip with a TICO-registered travel agency or website you're automatically adding consumer protection to your travel investment. And it's easy because all travel agencies and websites operating in Ontario have to be TICO registered. It's the law.

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

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

For more information about consumer protection, travel tips or how TICO can help, visit **www.tico.ca**



55 Standish Court, Suite 460
Mississauga, ON L5R 4B2
Tel: (905) 624-6241
Fax: (905) 624-8631
Toll: 1-888-451-TICO (8426)
Email: tico@tico.ca



REGULATION

TICO regulates the Ontario travel industry.

All travel agencies, websites and tour operators in Ontario must be registered with TICO and follow the law.

As a consumer, you're entitled to:

- Truthful advertising and all-in-pricing
- Disclosure of important information and proper invoicing
- Peace of mind in knowing that you are booking with a regulated business



MONITORING

TICO inspects and monitors Ontario travel agencies, websites and tour operators.

TICO makes sure Ontario's travel agencies, websites and tour operators follow strict consumer protection laws, and disciplines those that don't follow the rules.



REFUNDS

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

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

- Covers Ontario travel agencies, websites and tour operators
- Covers any airline or cruise line
- Refunds up to \$5,000 per person
- In some cases, TICO will bring stranded passengers home



COMPLAINTS

TICO helps you when you have a complaint.

If you have a complaint after booking with a TICO-registered travel agency, website or tour operator, TICO has a complaints process to help you.

We'll communicate with your travel agency, website or tour operator to see if 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.



EDUCATION

TICO administers the education standards for travel agents in Ontario.

Every travel agent who works for a TICO-registered travel agency or website must, by law, meet the education standard of knowledge regarding their obligations when selling travel.