

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.

Vision Statement

To be a progressive regulator advancing consumer protection, ethical business practices and a trusted marketplace where consumers are confident purchasing travel from registered professionals.

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Regulation Monitoring Refunds Complaints Education

Values

Efficiency: We drive value through continuous improvement and cost effectiveness.

Leadership: We demonstrate courage, integrity and transparency in building stakeholder confidence.

Accountability: We are committed to high standards, taking responsibility for our actions and results.

Service Excellence: We are a fair and firm regulator responsive to stakeholder needs.

Teamwork: We are one team, knowledgeable and experienced working together.

Innovation: We embrace change and ingenuity in advancing as a regulatory leader.

Communication: We build trusting relationships as an authority in Consumer Protection.

Above All, TICO will be ethical in everything TICO does.



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