

The Ontario Travel Industry Compensation Fund is governed by Ontario Regulation 26/05 made under the Travel Industry Act, 2002. The Fund is totally financed by registered travel agents and travel wholesalers in Ontario and is administered by the Travel Industry Council of Ontario (TICO), whose Board of Directors determine whether a claim or a part of one, meets the requirements of the Regulation. The Board is comprised of individuals appointed by the Association of Canadian Travel Agencies, the Canadian Association of Tour Operators, the Ontario Motor Coach Association, the Ontario Government and individuals elected by registered travel agents and wholesalers.

Subject to the Regulation, the Fund provides reimbursement of monies paid to an Ontario registered travel agent for travel services that are not provided due to the bankruptcy or insolvency of an Ontario registrant or an end supplier airline or cruise line, where a reimbursement has not otherwise been provided. As long as the consumer has dealt through a registered Ontario travel retailer, a claim may be filed against the Compensation Fund for the non-provision of travel services.

Claims may also be filed against the Compensation Fund to provide the reimbursement of reasonable expenses incurred (transportation, accommodation and meals) to complete a trip where the travel services have not been provided as the result of the closure of a TICO registered travel retailer or a TICO registered travel wholesaler. Provided that the consumer purchased their original travel services from an Ontario registered travel retailer, trip completion claims may be eligible when the consumer's travel services commenced prior to the failure of the TICO registrant and the consumer is in destination and unable to receive the travel services purchased to complete their travel plans.

You can request a claim form to be sent to you by e-mail: tico@tico.ca