



[Book With A TICO Registered Travel Agency Or Website](#)

All travel agencies and their websites in Ontario are regulated by TICO. Registered TICO travel agencies provide additional consumer protection for your travel investment that may not be available when booking with travel agencies based in other countries or provinces. You will also benefit from the consumer protection available under the *Travel Industry Act, 2002* and Ontario Regulation 26/05.

There are over 2400 travel agencies registered by TICO, and many have the TICO logo right on their website. You can also [search for a TICO registered agency or website here](#).

Purchase Travel Insurance (Even When Travelling Within Canada)

Travel insurance is always recommended and TICO registered travel agencies are required to advise you of the availability of trip cancellation insurance and out-of-province health insurance at the time of the booking.

- **Purchase medical insurance**
 - OHIP may only cover a portion of your expenses if you become ill or are involved in an accident
 - Make sure you have adequate coverage for the country
 - For more information and tips see the Travel Health Insurance Association's (THIA) [Canadian Traveller Insurance Guide](#)
- **Purchase trip cancellation insurance**
 - You may not expect to cancel your vacation plans but the unexpected may occur and cancellation charges from

airlines, cruise lines, hotels, and tour companies can amount to as much as 100%

- For more information read the TICO blog: [Need To Cancel Your Trip? Why Trip Cancellation Insurance Is Important](#)
- **Consider purchasing travel insurance even when traveling within Canada**
 - Not all medical expenses are covered by OHIP
 - Ambulance costs are not covered
 - Other medical expenses may not be covered including: prescription drugs, dental emergencies, and emergency room services or in-patient services.
 - For more information, read the TICO blog: [Do I Need Travel Insurance When Travelling Within Canada?](#)

Take A Few Extra Precautions When Booking Travel Online

Are you thinking of purchasing travel services online? With all the choices available online it can sometimes become a little overwhelming to know you are making a smart travel purchase. For that added peace of mind and to make sure you're making an informed decision, here are a few simple things to keep in mind:

- Know who you are dealing with. Ontario travel retailers are required to display their address, phone number, and TICO registration number
- Know where your credit card payment is going. Some websites are only "search engines" or booking agents for other providers
- Make sure that you review the terms and conditions, particularly those that relate to cancellation, changes to bookings and refundability. Know what the travel agent or tour operator's responsibilities are
- Keep a paper copy of your transactions, correspondence, and confirmations
- Double check which currency the prices are quoted in
- For additional online travel tips, read the tico blog: [Booking Travel Online? 9 Tips To Ensure Nothing Goes Wrong](#)

Booking a flight yourself? For your travel protection consider some of these additional tips:

- Know what kind of flight you are booking. Is it a direct flight? Is it a connecting flight?
- Be sure to know which airline you're booked with. Some flights can be [code-sharing](#) and mix-ups do happen
- Make sure all information entered is correct. Booking errors can

easily occur.

- If you made a booking error, read our blog: [Oops I Made An Online Booking Error, Now What Do I Do?](#)
- Avoid missing your flight. Here are [5 tips to check-in on time](#)
- Airlines can still deny boarding due to overbooking. Here are [3 tips to avoid overbooked flights](#)

Do Your Research & Ask The Right Questions

Part of the fun in a vacation lies in making plans, so get involved! If you're not familiar with a particular destination, the internet can be a great resource for information. Check to see if the TICO registered travel agency has information online about your particular destination to help you make the right decision. Keep in mind that different standards of living and practices may exist outside of Canada. Ask your friends and your travel agent about vacation spots they could recommend and if they were satisfied with the trip. First-hand references will provide the best suggestions but only you know what you really want out of your holiday time.

- Ask if there are any additional fees and charges.
- Ask if they have any useful information about your destination. For example:
 - Has the hotel facility been inspected recently?
 - What kind of tours, sports or activities are available?
- Research the hotel before you book. [There's no international standard for hotel ratings](#)
- Find the right travel agent for you. Here are [6 tips to find the best travel agent](#)

Know the Terms and Conditions of your Booking

Before you confirm your travel services online or confirm with your travel agent in person, make sure you read and/or understand the terms and conditions of the travel services being purchased. Your travel agent is required to disclose the terms and conditions with you at the time of booking. Make sure that you review the terms and conditions, particularly those that relate to cancellation, changes to bookings and refundability.

Travel with the Right Travel Documentation

Ontario travel agents are required to disclose all the travel documentation requirements for each person travelling. Make photocopies of your documents and leave a copy behind with a family or friend in case of emergency. Make sure to check your passports and any

other travel documentation to ensure they have not expired. To avoid disappointment, don't wait until the last minute to apply for your travel documentation. You will need:

- Tickets
- Itineraries
- Passports
- Insurance policy
- Identification
- Credit cards
- In some cases, international health certificates and list of vaccines
- Read more on our blog: [3 Travel Tips To Always Travel With The Proper Documents](#)

Keep all Travel Booking Receipts

Your Ontario travel agency is required to provide you with a receipt/invoice for all payment transactions, especially when paying in cash. When you are purchasing travel services online, it is recommended that you keep a paper copy of all transactions, correspondence, confirmations, and anything else related to your online booking. This should also include the description of your hotel and the services and amenities. This is proof of your booking. The receipt/invoice must outline details of the travel services that you have purchased. Always keep all original documents including receipts, invoices, returned cheques, credit card slips, and credit card statements in case you need to refer back to them.

Know Baggage Rules & What to Pack

Ask your travel agent or your airline what, if any, security requirements there are for carry-on and checked baggage. For example, there may be prohibited items such as gels and liquids. Also, consider that there may be baggage restrictions that limit the number of bags that you are permitted. Weight restrictions also may apply. These limitations vary from airline to airline. To avoid disappointment or any additional fees, be sure to contact the airline, your travel agent, or visit the air carrier's website to review the luggage policy. Read below for more luggage tips:

- Clearly label all baggage with your name, home address, and contact information
- Place an identification tag inside the baggage in case the outside tag is torn off
- Lock bags with travel locks

- Put a colourful ribbon or other identifying marks on your bags so they are easily recognizable
- Carry valuables in your hand luggage; jewelry, money, medications, important documents, etc.
- Avoid paying unnecessary baggage fees. [Here are 6 tips to avoid getting dinged by airline baggage fees](#)
- Was your luggage lost or damaged? [Here are 3 tips to receive compensation for damaged luggage](#)

Personal Security

When travelling, always consider the following:

- Don't display expensive jewelry
- Keep your valuables well concealed
- Hitch-hiking is extremely risky
- Be aware of safety issues when choosing your accommodation
- Avoid rooms with easy access from the outside
- Be alert of the situations occurring around you
- Read more on the TICO blog: [6 Safety Travel Tips For Travelling Abroad](#)

For More Useful Travel Related Tips And Information, Check Out The Following:

CONSULAR SERVICES & TRAVEL ADVISORIES/REPORTS
www.travel.gc.ca

TRAVEL HEALTH ADVISORIES
www.phac-aspc.gc.ca

PASSPORT CANADA
www.cic.gc.ca/english/passport/

CANADA BORDER SERVICES AGENCY (CANADA CUSTOMS)
www.cbsa.gc.ca

AIR TRAVEL COMPLAINTS PROGRAM (CANADIAN TRANSPORTATION AGENCY)
www.cta-otc.gc.ca

WEATHER
www.theweathernetwork.com

WORLD TIME
www.timeanddate.com

CURRENCY CONVERTER

www.x-rates.com