

**Customer Name:**

**Booking Ref:**



### CHECK OFF WHEN COMPLETE

#### Details of Travel Services

The total price of the travel services including taxes & fees

A fair & accurate description of the travel services including the travel dates

Advise the customer of any conditions that the travel agent has reason to believe may affect the customer's decision to purchase (i.e. construction at the resort, health or travel warnings)

#### Fees & Penalties

Disclose any service fee or consulting fee that will be charged

Explain the fees and/or penalties associated with changing or cancelling a booking

Advise the customer of any payments that are non-refundable

#### Insurance

If the travel agent sells insurance, advise the customer of the availability of trip cancellation and out of province health insurance

If the travel agent does not sell insurance, advise the customer that trip cancellation and out of province health insurance may be available to purchase elsewhere

#### Travel Documentation

If travel involves a destination outside of Canada, the travel agent must provide disclosure on travel documentation, including:

- the travel documents needed including passports, validity of passports, visas, and affidavits that will be needed by **each person travelling**
- Advise the customer that entry to another country may be refused even if all the travel documents are complete.
- Advise the customer that living standards and conditions at the destination may differ from those found in Canada

#### Terms and Conditions

Refer to terms and conditions that relate to the travel services being purchased and advise the customer where those conditions may be reviewed

Advise the customer that the travel agent is required to answer any questions arising from information in a representation.

***Note:** The above checklist is provided as a guide to assist registrants in complying with the Act and the Regulation in Ontario. It is not exhaustive and is not a substitute for legal advice regarding the particular circumstances of a registrant. If you are uncertain regarding the information included on the checklist, please contact TICO for further information.*