

✓ **CHECK OFF WHEN COMPLETE**

**Customer Information** – Name and address

**Dates** – Booking date and first payment date

**Payments** – Amount of the payment, full or partial, balance, due date

**Price** – Fare Breakdown (base+tax)

**Fees/Penalties** – Any non-refundable amounts and the specific fees & penalties for changing/cancelling the booking including tour operator/airline fees

**Total Price** – including price breakdown (base+tax)

**Agency Information** – Business name, address, TICO #, phone, fax, email

**Description of Travel Services** – i.e. destination, departure date, supplier, etc

**Insurance (if sold)** – Must indicate whether the customer has accepted or declined the purchase of Trip Cancellation and Medical/Health Insurance. Must be shown separately

**Insurance (if not sold)** – Must indicate whether the customer was advised that Trip Cancellation and Medical/Health Insurance are available to be purchased elsewhere

**Whether the contract permits price increases** – Invoice must say: *"Price increases permitted" or "Price increases are not permitted"*

**If price increases permitted** - invoice must have these two statements:

*"No price increases are permitted after the customer has paid in full"*

*"If the price increase is more than 7% (except increases resulting from an increase in GST/PST/HST), the customer has the right to cancel the contract and obtain a full refund"*

**Travel Information** (also disclosed at the time of booking)

Customized statement: This cannot be generic as you must show the specific travel documents that will be needed for each person travelling, i.e. type of passport, validity requirement for passport, visa, etc.

Standard Statement: *"Entry to another country may be refused even if the required information and travel documents are complete"*

Standard Statement: *"Living standards and practices at the destination and the standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada"*

**Name of Agent** – Who made the booking and accepted 1<sup>st</sup> payment

**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.*