

Wow Air, an airline located in Reykjavik, Iceland ceased operations as of March 28, 2019. Wow Air operated flights from Toronto and Montreal to Iceland and various destinations in Europe.

Consumers who have purchased a Wow Air travel services from an Ontario travel agency or website and will not receive their travel services due to the cessation of the airline may file a claim from the Ontario Travel Industry Compensation Fund for reimbursement.

Consumers who have purchased their Wow Air travel services from a registered Ontario travel agency or website:

Consumers may download a claim form against the Travel Compensation Fund - [click here](#) or consumers may also contact TICO directly at 1-888-451-8426 or (905) 624-6241 or email tico@tico.ca to request a claim form.

Please note that there is a legislated 6 month claim filing deadline. The filing deadline is September 30, 2019.

All consumers who have paid by credit card and who have been charged by the airline should contact their credit card company and request a chargeback (refund) as well as request a claim form from TICO.

Consumers with future departures or who are currently in transit are advised to contact their travel agent for information or assistance with alternate travel arrangements.

Consumers who purchased their Wow Air travel services directly from the airline OR from an out-of-province travel agency or website (i.e. a travel agency located and operating outside the province of Ontario:

There is no provision under Ontario Regulation 26/05 pursuant to the *Travel Industry Act, 2002* for a consumer to claim on Ontario's Travel Compensation Fund when they have purchased travel services from an out-of-province travel agency. TICO can only recommend that you contact your travel agency for further assistance and/or your credit card company and request a chargeback (refund), if applicable. More information is available on Wow Air's website - [click here](#)

Should you have any questions or require further clarification, please contact TICO at 1-888-451-8426 or (905) 624-6241 or email: tico@tico.ca