

Jet Airways, an airline with headquarters in Mumbai, India suspended all its domestic and international flights on April 17, 2019. To date the airline has not ceased operations nor has it declared bankruptcy. The airline has temporarily suspended its operations while continuing to seek funding to resume operations.

TICO has received a number of emails and calls from both consumers and travel counsellors seeking guidance and enquiring about the consumer protection available in Ontario from TICO.

### **Ontario's Travel Compensation Fund**

Where the non-provision of travel services is due to an airline, the Compensation Fund provides reimbursement of monies paid to an Ontario registered travel agency or website when the travel services are not provided due to the bankruptcy or insolvency or where the airline has ceased carrying on business and are unwilling to provide a refund. As long as the consumer made their travel purchase through a registered Ontario travel agency or website, a claim may be filed against the Compensation Fund for the non-provision of travel services.

The Compensation Fund provisions also allow for the reasonable expenses incurred in destination to complete a trip, however it does not apply to the non-provision as a result of an airline failure and only as the result of the failure of an Ontario registered travel agency or an Ontario registered travel wholesaler (tour operator).

As Jet Airways has not declared they have ceased operations and their support team is assisting customers with refunds, there are no provisions currently for claims against the Compensation Fund.

### **Consumers who purchased Jet Airways travel services from a registered Ontario Travel Agency or Website:**

Consumers who have purchased Jet Airways travel services from a registered Ontario travel agency or website are asked to contact their respective travel agency / travel counsellor for assistance with obtaining a reimbursement.

### **Consumers who purchased their Jet Airways travel services directly from the airline:**

TICO recommends that you contact the airline directly for further assistance. The airline information available on its website refund page - [click here](#)

**Consumers currently in destination and who are in transit:**

Please contact your travel agent for assistance with making alternate travel arrangements.

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](mailto:tico@tico.ca)