

DISCLOSURE PRIOR TO BOOKING

Section 36 of Ontario Regulation 26/05 pursuant to the *Travel Industry Act, 2002* sets out the requirement that a travel agent must disclose certain information to a customer before completing a travel sale with the customer. This requirement must be met whether the travel agent is dealing with the consumer in person, on the phone or over the internet.

CONDITIONS OF TRAVEL

The agent must bring to the customer's attention any conditions related to the purchase of travel services that the travel agent has reason to believe may affect the customer's decision to purchase. This would include such conditions as construction at the resort, health or travel warnings. Read more by downloading the Guidelines for Disclosure in PDF format:



[Guidelines for Disclosure and Invoicing](#)

- [Booking Checklist](#)
- [Invoicing Checklist](#)