



Consumer Industry Advisory Committee (“CIAC”) – Terms of Reference

- To identify and discuss emerging or substantive issues in the travel industry sector;
- To identify and exchange information on issues of interest and importance to consumers;
- To identify and exchange information on issues of interest and importance to registrants;
- To provide advice related to strategies that will enhance consumer and registrant awareness campaigns aimed at advancing consumer protection;
- To provide advice and/or input related to regulatory matters aimed at enhancing legislation administered and enforced by TICO (note: this advice can be in response to regulatory amendments proposed by Ministry/TICO, or on a proactive basis from the Committee);
- To provide advice and/or input on specific projects, as needed, to assist management with effective implementation of strategic goals.

Committee members are expected to:

- Have the ability to serve for a minimum of two years;
- Attend a minimum of two meetings each year in person or virtually (more likely 3 meetings in first year) with a duration of up to 3 hours;
- Participate in special requests for work, whether initiated by the Chair, by the Board of Directors, or by Management under direction of the Committee outside of the pre-scheduled meetings;
- Always act bearing in mind the public interest mandate of TICO with particular emphasis on consumer protection;
- Read and sign a Confidentiality Agreement and Conflict of Interest Declaration before assuming a position on the Committee, and attest to compliance with the foregoing annually thereafter;
- Have his/her/their Committee membership and relevant background published on the Corporation’s website; and,
- Be able to commit the time and resources to serve on the Consumer and Industry Advisory Committee.



Committee Members will be compensated for reasonable out of pocket expenses and consideration of a per diem is under further review.

Qualifications:

- A commitment to the Consumer and Industry Advisory Committee’s purpose and mandate of improving consumer protection;
- Experience and/or perspective in consumer advocacy, behavioral sciences, travel related educational programs and/or broad travel sector experience;
- Strong communication and collaborative skills;
- Previous advisory committee, consumer advocacy, or public policy experience is an asset;
- Demonstrate credibility, integrity and high ethical standards in business dealings and personal affairs;
- An understanding and acknowledgment of how diversity affects the travelling public and the broader travel supply chain

Composition:

The goal is to achieve a committee of approximately 10 members with equal representation of consumer and travel industry interests.