



Check When Complete

Basic Requirements – Company Identification

Website and/or Social Media Page clearly identifies registered business name (trade name) of the registrant, address, phone number and TICO registration number

Website URL (except for Social Media Page) is included on company's Registration record with TICO – If not done, [Download Form](#)

Advertising Prices

The total price (including taxes & fees) consumer must pay is shown anytime the price is displayed

Conditions (if any) that affect or limit availability of price are shown (i.e. date price is available)

Reasonable description of travel services (i.e. hotel, gateway, supplier, etc)

Price advertised is in CAD currency unless clearly shown otherwise and price advertised is available to the public at the time of the advertisement

If price is advertised in an online format including social media, it must either show all of the information in the post or there must be a link to a landing page (one-click away) which includes the required information

Advertisement Relating to Specific Travel Services

Deposit & final payment requirements are shown

Website shows the registrant's refund policy including cancellation and change penalties

Fair & accurate description of travel services including supplier, carrier, tour operator, hotel, etc

If trip/tour is advertised in an online format including social media, it must either show all of the information in the post or there must be a link to a landing page (one-click away) which includes required information

Website With Booking Engine

The availability and cost of trip cancellation and out of province health insurance is shown (if applicable)

Website discloses the registrant's terms and conditions and ensures the customer has accepted before finalizing booking

Website complies with the legislated disclosure requirements – [View Guidelines](#)

If booking involves travel outside of Canada, the website shows the travel documentation information before taking payment:

- Documents needed for a Canadian Travelling to the destination
- A resource where the consumer can check the documentation requirements
- A statement advising the consumer to contact the travel agency for questions or concerns

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.

[Ontario Regulation 26/05, Section 31, 33, 34](#)

[View Guidelines](#)

[View E-Commerce Code of Practice](#)

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