



Registration Application Kit

Travel Seller

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Important Notes

- Applications that are incomplete or missing the registration fee will not be processed.
- Target processing time for complete applications with no issues/concerns is 30 days or sooner.
- To facilitate processing, we kindly ask that you complete the PDF application form and other supplementary documents on a computer rather than printing it and filling it by hand.
- If you are applying for both Retail and Wholesale registrations, a separate application form, and documents are required.

Application Fundamentals

- \$3,000 **non-refundable** registration application processing fee.
- \$10,000 security deposit.

Payment Options

- Certified cheque or bank draft payable to the "Travel Industry Council of Ontario".
- E-Transfer:
Registration Fee: paynewregistration@tico.ca
Security Deposit: paysecuritydeposit@tico.ca

Notes:

- A Letter of Credit where the "Travel Industry Council of Ontario" is the beneficiary is an alternate option for the security deposit only.
- The security deposit will be returned to the applicant after the filing of two consecutive (covering two 12-month periods) year-end financial statements provided that the Registrar has no concerns about the travel seller's compliance with the Act.
- A security deposit is not required when the applicant has been registered at any time during the previous 12 months where there are no other compliance concerns and at the discretion of the Registrar.

[Application Form](#)

- Please complete all fields on the form marked as required and applicable to your business.
- One person business operators must supply an emergency contact.
- Section 4 must be completed by all key business personnel (Owner, Sole Proprietor, Officer, Director, Partner) and the designated supervisor or manager. If necessary, please duplicate this page.

[Terms & Conditions of Registration](#) signed by a person authorized to bind the company and signed by a witness.

Business Structure & Operations

- Business Information:** Provide an overview of your business, including any specialties, in either a simple business summary or a detailed business plan. Review a [sample business plan](#) to learn more about what to include in this summary.
- Proof of Business Registration and/or Corporate Records:** Provide all relevant corporate records including the Articles of Incorporation, Shareholder Agreement(s)/Resolution(s), Shareholder Register (information regarding the distribution of shares to show the ownership of the business).

If the business structure or shareholder distribution includes multiple corporations and/or holding companies, and/or international companies, a corporate organizational chart is required.

If you are not already registered, you can complete the business registration process online using the links below:

Ontario Business Registry: [Business Registration – Provincial](#)
Corporations Canada: [Business Registration – Federal](#)

Note: The business address on the application must match the address on the provincial/federal corporate records.

- Business Name:** You must have a distinct legal name, such as 12345 Ontario Inc. If you will be operating in any name other than the complete legal name of the business, a business name registration is required. You may also choose to operate with one or more trade style names, such as ABC Travel and ABC Corporate Travel. All business operating names must be legally registered through the Ontario Business Registry and cannot already be in use by another business registered with TICO.

Provide proof of business name registration from the [Ontario Business Registry](#) - Ministry of Public and Business Service Delivery (MPBSD).

- Customer Invoice Sample:** Provide a sample of the proposed invoice that will be issued to your customers. To review invoicing requirements and other guidelines, visit [TICO's Resources & Guidelines](#) pages.

Business Address

You must carry on business from a permanent place of business in Ontario. This could be a dedicated office in a commercial location or a dwelling (residential location). Also, the office must be managed and supervised by a person that has obtained the TICO certifications for a travel counsellor and travel supervisor/manager.

If Operating from Residential Location

If you operate your business from your residence, please be aware that this address will serve all business purposes including access to business records for TICO inspections.

Note: It is a legislated requirement to publicly disclose the residential address to consumers when advertising and conducting business.

The following requirements apply if operating from a residential location:

- Proof that the residential location meets municipal zoning requirements, i.e., letter of approval from local municipality.
- [Terms and Conditions for Residential Location](#) signed by a person authorized to bind the company.
- Business Phone Number

Note: A personal phone number is not permitted. A separate business telephone number (landline or a mobile phone) can be used and must be registered to the business, i.e., searchable/accessible to the public.

Key Business Personnel (Officers, Directors, Partners, Sole Proprietor, and Supervisor/Manager)

- If the applicant applying for registration is an individual, they must be at least 18 years of age and be a resident of Canada.

Note: The Canadian residency requirement does not apply to corporate or partnership applicants.

- [Key Business Personnel Declaration Form](#) completed and signed by the sole proprietor, every partner in a partnership, and by every officer and director for corporate entities. If necessary, please duplicate this form.

- If a shareholder is a corporation and/or holding company:

- A [Corporate Shareholder Information Form](#) is required.
- Disclosure of additional details of the corporation and/or holding company that is a shareholder is required, including but not limited to the share distribution and corporate structure.
- If the business structure or shareholder distribution includes multiple corporations and/or holding companies, and/or international companies, a corporate organizational chart is required.

- Valid government photo identification for each person.

- Criminal Record and Judicial Matters Check (CRJMC) for each person.

Note: Canadian residents can obtain a CRJMC from an Ontario Provincial Police (OPP) detachment or Municipal Police Services. TICO has partnered with [MyBackCheck.com](#) to assist applicants in obtaining this report.

For U.S. citizens and individuals from other countries, please seek comparable services within your respective jurisdictions. Ensure that the criminal record check covers all national jurisdiction levels (federal or country-wide records) and includes a search of outstanding entries and charges.

- All applicants including the designated supervisor or manager must disclose all particulars regarding any bankruptcies, judgements, and/or discharges that they may have had at any time.

Note: Credit checks are required for each person but will be obtained by TICO during the application process.

Additional Requirements for the Designated Manager

The designated manager is required to be available to supervise and manage the business during its hours of operation.

- [Designated Manager Declaration Form](#) completed by the designated Manager and signed by a person authorized to bind the company.

- Legally entitled to work in Canada.

- TICO Education Standards Certificates for Travel Counsellor Supervisor/Manager

Note: All individuals selling travel services directly to the public on behalf of the business must also have passed the Travel Counsellor Certification exam. For more information about TICO's Education Standards Program (TICO Certification), please visit Oliver's at [tico.opilink.com](#).

- The designated manager must have at least three years of experience in the travel industry, which must be confirmed through employment verification.

- Supporting documentation including a CV/Resume in addition to other supporting documents, e.g., letters of reference and employment verification from previous employer(s), tax, income, and/or other employment record(s).

Note: If the experience is outside of Ontario, you may provide any documentation available that supports the experience, such as the examples listed above.

Financial Information

- Two bank accounts in Ontario are required, and they must be designated as a "General Account" and a "Travel Industry Act Trust Account".
- The bank accounts must be held in a Bank of Canada recognized bank, trust company, or credit union.
- The bank accounts must be under the travel seller's legal business name registered with TICO.

- [Financial Information Consent & Verification Form](#). This form is to outline the consent the applicant is providing and includes verification from the bank. Part One must be completed by the applicant and Part Two must be completed by the financial institution.
- [Trust Declaration Form](#) signed by a person authorized to bind the company.
- If you will be a Credit Card Merchant, you must include supporting documentation showing the merchant account is linked to the Travel Industry Act Trust Account.

Financial Statements and Other Third-party Documentation

- For new businesses, an internally prepared Statement of Financial Position (Balance Sheet) is sufficient.
- For businesses that have been in operation before applying for TICO registration, an internally prepared Statement of Financial Position (Balance Sheet) and Statement of Operations (Income Statement), or a Review Engagement Report or Audit Report is required.
- For changes in ownership or applications involving current TICO registrants, a [Trust Reconciliation](#) is required in addition to an internally prepared Statement of Financial Position (Balance Sheet) and Statement of Operations (Income Statement), or a Review Engagement Report or Audit Report.
- Financial Statements must clearly indicate the current assets, and current liabilities, and shareholder/related party advances, if any.
- Potential TICO registrants must show that they have [positive working capital](#) on their financial statements to obtain TICO registration.
- All applications must include bank account statements showing the balance and activity for the Trust Account(s) and the General Account(s). The statements must coincide with the date of the balance sheet and other financial statement(s) provided.
- All documents/statements must be dated and current within 30 days of the application submission.

Notes:

- A Review Engagement Report or Audit Report must be prepared by a licensed CPA (Chartered Professional Accountant). A Verification Statement may be prepared by an individual with knowledge of GAAP (Generally Accepted Accounting Principles).
- Other third-party disclosures prepared by a licensed CPA may be requested, (e.g., Personal net worth statement for those operating as a sole proprietor, special purpose financial reports, etc.).

Additional Notes

- Any document submitted in a foreign language must be accompanied by a certified translation.
- TICO reserves the right to request any additional information and/or supporting documentation and to verify any information contained in the application. This can include conducting inquiries as necessary to determine your eligibility for registration.
- You should not be operating, selling, or advertising travel services without first being approved for registration with TICO. This includes having any online presence, e.g., website, social media, etc. Please ensure you are compliant with the legislated requirements.

Refusal of Registration

In some cases, an application for registration can be refused. Common reasons why TICO would propose to refuse to register an applicant are:

- The applicant's financial responsibility in conducting business is questionable. This could be due to their own financial position or that of an interested party related to the applicant.
- Past conduct, including but not limited to the results of a criminal background check, provides reasonable grounds to believe that the applicant may not conduct business in accordance with law, and with integrity and honesty.
- The applicant, or an employee, or an agent of the applicant makes a false statement, omission, or misrepresentation in the application for registration.
- The designated manager does not have sufficient experience with and knowledge of the business of selling travel services to ensure that the office is managed in compliance with the Act and Regulation.

If the Registrar proposes to refuse to register, you will be notified in writing and advised of the reasons. You will also have the right to appeal the decision through the [License Appeal Tribunal](#).

Starting Your Business After Registration Is Approved

TICO has a [Starting Your Business](#) resource is specifically designed for newly registered travel agents. It provides essential information to help you navigate the initial stages of your travel business. Whether you need details on registration, compliance, submitting business change requests, guidelines, or access to learning sessions, this resource has you covered.

Send completed applications and documents to:

Travel Industry Council of Ontario
 Att: Registration Department
 55 Standish Court, Suite 460
 Mississauga, Ontario L5R 4B2
 or registration@tico.ca



Registration Application Form

Travel Seller

The undersigned is applying to the Registrar for registration as a Travel Agent and/or Wholesaler under the *Travel Industry Act, 2002*. The information requested in this application form will be used to determine eligibility for registration with the Travel Industry Council of Ontario in accordance with Ontario legislation.

Business Classification

- Sole Proprietor
- Partnership
- Corporation
- Limited Partnership
- Limited Liability Partnership

Type of Registration

- Retail
- Wholesale
- A separate application is required if applying for both.

For office use only

Reg. #: _____

Notes to Applicants:

- For the purpose of this form, the term “Applicant” means sole proprietor, any partner of a partnership or any officer/director of a corporation.
- Do not submit an application for registration until all of the requirements have been met and you have gathered the necessary supporting documentation. Refer to our [Registration Application Checklist](#) for a guide to ensure you successfully complete an application for registration.
- There is a \$3,000 non-refundable application processing fee payable to TICO. An application received without the fee will not be processed.

* Required Field

1. Head Office Information

Name of Sole Proprietor, Partnership, Corporation *					
Trade name/Business name *					
Business address in Ontario * Commercial Residence			Address for service in Ontario (if different from business address)		
Shared and/or Co-working Office Space					
City *	Province *	Postal Code *	City	Province	Postal Code
Phone *	Fax		Phone	Fax	
Toll free	e-mail *			Website *	
IATA #			Do you intend to apply to become an IATA Agency? Yes No		
Emergency Contact (One-Person Business)					
Full Name		Phone		e-mail	

2. Financial Information

Note: Financial Information Consent & Verification Form is required.			
Name of bank/Financial institution *		Address *	
C\$ Trust Acct # *	US\$ Trust Acct #	C\$ General Acct # *	US\$ General Acct #
Name of bank/Financial institution		Address	
C\$ Trust Acct #	US\$ Trust Acct #	C\$ General Acct #	US\$ General Acct #
Fiscal year end date (MM/DD) *	Accounting system *	Reservation system *	
Credit Card Merchant Information Important Note: Your company's merchant account(s) must be linked to your Travel Industry Act Trust Account.			
*Credit Card Processor Yes No			
Name of credit card processor:	Account number:	Name of credit card processor:	Account number:
Visa <input type="checkbox"/> Yes No	Visa number	MasterCard <input type="checkbox"/> Yes No	MasterCard number
AMEX <input type="checkbox"/> Yes No	AMEX number	Ticketmaster <input type="checkbox"/> Yes No	Ticketmaster number
Offer consumer financing? Yes <input type="checkbox"/> No	If yes, name of financing company:	OTHER Yes No	Merchant account number

3. Corporations Only

If a shareholder is not an individual, e.g., a corporate entity, a [Corporate Shareholder Information Form](#) must be completed.

Ontario Corporation Number	Date of Incorporation	Corp. Status (Provincial/Federal)	Jurisdiction	
Officers, Directors, Shareholders				
Full Name	Employer	Occupation/Position	No. of shares held	No. of voting shares held
Total number of voting shares issued to date				
Enter total number of equity (voting) shares beneficially owned directly or indirectly, by non-residents of Canada or over which non-residents of Canada exercise control or direction.				

3a. Is the corporation entitled to offer its shares to the public? Yes No

3b. Are any of the above shares held for a beneficial shareholder? Yes No

If yes, attach full particulars.

4. Particulars for Shareholders, Officers, Directors, Partners, Sole Proprietor, and Office Manager/Supervisor

- A separate declaration form must be completed by the sole proprietor, every partner in a partnership, and by every officer and director for corporate entities.
- If needed for additional persons, please [download another copy of this page](#).
- If a shareholder is not an individual, e.g., a corporate entity, a [Corporate Shareholder Information Form](#) must be completed.

01

Social Insurance Number (optional)	First Name *	Middle	Last *
Home address *		Position held in company (Officer, Director, Shareholder, Manager) *	
City *	Province *	Postal Code *	Phone * Birth date (MM/DD/YYYY) * Sex *
e-mail *		Cell Phone *	
Employment History (provide a minimum of three years) *			
Name/Address of Employers	Occupation/Position/Type of work	From MM/DD/YYYY	To MM/DD/YYYY

02

Social Insurance Number (optional)	First Name	Middle	Last
Home address		Position held in company (Officer, Director, Shareholder, Manager)	
City	Province	Postal Code	Phone Birth date (MM/DD/YYYY) Sex
e-mail		Cell Phone	
Employment History (provide a minimum of three years)			
Name/Address of Employers	Occupation/Position/Type of work	From MM/DD/YYYY	To MM/DD/YYYY

03

Social Insurance Number (optional)	First Name	Middle	Last
Home address		Position held in company (Officer, Director, Shareholder, Manager)	
City	Province	Postal Code	Phone Birth date (MM/DD/YYYY) Sex
e-mail		Cell Phone	
Employment History (provide a minimum of three years)			
Name/Address of Employers	Occupation/Position/Type of work	From MM/DD/YYYY	To MM/DD/YYYY

Applicant Declaration

This application must be signed by a person with authority to bind the company, such as the sole proprietor, partner in a partnership, or an officer or director for corporate entities, certifying the accuracy and completeness of the information provided.

By signing below, I the undersigned applicant, affirm that I have the authority to bind the company. I also affirm that all information provided in this application, including attached documents and supplementary materials, is accurate, true, and complete to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the denial of this application or future revocation of registration, should it be granted. Additionally, I understand that furnishing a false statement in an application to TICO is an offence punishable by a fine and/or imprisonment.

I hereby grant permission to the Travel Industry Council of Ontario (TICO) to verify any information contained in this application and conduct inquiries as necessary to determine the eligibility for registration.

I understand that the submission of this application does not automatically result in registration and that the review process may require further documentation or information, which I agree to provide in a timely manner. Additionally, I understand that the application registration fee is non-refundable, regardless of the outcome of this application.

I affirm my commitment to upholding integrity, professionalism, and ethical standards, and I recognize my role in ensuring consumer protection.

Date (MM/DD/YYYY) *

Applicant *

Print Name

Signature of applicant

Witness Print Name *

Signature of witness *



Key Business Personnel Declaration Form

Officers, Directors, Partners, Sole Proprietors

A separate declaration form must be completed by the sole proprietor, every partner in a partnership, and by every officer and director for corporate entities.

If needed for additional persons, please [download another copy of this declaration form](#).

Name of Applicant / Key Business Personnel (Name of Person)

1. Are you a Canadian resident? Yes No

(Provide proof of citizenship or immigration documents)

Canadian Citizen: Yes No Landed Immigrant: Yes No Work permit: Yes No

Legally entitled to work in Canada: Yes No

Other:

2. Has the applicant ever had a registration of any kind refused, suspended, revoked or voluntarily terminated?

If yes, provide further information: Yes No

3. Is the applicant engaged, occupied, employed or associated directly or indirectly in any other business occupation or profession? If yes, provide further information: Yes No

4. Is the applicant now or has the applicant been insolvent or involved in Bankruptcy, Consumer Proposal or Proposal Proceedings under the Bankruptcy and Insolvency Act? Yes No
If yes, attach discharge papers, assignment or any other related documents.

5. Has the applicant ever been or is he/she now an officer, director or majority shareholder of a corporation which has been declared bankrupt or is presently a party to Bankruptcy or Proposal Proceedings under the Bankruptcy and Insolvency Act? Yes No

Notes:

- Where an applicant is an undischarged bankrupt, submit a copy of the assignment in bankruptcy and a list of creditors.
- Where an applicant is a discharged bankrupt, submit proof of discharge.
- For corporation bankruptcies, submit any related documents.

6. Are there any unpaid judgements outstanding against the applicant? If yes, submit a copy of each judgement. State the amount outstanding and repayment arrangements. **Yes No**
7. Has the applicant ever been found guilty or convicted of an offence under any law or are any charges now pending? **Yes No**
 This includes where a conditional discharge or an absolute discharge has been ordered. If yes, attach full particulars on a separate signed and dated statement.
 Note: Where the applicant has been previously registered, list only those convictions, conditional discharges, absolute discharges or charges which have not been previously disclosed.
8. Has the applicant ever been associated with a registrant that has failed and has had claims against the Fund? **Yes No**

Notice and Consent

This declaration form must be completed and signed by the sole proprietor, all partners in a partnership, and by all officers and directors for corporate entities, certifying the accuracy and completeness of the information provided.

By signing below, I affirm that all information provided in this declaration form, including attached documents and supplementary materials, is accurate, true, and complete to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the denial of this application or future revocation of registration, should it be granted. Additionally, I understand that furnishing a false statement in an application to TICO is an offence punishable by a fine and/or imprisonment.

I hereby grant permission to the Travel Industry Council of Ontario (TICO) to verify any information contained in this declaration form and conduct inquiries and/or collect/exchange information with others as may be necessary including but not limited to government sources, non-government sources, CPIC (Canadian Police Information Centre), and credit bureaus/reporting agencies as necessary to determine my eligibility for registration.

I acknowledge that the registration record with TICO, which includes the business name, registration number, business address, and registration date, is part of the public record.

I affirm my commitment to upholding integrity, professionalism, and ethical standards, and I recognize my role in ensuring consumer protection.

 Date (MM/DD/YYYY)

 Print Name

 Signature of applicant

 Witness Print Name

 Signature of Witness



Designated Manager Declaration Form

This declaration form must be completed by the supervisor or manager who will be appointed as the designated manager on the registration record.

Name of Travel Agency or Branch

Name of Manager/Supervisor

Social Insurance Number (optional)

Note: Manager must have sufficient travel industry experience (3 years)

- You must provide supporting documentation including a CV/Resume in addition to other supporting documents, e.g., letters of reference from previous employer(s), tax, income, or other employment record(s).
- If the experience is outside of Ontario, you may provide any documentation available that supports the experience, such as the examples listed above.
- Any document submitted in a foreign language, other than French must be accompanied by a certified translation.

1. Are you now or have you ever been involved in any way with the operation or closing of a corporation (as an officer, director, shareholder), partnership, sole proprietorship or branch office registered under the *Travel Industry Act, 2002* for which the Ontario Travel Industry Compensation Fund has paid claims or has claims pending where full recovery payments or arrangements have not been made?

Yes (please attach full particulars) **No**

2. Have you ever been found guilty or convicted of an offence under any law or are there any charges now pending? This includes where a conditional discharge or an absolute discharge has been ordered.

Yes (please attach full particulars) **No**

3. Are you now or have you ever been insolvent or involved in Bankruptcy, Consumer Proposal or Proposal Proceedings under the *Bankruptcy and Insolvency Act*? *If yes, attached discharge papers, assignment or any other related documents.*

Yes No

4. Have you ever been, or are you now, an officer, director or majority shareholder of a corporation which has been declared bankrupt or is presently the subject of bankruptcy proceedings?

Yes No

Notes:

- If undischarged bankrupt, submit a copy of the Assignment in Bankruptcy and list of creditors.
- If discharged bankrupt, submit proof of discharge.
- For corporation bankruptcies, submit any related documents

5. Are there any outstanding unpaid judgements against you? *If yes, submit a copy of each judgement. State amount outstanding and repayment arrangements.*

Yes No

6. Are you a Canadian resident? Yes No

(Provide proof of citizenship or immigration documents)

Canadian Citizen: Yes No Landed Immigrant: Yes No Work permit: Yes No

Legally entitled to work in Canada: Yes No

Other:

Notice and Consent

This declaration form must be completed and signed by the designated manager and signed by a person authorized to bind the company certifying the accuracy and completeness of the information provided.

By signing below, I affirm that all information provided in this declaration form, including attached documents and supplementary materials, is accurate, true, and complete to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the denial of this application or future revocation of registration, should it be granted. Additionally, I/we understand that furnishing a false statement in an application to TICO is an offence punishable by a fine and/or imprisonment.

I hereby grant permission to the Travel Industry Council of Ontario (TICO) to verify any information contained in this declaration form and conduct inquiries and/or collect/exchange information with others as may be necessary including but not limited to government sources, non-government sources, CPIC (Canadian Police Information Centre), and credit bureaus/reporting agencies as necessary to determine my eligibility for registration.

I acknowledge that the registration record with TICO, which includes the business name, registration number, business address, and registration date, is part of the public record.

I acknowledge my duties as the designated Manager, pursuant to Section 15 of Ontario Regulation 26/05, and I understand that I must be present at the office of the TICO registered travel agency or branch office throughout its hours of operation.

I affirm my commitment to upholding integrity, professionalism, and ethical standards, and I recognize my role in ensuring consumer protection.

Signature of Designated Manager

Date (MM/DD/YYYY)

Print Name

Date of Birth (MM/DD/YYYY)

Residence Address

Manager's Phone Number

Manager's e-mail

I _____, Officer/Director/Owner of the applicant appoint
Print Name

the above-named individual as the designated manager of my company. I understand that such appointment is not effective until the Registrar's approval is received.

Print Name of Officer/Director/Owner

Signature

In addition to and without limiting the Applicant's obligations upon approved registration to comply with all requirements of the legislation, the Applicant agrees to comply with the following provisions of the *Travel Industry Act, 2002* (the "Act") and Ontario Regulation 26/05 (the "Regulation"):

Compliance Requirements

Travel Industry Act, 2002

- Section 8(2) establishes that registration is issued subject to certain conditions.
- Sections 28 & 29(1) of the outline some of the Registrar's powers with respect to false advertising.
- Section 31(3) sets out applicable penalties for persons and corporations convicted of contravening the Act or Regulation.
- Sections 8, 10 and 11 outline other actions that can be taken by the Registrar and your rights regarding these actions.

Ontario Regulation 26/05

- Section 15 requires the agency to have a qualified manager/supervisor available during business hours.
- Section 17 requires notice to TICO of changes to the business within five days.
- Section 18 requires ten days advance notice of ceasing to sell travel services, i.e., closing business and cancelling registration.
- Section 22 requires filing of financial statements each fiscal year or more frequently depending upon your sales volume.
- Section 24 mandates that a positive working capital be maintained.
- Section 27 sets out the trust accounting obligations.
- Section 29 provides details regarding record keeping – accounting records, banking records and written records of all payments that must be kept at the registered premises.
- Sections 31 to 35 relate to the advertising requirements.
- Sections 36 & 37 relate to disclosure requirements.
- Section 38 sets out the requirements with respect to statements, invoices, and receipts.

Conditions of Registration

The Applicant hereby accepts the following conditions to its registration:

1. The Applicant acknowledges and agrees to comply will all requirements of the Act and Regulation.
2. The Applicant acknowledges the requirement to contribute to the Ontario Travel Compensation Fund (Form 1) as per the Payment Schedule set under clause 12(1)(c) of the Safety and Consumer Statutes Administration Act, 1996.
3. The Applicant hereby acknowledges and accepts responsibility for the actions of all counsellors/sales representatives selling travel services or providing travel advice regarding the sales of travel services on behalf of the Applicant. This includes but is not limited to individuals who

are employed or have written contract with the Applicant. The Applicant also acknowledges the responsibility to ensure that all such sellers of travel services must have obtained the required certification for being a travel counsellor and, if applicable, the required certification for being a travel supervisor/manager.

4. The Applicant acknowledges that written approval from the Registrar is required before entering into any "risk contracts" with a scheduled or non-scheduled air carrier.
5. The Applicant must attend the mandatory TICO New Registrant Orientation webinar within six months of registration.
6. The Applicant acknowledges and understands that, should it fail to comply with any of the above noted conditions or any other provision of the Act or Regulation, that non-compliance will be taken into consideration and cited in any decision by the Registrar to take further legal or administrative action including a Notice of Proposal to Revoke Registration or Notice of Proposal to Refuse to Renew Registration under the Act.
7. The Applicant hereby acknowledges that they have been informed of their right to independent legal advice.

The Applicant agrees to all the abovementioned Conditions of Registration.

Initials

As the signatory to this form, I have the legal authority to bind the company.

Initials

The Applicant (and signatory of this form) will be legally responsible for the consequences resulting from its non-compliance with the abovementioned conditions.

Initials

The Applicant (and signatory of this form) recognize(s) that it is an offence to furnish false information in a TICO registration application and that:

- a) An individual who is convicted of this offence may be subject to a fine of up to \$50,000 and/or to imprisonment for up to two years; and
- b) A corporation that is convicted of this offence may be subject to a fine of up to \$250,000.

Initials

The Applicant recognizes that making or providing a false statement in a TICO application will result in the Registrar refusing same.

Initials

Signed this _____ day of _____, 20_____.

Print Name (authority to bind company)

Applicant Signature

Witness Name

Witness Signature



Financial Information Consent & Verification

Part One: Consent By Travel Seller

TICO applicants must attach this completed form to a new registration application.

TICO registrants must resubmit this completed form to the Registrar whenever it changes its financial institution and/or trust account(s).

Legal Business Name of Travel Seller

(Applicant or Registrant): _____

Business Address: _____

Telephone No. _____

TICO Registration No. (if applicable): _____

On behalf of the abovementioned Travel Seller, I/we, hereby irrevocably consent to the Director, appointed under the *Travel Industry Act, 2002* (the "Director"), obtaining any financial information about the undermentioned accounts from the undermentioned financial institution. I/we also authorize the financial institution to disclose the same information to the Director.

I/we further authorize the financial institution to apply any freeze order, issued by the Director in accordance with the *Travel Industry Act, 2002*, against my/our assets and/or trust funds that the financial institution controls or has on deposit. I/we also certify that I/we will use the undermentioned account(s), in accordance with the *Travel Industry Act, 2002* and Ontario Regulation 26/05.

Date (MM/DD/YYYY)

Authorized Signing Officer (Print Name)

Position

Signature of Authorized Signing Officer

Authorized Signing Officer (Print Name)

Position

Signature of Authorized Signing Officer



Financial Information Consent & Verification

Part Two: Verification By Financial Institution

Financial Institution Name: _____

Branch Address: _____

Telephone No. _____

We, the abovementioned Financial Institution are a Bank of Canada recognized bank, trust company, or credit union and hereby certify that the abovementioned Travel Seller has opened the following accounts, in the abovementioned branch. These undermentioned accounts are recognized and designated in our records as general and/or Travel Industry Act trust accounts. We further confirm that we will comply with a written direction from the Director to provide any information about these accounts or to freeze assets and/or trust funds of the applicant/registrant we control or have on deposit, provided the directions are issued in accordance with the *Travel Industry Act, 2002*.

Type of Account	Account Number (Including Transit Number)	Provincial Jurisdiction of Account (e.g. ON, BC, etc.)
Travel Industry Act Trust Account (CAD)	_____	_____
Travel Industry Act Trust Account (USD)	_____	_____
General Account (CAD)	_____	_____
General Account (USD)	_____	_____
Other Account(s)	_____	_____

Date (MM/DD/YYYY)

Authorized Signing Officer
of Financial Institution (Print Name)

Signature of Authorized Signing Officer

Bank Stamp



Trust Declaration Form

This Trust Declaration is made as of _____ by _____
(Date) (Travel Seller Legal Business Name: Travel Retailer/Wholesaler)
for the establishment of the **Travel Industry Act, 2002 Trust Account** for the benefit of its customers.

Part 1: Recitals

Whereas:

1. The travel seller is a travel agent or travel wholesaler as those terms are defined in the *Travel Industry Act, 2002* (the “Act”).
2. The Act and Ontario Regulation 26/05 (the “Regulation”) requires the travel seller to maintain a trust account for all money received from or on behalf of customers for travel services, designated as a “Travel Industry Act Trust Account”.
3. [TICO's Trust Accounting Guidelines](#) (the “Guidelines”) provide the details of how the trust account shall be maintained.
4. This Trust Declaration establishes the travel seller’s Travel Industry Act Trust Account (the “Trust Account”).

Part 2: Declaration

Now therefore the travel seller hereby declares as follows:

1. **Definitions:** Unless otherwise explicitly provided herein the definitions of terms in this Trust Declaration shall be the same as in the Act and the Regulation.
2. **The Travel Seller’s Trust Account**
 - 2.1 The travel seller hereby establishes the travel seller’s Trust Account and appoints itself as Trustee.
 - 2.2 The travel seller’s Trust Account shall consist of the funds received from time to time from or on behalf of customers for travel services whether in cash, or by credit card payments, or any other method of payment (the “Funds”). The Funds shall constitute the Trust Account hereby created and established (the “Travel Industry Act Trust Account”)
 - 2.3 The travel seller has established the following bank account (s) for the purpose of segregating the Trust Account from the travel seller’s other bank accounts and any other property, which are listed on the letter from the travel seller’s bank dated _____ and attached as Schedule A.
 - 2.4 The travel seller accepts the trust and undertakes to deposit, hold, distribute, and administer the Trust Account in accordance with the provisions of this Declaration, the Act, the Regulation, the Guidelines, and any other relevant legislative provisions.
 - 2.5 The Trust Account includes all Funds now or hereinafter received by the travel seller from or on behalf of customers for travel services.
 - 2.6 It is the intent of the travel seller, in establishing this Trust Account, that all Funds deposited into the Trust Account shall always be held for the benefit of customers. At no time shall any part of the Trust Account be used for or diverted to purposes other than for the exclusive benefit of the customers.
3. **Term of the Trust**
 - 3.1 The Trust Declaration shall be continued until such time as a new trust declaration is executed as part of the annual registration renewal process.

4. Records and Accounts

- 4.1 The travel seller shall establish and maintain true and accurate records and books of account by booking of all proceedings and financial transactions for the Trust Account, in accordance with the Act, the Regulation, the Guidelines, and any other relevant legislative provisions.
- 4.2 The Trust Account shall be reconciled when the surplus is transferred to the general account. At no time shall the amount in the Trust Account be less than the amount received from customers for travel less any payments made by customers or on customers' behalf for travel services. Amounts in excess of this minimum requirement for a particular booking may be transferred to the travel seller's general account as a surplus when and only when all suppliers for a particular booking have been paid.
- 4.3 Payment must be received from or on behalf of the customer before payment can be made from the Trust Account for the travel services purchased for that customer's booking.

5. General Provisions

- 5.1 This Trust Declaration may not be modified, amended, cancelled or in any way altered, nor may it be modified by custom and usage of trade or course of dealing, except by an instrument in writing and executed by TICO and the travel seller.
- 5.2 If any provision of this Trust Declaration is deemed or held to be unlawful, void, or for any reason, unenforceable, it shall be deemed severable from, and shall in no way affect the validity or enforceability of the remaining provisions hereof or thereof, which shall remain valid and enforceable according to their terms. If such illegality shall make impossible or impractical the functions of the Trust Account, TICO shall have the option of either terminating this Trust Declaration or adopting a new provision to take the place of the illegal, void, or unenforceable provision.
- 5.3 The recitals above set forth are incorporated herein by reference. Each recital of fact concerning a party shall be conclusive as between the parties hereto.
- 5.4 **Governing Law:** This Trust Declaration was made in the Province of Ontario, and its validity, construction, interpretation, and legal effect shall be governed by the laws and judicial decisions of Ontario.
- 5.5 **Choice of Forum:** Any action at law or in equity arising under this Trust Declaration shall be filed only in the Courts of the Province of Ontario.

6. Consent

- 6.1 The travel seller agrees to act and deal with the Trust Account in accordance with the terms of this Trust Declaration.
- 6.2 The travel seller hereby irrevocably consents to the Registrar, *Travel Industry Act, 2002* (the "Registrar") to obtain any financial information about the accounts listed in the letter from the travel seller's bank and authorizes the bank to disclose the information to the Registrar.
- 6.3 The travel seller further authorizes the bank to apply any property freezing order issued by the Registrar against the travel seller's property that it holds on deposit, under its control or for the travel seller for safe keeping, regardless of the jurisdiction of the property.

Signed this _____ day of _____, 20_____.

Print Name (authority to bind company)

Applicant Signature

Witness Name

Witness Signature



Travel Industry Council of Ontario

Samples

These documents
are samples for
guidance



Sample Business Plan



Sample Letter of Credit



Summary

Greystone Travel will be operating from a commercial space at 55 North Cres, Toronto, ON, M8R 2T5.

Unique Selling Points:

- Personalized Adventures
- Expert Guidance
- Memorable Experiences

Mission

Our mission is to deliver unforgettable travel experiences, ensuring that every journey with us is filled with excitement, and unforgettable memories.

Our Commitment:

- Thrilling Adventures
- Personalized Service
- Sustainable Footprints

Business Goals

Short-Term:

- Website Launch
- Local Partnerships

Long-Term:

- Global Expansion:
- Eco-Friendly Initiatives

Business Structure

Ownership: Greystone Travel is a corporation jointly operated and owned by a husband and wife team. The shares are equally divided, with each shareholder holding 50% interest in the company.

Business Description

Services Offered by Greystone Travel

- Personalized Planning by our expert travel counsellors
- Group Tours led by passionate guides who bring destinations to life.

Target Market

- Adventurous Explorers
- Eco-Conscious Travelers
- Small Groups and Solo Travelers

Marketing Plan

- Website optimization
- Social media campaigns
- Travel blogs and destination guides
- Email Newsletters
- Collaborations and Partnerships

Supplier Relationships

- Maintain strong ties with key suppliers
 - Airlines
 - Hotels
 - Other partners

Technology Use

- Cutting-edge software to manage bookings
- Modern website with user-friendly interface
- CRM for maintaining accurate records of customers

Financial Plan

Startup Costs

- Registration Fees
- Marketing Budget
- Equipment Expenses

Cash Flow Forecast

In the initial year, we anticipate a steady positive cash flow as revenue from bookings and services exceeds operational expenses.

Financial Plan

- In the initial year, we anticipate a steady positive cash flow as revenue from bookings and services exceeds operational expenses.
- We'll meticulously manage expenses, optimizing operational costs without compromising service quality.

Requirements:

1. Issued by a Bank of Canada recognized bank, trust company, or credit union.
2. Must be on the bank's letterhead and signed by a bank official.
3. Beneficiary: Travel Industry Council of Ontario
55 Standish Court, Suite 460
Mississauga, ON L5R 4B2



ABC Bank & Trust
123 Ontario Blvd
Toronto, ON
M1Z 0T3

January 1, 2024

Irrevocable Letter of Credit No. 12345 for CDN \$10,000

Beneficiary: Travel Industry Council of Ontario
55 Standish Court, Suite 460
Mississauga, ON L5R 4B2

We hereby authorize you to draw on **ABC Bank & Trust, 123 Ontario Blvd, Toronto, ON, M1Z 0T3** for the account of **Greystone Travel, 55 North Cres, Toronto, ON, M8R 2T5** (the "customer") an aggregate amount of \$Ten Thousand Dollars CDN, \$10,000 of lawful money of Canada available by drafts payable on demand.

Pursuant to the request of the customer, we hereby establish and give you an irrevocable Letter of Credit, in your favour pursuant to an agreement between **The Travel Industry Council of Ontario** and the customer, which may be drawn on by you, at any time and from time to time, upon written demand for payment made upon us by you accompanied by your statement, indicating that the amount of your demand is in payment of the obligations of the customer under the said agreement. We shall honour such demand without enquiring whether you have a right as between yourself and the customer to make the demand and without recognizing any claim of the customer.

This Letter of Credit will continue until **January 1, 2025**, and will expire on that date and you may call for payment of the full amount outstanding under this Letter of Credit at any time up to the close of business on that date. It is a condition of this Letter of Credit that it shall be deemed to be automatically extended, without amendment, for one year from the current or any future expiry date, unless thirty days prior to an expiry date we shall notify you, by registered mail/courier, that we elect not to consider this Letter of Credit renewed for any such additional period.

Partial drawings are permitted. Drawings must be negotiated not later than **January 1, 2025** and shall state that they are drawn under **ABC Bank & Trust, 123 Ontario Blvd, Toronto, ON, M1Z 0T3**, Letter of Credit No. **12345** dated **January 1, 2024**.

We hereby agree with **The Travel Industry Council of Ontario** that drafts drawn in compliance with the terms of this Letter of Credit shall be duly honored upon presentation at **ABC Bank & Trust, 123 Ontario Blvd, Toronto, ON, M1Z 0T3**.

Best regards,



Rose Jones
Bank Signing Officer



Travel Industry Council of Ontario

Additional Forms

These additional forms are to be completed only if it applies to your business



Terms and Conditions
Operating from Residential Location



Corporate Shareholder Information Form



Terms and Conditions

Operating from Residential Location

In addition to and without limiting the Travel Seller’s obligations to comply with all requirements of the legislation, the Travel Seller agrees to comply with the following provisions of the *Travel Industry Act, 2002* (the “Act”) and Ontario Regulation 26/05 (the “Regulation”):

Compliance Requirements

Travel Industry Act, 2002

- Section 17(1) provides that the Registrar, or an Inspector designated by the Registrar, may conduct an inspection and may, as part of that inspection, enter and inspect at any reasonable time the business premises of a travel seller. If the travel seller is operating from a residential location, the part of the residence that is used for operating the business is subject to such inspections.

Ontario Regulation 26/05

- Section 10(1) provides that a travel seller must operate from a permanent place of business in Ontario.
- Section 10(2) states that operating from a residential location is subject to certain requirements:
 - Pursuant to section 10(2)1, the travel seller shall attach a letter of confirmation from the municipality to verify that carrying on business from the residential location is permitted by the municipality responsible for enforcing local zoning requirements.
 - Pursuant to section 10(2)1, the travel seller shall have a separate business telephone number (landline or mobile phone) that is listed under the name under which the travel seller carries on business and is different from any residential and/or personal telephone number.
 - Pursuant to section 10(2)3, the travel seller shall maintain all books and records at the business premises and ensure that the same are accessible to any Inspector designated by the Registrar.
- Section 31(2)(a) provides that the travel seller shall include its business address (as well as the business name and registration number) in every written representation. Therefore, if a travel seller is operating from a residential location, the travel seller must include this residential address in its representations.

Additional Conditions of Registration

The travel seller acknowledges and declares that they have read and understood this document and agree to comply with the conditions contained herein.

The travel seller agrees to all the abovementioned Conditions for operating from a residential location.

Initials

As the signatory to this form, I have the legal authority to bind the company.

Initials

The travel seller (and signatory of this form) will be legally responsible for the consequences resulting from its non-compliance with the abovementioned conditions.

Initials

The travel seller (and signatory of this form) recognize(s) that it is an offence to furnish false information in a TICO registration application and that:

- a) An individual who is convicted of this offence may be subject to a fine of up to \$50,000 and/or to imprisonment for up to two years; and
- b) A corporation that is convicted of this offence may be subject to a fine of up to \$250,000.

Initials

Address of Residential Location

Business Telephone Number

Signed this _____ day of _____, 20_____.

Print Name (authority to bind company)

Signature

Witness Name

Witness Signature



Corporate Shareholder Information Form

This form must only be completed when a shareholder of the corporation applying for registration with TICO has one or more shareholders that is a corporation. If the business structure or shareholder distribution includes multiple corporations and/or holding companies, and/or international companies, a corporate organizational chart is required.

1. Name of Travel Seller Applicant or TICO Registered Agency

Legal Name	Trade Name
------------	------------

2. Legal Name & Address of Corporate Shareholder

Legal Name of Corporate Shareholder			
Registered Head Office Address	City	Province	Postal Code
Phone	Cell	Toll free	
e-mail	Website		

3. Shareholder's Information

Name of shareholder(s)	Employer	Occupation/Position	No. of shares held	No. of voting shares held
Total number of voting shares issued to date				
Enter total number of equity (voting) shares beneficially owned directly or indirectly, by non-residents of Canada or over which non-residents of Canada exercise control or direction.				

3a. Is the corporation entitled to offer its shares to the public? Yes No

3b. Are any of the above shares held for a beneficial shareholder? Yes No

If yes, attach full particulars.

4. Particulars for Shareholders, Officers, Directors

- If needed for additional persons, please [download another copy of this page](#).
- If a shareholder is not an individual, e.g., a corporate entity, an additional separate [Corporate Shareholder Information Form](#) must be completed.

01

Social Insurance Number (optional)	First Name	Middle	Last		
Home address			Position held in company (Officer, Director, Shareholder, Manager)		
City	Province	Postal Code	Phone	Birth date (MM/DD/YYYY)	Sex
e-mail			Cell Phone		
Employment History (provide a minimum of three years)				From	To
Name/Address of Employers			Occupation/Position/Type of work	MM/DD/YYYY	MM/DD/YYYY

02

Social Insurance Number (optional)	First Name	Middle	Last		
Home address			Position held in company (Officer, Director, Shareholder, Manager)		
City	Province	Postal Code	Phone	Birth date (MM/DD/YYYY)	Sex
e-mail			Cell Phone		
Employment History (provide a minimum of three years)				From	To
Name/Address of Employers			Occupation/Position/Type of work	MM/DD/YYYY	MM/DD/YYYY

03

Social Insurance Number (optional)	First Name	Middle	Last		
Home address			Position held in company (Officer, Director, Shareholder, Manager)		
City	Province	Postal Code	Phone	Birth date (MM/DD/YYYY)	Sex
e-mail			Cell Phone		
Employment History (provide a minimum of three years)				From	To
Name/Address of Employers			Occupation/Position/Type of work	MM/DD/YYYY	MM/DD/YYYY



Key Business Personnel Declaration Form

Officers, Directors, Partners, Sole Proprietors

A separate declaration form must be completed by the sole proprietor, every partner in a partnership, and by every officer and director for corporate entities.

If needed for additional persons, please [download another copy of this declaration form](#).

Name of Applicant / Key Business Personnel (Name of Person)

1. Are you a Canadian resident? Yes No

(Provide proof of citizenship or immigration documents)

Canadian Citizen: Yes No Landed Immigrant: Yes No Work permit: Yes No

Legally entitled to work in Canada: Yes No

Other:

2. Has the applicant ever had a registration of any kind refused, suspended, revoked or voluntarily terminated? Yes No
If yes, attach particulars.

3. Is the applicant engaged, occupied, employed or associated directly or indirectly in any other business occupation or profession? If yes, attach particulars. Yes No

4. Is the applicant now or has the applicant been insolvent or involved in Bankruptcy, Consumer Proposal or Proposal Proceedings under the Bankruptcy and Insolvency Act? Yes No
If yes, attach discharge papers, assignment or any other related documents.

5. Has the applicant ever been or is he/she now an officer, director or majority shareholder of a corporation which has been declared bankrupt or is presently a party to Bankruptcy or Proposal Proceedings under the Bankruptcy and Insolvency Act? Yes No

Notes:

- Where an applicant is an undischarged bankrupt, submit a copy of the assignment in bankruptcy and a list of creditors.
- Where an applicant is a discharged bankrupt, submit proof of discharge.
- For corporation bankruptcies, submit any related documents.

6. Are there any unpaid judgements outstanding against the applicant? If yes, submit a copy of each judgement. State the amount outstanding and repayment arrangements. Yes No

7. Has the applicant ever been found guilty or convicted of an offence under any law or are any charges now pending? Yes No

This includes where a conditional discharge or an absolute discharge has been ordered. If yes, attach full particulars on a separate signed and dated statement.

Note: Where the applicant has been previously registered, list only those convictions, conditional discharges, absolute discharges or charges which have not been previously disclosed.

8. Has the applicant ever been associated with a registrant that has failed and has had claims against the Fund? Yes No

Notice and Consent

This declaration form must be completed and signed by the sole proprietor, all partners in a partnership, and by all officers and directors for corporate entities, certifying the accuracy and completeness of the information provided.

By signing below, I affirm that all information provided in this declaration form, including attached documents and supplementary materials, is accurate, true, and complete to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the denial of this application or future revocation of registration, should it be granted. Additionally, I understand that furnishing a false statement in an application to TICO is an offence punishable by a fine and/or imprisonment.

I hereby grant permission to the Travel Industry Council of Ontario (TICO) to verify any information contained in this declaration form and conduct inquiries and/or collect/exchange information with others as may be necessary including but not limited to government sources, non-government sources, CPIC (Canadian Police Information Centre), and credit bureaus/reporting agencies as necessary to determine my eligibility for registration.

I acknowledge that the registration record with TICO, which includes the business name, registration number, business address, and registration date, is part of the public record.

I affirm my commitment to upholding integrity, professionalism, and ethical standards, and I recognize my role in ensuring consumer protection.

Date (MM/DD/YYYY)

Print Name

Signature of applicant

Witness Print Name

Signature of Witness