Travel Industry Council of Ontario

Website Compliance Checklist

Websites, Web Pages, Social Media Pages, and Blogs

✓	CHECK OFF WHEN COMPLETE
	Basic Requirements - Company Identification
☐	Website clearly identifies registered business name (trade name) of the registrant in prominent way
☐	Website clearly shows registrant's business name, address, phone number and TICO registration number
☐	Website URL is included on company's Registration record with TICO – If not done, Download Form
	Website 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
☐	Price advertised is available to the public at the time of the advertisement
	Website 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
	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
☐	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

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