

**Customer Name:**

**Booking Ref:**

**✓ CHECK OFF WHEN COMPLETE**

**Details of Travel Services**

- The total price of the travel services including taxes & fees

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- A fair & accurate description of the travel services including the travel dates

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- Advise the customer of any conditions that the travel agent has reason to believe may affect the customer's decision to purchase (i.e. construction at the resort, health or travel warnings)

**Fees & Penalties**

- Disclose any service fee or consulting fee that will be charged

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- Explain the fees and/or penalties associated with changing or cancelling a booking

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- Advise the customer of any payments that are non-refundable

**Insurance**

- If the travel agent sells insurance, advise the customer of the availability of trip cancellation and out of province health insurance

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- If the travel agent does not sell insurance, advise the customer that trip cancellation and out of province health insurance may be available to purchase elsewhere

**Travel Documentation**

- If travel involves a destination outside of Canada, the travel agent must provide disclosure on travel documentation, including:

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- the travel documents needed including passports, validity of passports, visas, and affidavits that will be needed by **each person travelling**

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- Advise the customer that entry to another country may be refused even if all the travel documents are complete.

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- Advise the customer that living standards and conditions at the destination may differ from those found in Canada

**Terms and Conditions**

- Refer to terms and conditions that relate to the travel services being purchased and advise the customer where those conditions may be reviewed

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- Advise the customer that the travel agent is required to answer any questions arising from information in a representation.

***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.*