



September 1, 2020

Registrar Bulletin: TICO to provide financial relief to registrants

Recognizing the severe impact that the COVID-19 outbreak has had on the travel industry, we are pleased to share that the Ontario Government is providing funding to TICO so that we can assist travel agents and wholesalers during this difficult time. This financial support will also allow TICO to maintain a focus on its important consumer protection mandate.

With this financial support, travel agents and wholesalers do not need to pay their annual registration renewal fees or Travel Industry Compensation Fund payments (“Form-1”) owed to TICO between April 1, 2020 to March 31, 2021. This will allow registrants to focus on their priority business needs without the added financial stress of meeting certain payment obligations with TICO. The waiver applies to registrants who were already registered with TICO as of March 31, 2020. It does not apply to “new” registrants who applied for initial registration after March 31, 2020.

For those registrants who may have already paid their annual registration renewal fees or Travel Industry Compensation Fund payments owed between April 1, 2020 to March 31, 2021, you will be receiving a refund from TICO. TICO will be contacting all impacted registrants with the details of the refund process.

Please note that registrants subject to the waiver are still required to complete and submit their Registration Renewal Form (without payment) and their Form-1 (without payment) by the filing deadline.

“I would like to thank the travel agent and wholesaler sector, and the Travel Industry Council of Ontario (TICO) for all its efforts during these unprecedented times. Our government recognizes the financial hardship this sector continues to experience as a result of COVID-19, and is



providing financial support to TICO to assist its registrants during this difficult time,” said Lisa Thompson, Minister of Government and Consumer Services.

“Throughout this crisis period TICO has maintained steady focus on our mandate of consumer protection and effective regulation of Ontario’s travel industry. But it has been a daunting task in the face of overwhelming adversity,” said Richard Smart, TICO’s President and CEO. “Which is why we welcome the opportunity this financial assistance provides to registrants and to help us continue to operate, while assisting our registrants.”

We understand that you may have additional questions relating to your registration renewal fees and Travel Industry Compensation Fund payments. TICO continues to support consumers and registrants impacted by the crisis, and we will provide updates and information as they become available.

TICO is operating remotely, but we are here to assist you. For more information, please [click here](#).

Any questions can be directed to tico@tico.ca or toll free at 1-888-451-TICO (8426).

Richard Smart

Registrar, Travel Industry Act, 2002