



**CONSUMER
PROTECTION BC**

COMPLIANCE ORDER

**IN THE MATTER OF THE
*BUSINESS PRACTICES & CONSUMER PROTECTION ACT [SBC 2004] c. 2, & TRAVEL
INDUSTRY REGULATION***

Respondent: Vacasa Canada ULC

Adjudicator: Robert Penkala

Date of Order: September 2, 2020

CONTRAVENTION

In a decision of the director dated August 18, 2020, after a hearing, the respondent is found to have contravened section 12.1 (g) of the *Travel Industry Regulation* by failing to include its licence number and B.C. business address on customer receipts.

REQUIREMENTS OF THE ORDER

Pursuant to section 155 (1) and (4) (d) of the Act, the respondent is now ordered:

1. To ensure receipts issued to purchasers of travel services contain the information required by section 12.1 (g) of the Regulation, implementing by no later than October 14, 2020, the necessary modifications to its point of sale, online reservation system, or email confirmation protocols to create customer receipts that include the respondent's Consumer Protection BC licence number and B.C. business address.
2. *Within 30 days of service of this order*, to pay Consumer Protection BC **\$950** for costs of inspection in respect of the above-noted contravention.

RECONSIDERATION (APPEAL)

Under section 181 of the Act, the respondent may apply for reconsideration of this Order within 30 days of receiving it (the director may extend time for the request if special circumstances exist). The

application must be in writing and identify the error the applicant believes has been made or other grounds for reconsideration.

The director may vary or cancel an Order only if new evidence has become available, that:

- is substantial, and material to the Order; and,
- did not exist at the time of the original decision or did exist but could not have been discovered at that time through the exercise of reasonable diligence.

Payment of a \$252 application fee must be submitted with the request for reconsideration, which will be refunded if the reconsideration results in cancellation of the original determination.

A decision on reconsideration is final and may only be judicially reviewed.

Information about the reconsideration process can be found at www.consumerprotectionbc.ca

A request for reconsideration must be addressed to:

Consumer Protection BC
Attn: Shahid Noorani, Vice President Regulatory Services
200 – 4946 Canada Way, Burnaby, BC V5G 4H7
shahid.noorani@consumerprotectionbc.ca

SUMMARY

The respondent is required to comply with this Order and, if requested by this office, provide proof of compliance. Failure to comply with this Order may result in the imposition of an administrative penalty of up to \$5,000 on an individual and up to \$50,000 on a corporation.

This Order may be filed in British Columbia Supreme Court and once filed is deemed an Order of the Court and enforceable as such.



Robert Penkala, Mgr. Enforcement Hearings

September 2, 2020

Date

Method of Service: by email