



**CONSUMER  
PROTECTION BC**

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**COMPLIANCE ORDER**

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**IN THE MATTER OF**

***THE BUSINESS PRACTICES AND CONSUMER PROTECTION ACT* and the  
Travel Industry Regulation**

**Respondent: Diamond International Travel Ltd**

**Date of Order: August 06, 2024**

**Adjudicator: Daniel O' Connor**

This Compliance Order is issued in accordance with notice requirements under section 155 of the *Business Practices and Consumer Protection Act* ["BPCPA"].

**CONTRAVENTION**

The Respondent has been found to have committed a contravention of section 12.1(b) of the Travel Industry Regulation when they failed to include the address of the person making the payment on receipts issued to purchasers of travel services.

**REQUIREMENTS OF THIS ORDER**

Pursuant to section 155 of the BPCPA, this Compliance Order requires:

1. Pursuant to section 155(4)(d) of the BPCPA, the Respondent is ordered to reimburse Consumer Protection BC the amount of **\$500.00** (five hundred dollars) as partial inspection costs incurred in this matter, to be paid within 30 days of the receipt of this Compliance Order.
  2. Except with the express prior written permission of the Director, any failure to provide payment by the date listed in the Order is a breach of the terms of the Order.
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**RECONSIDERATION**

Pursuant to section 181(1) of the BPCPA, a person may request the Director to reconsider a Compliance Order within 30 days of receiving the order, or within a time period specified by the director if any special circumstances exist.

Consumer Protection BC will only allow a reconsideration of a compliance order where the person(s) can demonstrate that new evidence has become available or been discovered that is (a) substantial and material to the determination, and (b) did not exist at the time of the review or did exist at that time but was not discovered and could not through the exercise of reasonable diligence have been discovered. The reconsideration request must be in writing and must be accompanied by the \$283 (two hundred and eighty-three dollars) reconsideration application fee.

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

Information on the reconsideration process can be found at [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

A request for reconsideration should be addressed to:

Consumer Protection BC  
Attn: Director  
200 – 4946 Canada Way  
Burnaby, B.C. V5G 4H7

**SUMMARY**

The Respondent is required to comply with this Order made under the BPCPA. If the Respondent does not comply with this Order, the Director may impose an administrative penalty of not more than \$5,000.00 on an individual and/or not more than \$50,000.00 on a corporation.

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

Daniel O’ Connor  
Name

August 06, 2024  
Date

Method of Service: Email

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