



August 20, 2018

Sinorama Travel Vancouver Inc.
200 – 8091 Westminster Highway
Richmond, B.C. V6X 1A7
Attention: Xiwang Wang, Chief Operating Officer

Dear Xiwang Wang:

**Re: Sinorama Travel Vancouver Inc.
Travel Agent Licence Number 61357
Notice of Licence Cancellation**

On August 9, 2018 travel agent number licence number 61357 (“the licence”) issued to Sinorama Travel Vancouver Inc. (Sinorama Travel) was suspended for an indefinite period. This action was taken in the public interest based on information that Sinorama Travel did not have sufficient working capital to reasonably be expected to operate a travel service business. An opportunity to respond to the action taken of suspending the licence was given to Sinorama Travel.

Since the August 9, 2018 decision to suspend the licence, we have come to understand that Sinorama Travel has gone about cancelling travel arrangements for a large segment of consumers that booked travel services with them. To understand the scope and impact of these cancellations, our office has made several requests, exercising authority under section 150 of the *Business Practices and Consumer Protection Act* (BPCPA), for Sinorama Travel to produce its financial, commercial and corporate transaction records. These requested records are ones that must be maintained by Sinorama Travel, pursuant to section 11 of the *Travel Industry Regulation*. Recently, our office was informed by Sinorama Travel that these records could not be produced, either now or at a future period. An inspection report detailing this information is attached.

Our office has also been advised by Sinorama Travel that they no longer intend on conducting business in BC. We know the commercial lease for the licensed premises has terminated effective August 31, 2018.

The circumstances discussed above show that Sinorama Travel is unable to meet record keeping requirements under law and to comply with inspection demands to produce such records. By its own admission, there has been a cessation of Sinorama Travel’s operations. I believe it to be incongruous to the licensing scheme to allow the licence to continue in place, even in a suspended state. Moreover, the public and other travel agents and wholesalers may mistakenly believe that because Sinorama Travel remains a licence holder that it can still provide travel services, or that Sinorama Travel may eventually recommence its travel business operations. It is paramount to the public interest that the licence be cancelled to provide this clarification and to allow consumers and other businesses effected by the events to take measures to protect their interests.

Accordingly, I am exercising my authority under section 147(2) of the BPCPA to cancel the licence. This action is being taken in the public interest. In making this decision I have relied on a Supplemental Report to Director dated August 17, 2018 prepared by Sean Sisett, Manager of Inspections and Case Management. A copy of the report is enclosed.

Pursuant to section 147(3) of the BPCPA, you have a right to request an opportunity to be heard (respond) to this decision. For your request to be considered it must be provided to our office within 30 days of this letter. If a request is made, you will be given an opportunity to be heard within 30 days.

Yours truly,

A handwritten signature in black ink, appearing to read 'Shahid Noorani', written in a cursive style.

Shahid Noorani
Vice President of Regulatory Services, Consumer Protection BC

Encl. Supplemental Report to Director