



## UNDERTAKING

Pursuant to Section 154 of the *Business Practices and Consumer Protection Act*

THIS UNDERTAKING is made with an effective date of October 10, 2019

Between

**Success Travel Ltd. ("The Respondent")**

And

**The Director of the  
Business Practices and Consumer Protection Authority of British Columbia (the "Director")**

WHEREAS:

- A. Having regards to funeral services within the meaning of the *Business Practices and Consumer Protection Act* ("BPCPA"), and the Travel Industry Regulation ("TIR");
- B. The Respondent is licensed to operate as a travel agent at 200 - 6061 No. 3 Road, Richmond, in the province of British Columbia;
- C. The Respondent did sell travel services to consumers from November 11, 2003 to present;
- D. Inspections ("the Inspections") were conducted by a Consumer Protection BC Inspector ("the Inspector") on, August 30, 2017 and September 18, 2019.
- E. The Inspector alleges:

The Respondent has breached section 12.1(b) of the TIR by failing to include the name and address of the person making the payment or receiving the refund on all receipts issued to the purchaser of travel services or, the person receiving the refund.

- F. In accordance with Section 154(3) of the BPCPA, the Director wishes to terminate the proceedings commenced against the Respondent upon acceptance of this Undertaking.

NOW THEREFORE the Respondent undertakes, acknowledges, and agrees with the Director:

- [1] Within 5 days of delivery of this Undertaking, to include the name and address of the person making the payment or receiving the refund in **bold type** on the first page of receipts the Respondent is required to give purchasers of travel services or receiving refunds.
- [2] To reimburse Consumer Protection BC partial costs of the Inspections of \$149.10 within 7 days of this Undertaking being served on the Respondent.



- [3] That this Undertaking is binding on the Respondent until such time as it is either terminated in writing by the Director or terminated by order of the Supreme Court of British Columbia.
- [4] That in addition to rendering the Respondent liable to further penalties and proceedings as provided for under the BPCPA, it is an offence under the BPCPA to fail to comply with any part of this Undertaking that has not been previously terminated.
- [5] That any communication with the Director in connection with this Undertaking shall be made to the following:

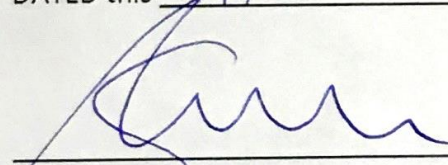
Shahid Noorani  
Vice President, Regulatory Services  
Consumer Protection BC  
200 – 4946 Canada Way  
Burnaby, British Columbia V5G 4H7

And in the case of the Respondent to the following addresses:

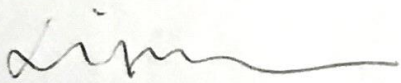
200- 6061 No. 3 Road, Richmond, BC, V6Y 2B2

Unless another address for delivery is given to the other party, in writing, by either the Director or the Respondent.

DATED this 19<sup>th</sup> day of November ~~October~~ 2019

  
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Signature

Shahid Noorani, Vice President, Regulatory Services  
Consumer Protection BC

  
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Duly Authorized signatory of Success Travel Ltd.