
NOTICE OF ADMINISTRATIVE PENALTY

IN THE MATTER OF

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

Respondent: Parastoo Travel Ltd.

Adjudicator: Robert Penkala

Date of Penalty: December 30, 2019

CONTRAVENTIONS AND PENALTY

Pursuant to sections 164 (1) (a) and 166 (1) of the *Business Practices and Consumer Protection Act*, after a hearing and decision, I hereby give notice to the respondent of the following contravention and liability under the Act:

An administrative monetary penalty of **\$3,500** is imposed for issuing customer receipts without the information required by section 12.1 (b) of the *Travel Industry Regulation* (purchaser's address).

RECONSIDERATION (APPEAL)

Under section 181 of the Act, the respondent may apply for reconsideration of this Notice 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 a penalty only if new evidence has become available:

- that is substantial and material to the penalty determination; 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 \$247 application fee must be submitted with the request for reconsideration, which will be refunded if the reconsideration results in cancellation of the original determinations.

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

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

Requests 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

PAYMENT OF THE ADMINISTRATIVE PENALTY

Pursuant to section 167 of the Act, this penalty in the total amount of **\$3,500** must be paid no later than **30 days** from the date on which this Notice is served or, if the respondent requests reconsideration, within 30 days after the date on which the decision of the director respecting the reconsideration is served.

If the respondent fails to pay the penalty, Consumer Protection BC may file a certified copy of this Notice with the Supreme Court or Provincial Court and initiate proceedings to recover the penalty as if it were a judgment of the court.

Before filing the Notice in court, Consumer Protection BC must impose an additional penalty equal to 10% of the unpaid penalty.



Robert Penkala, Mgr. Enforcement Hearings

December 30, 2019

Date

Method of Service: email and registered mail