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## **COMPLIANCE ORDER**

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**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 Order: December 30, 2019**

### **CONTRAVENTION**

In a decision of the director dated December 30, 2019 the respondent was found to have contravened section 12.1 (b) of the *Travel Industry Regulation* ["TIR"] by failing to include the addresses of purchasers of travel services on customer receipts.

### **REQUIREMENTS OF THE ORDER**

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

1. Effective immediately, to ensure receipts issued to purchasers of travel services contain the information required by section 12.1 (b) of the TIR (address for purchaser), and in the case of any booking or point of sale changes involving new components or upgrades, by no later than February 17, 2020:
  - a. Implement any necessary software or hardware upgrades or changes to its point of sale, booking systems, or receipt-issuance protocols (including manual processes, if required) to enable it to issue customer receipts including purchasers' addresses; and,
  - b. In all cases where purchasers' do not wish to provide an address as part of the transaction record, communicate to such customers that obtaining and reproducing the address is a requirement for the licensee according to the TIR.
  
2. *Within 30 days of service of this order*, to pay Consumer Protection BC **\$600** 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 \$247 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](http://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](mailto: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

December 30, 2019

Date

Method of Service: registered mail and email