



**CONSUMER  
PROTECTION BC**

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## **COMPLIANCE ORDER**

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

**Respondent:** BNW Travel Management Ltd. also doing business as  
Brave New World

**Adjudicator:** Robert Penkala

**Date of Order:** January 29, 2020

### **CONTRAVENTION**

In a decision of the director dated January 29, 2020 the respondent was found to have contravened section 164 (1)(b) of the *Business Practices and Consumer Protection Act* by operating as a travel agent while suspended, in violation of a licence condition.

### **REQUIREMENTS OF THE ORDER**

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

*Within 30 days of service of this order, to pay Consumer Protection BC \$300 for costs of inspection related to 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

January 29, 2020

Date

Method of Service: registered mail and email