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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:** EU Travel Ltd.

**Adjudicator:** Robert Penkala

**Date of Order:** February 18, 2020

### **CONTRAVENTION**

In a decision of the director dated February 3, 2020 the respondent was found to have contravened section 12.1 (b) of the *Travel Industry Regulation* 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. To ensure receipts issued to purchasers of travel services contain the information required by section 12.1 (b) of the Regulation (address for purchaser). In all cases where purchasers do not wish to provide an address as part of the transaction record, communicate to customers that obtaining and reproducing the address is required by the Regulation, and to that end:
  - a. ensure that staff or agents of the respondent are trained in such communication;
  - b. prepare printed information or have readily accessible digital reproduction or links to the specific requirement in the Regulation;
  - c. before concluding any transactions with purchasers by phone, where the customers have not provided address information, ensure notice of the requirement is communicated orally or by a supplementary email or SMS;
  - d. implement any necessary training, protocols, or materials for the above by no later than March 16, 2020.

2. *Within 30 days of service of this order*, to pay Consumer Protection BC **\$475** 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

February 18, 2020

Date

Method of Service: registered mail and email