

How to make a claim

The Travel Assurance Fund is a fund of last resort. Claims must be filed within six months of date of loss. Before you file a claim, ensure you do the following first:

- 1 Contact the B.C. licensed travel agent or wholesaler you booked your trip through to ask for assistance or to request a refund.
- 2 If you purchased travel services with a credit card, call or write the credit card company to find out if they will reverse the charges.
- 3 If you purchased separate travel insurance, call your insurance provider to see if it will cover the costs of the undelivered service.
- 4 To find out more, or to file a claim, call our toll-free inquiry line at 1-888-564-9963 or visit our website at www.consumerprotectionbc.ca.
- 5 Please ensure you have all the relevant documentation available to provide with the TAF claim form. Please note that you will be asked to verify that steps one through three have been taken.

For all the details and parameters of the TAF, please read through the Business Practices and Consumer Protection Act and the Travel Industry Regulations.

This brochure is meant to introduce the Travel Assurance Fund and let you know Consumer Protection BC is here to help. There's much more to learn, so please visit our website or contact your licensed B.C. travel agent or wholesaler.

Consumer Protection BC

PO Box 9244
Victoria B.C. V8W 9J2

Phone: 604 320-1667
Toll free: 1-888-564-9963
Fax: 250 920-7181

www.consumerprotectionbc.ca

Have Fund. Will Travel.



**CONSUMER
PROTECTION BC**





The Travel Assurance Fund: Added protection for travel consumers

Rest assured that when you book a trip or holiday through a licensed B.C. travel agent or wholesaler, there are safeguards in place should you not receive the travel services you purchased.

Travel agents and wholesalers located in B.C. are required to be licensed. When you book a trip with a licensed B.C. travel agent or wholesaler, you can feel confident that these businesses have obligations under B.C. law.

When checks and balances fail, the Travel Assurance Fund (TAF) is available for travelers who have not received compensation from their travel insurance or credit card company.

B.C. licensed travel agents and wholesalers are required to contribute to the TAF, which is administered by Consumer Protection BC.

What is covered by the TAF?

The Travel Assurance Fund compensates consumers who did not receive the travel services they purchased. The TAF doesn't cover all situations, but if your claim meets the criteria, Consumer Protection BC may be able to help.

In order to qualify for recourse through the TAF, you must book with a licensed B.C. travel agent or wholesaler. You must also make reasonable efforts to obtain compensation from your insurance or your credit card company. Then, if you still need help, you may have a claim with the TAF.

Please note the following are not covered by the TAF:

- Gift certificates, damage deposits or unused credits.
- Dissatisfaction with the quality of service such as poor accommodations, the occurrence of natural disasters or bad weather, or other circumstances beyond the control of the travel supplier.
- The TAF will not top up insurance payments related to health, baggage or trip cancellation.

Check the Consumer Protection BC website at www.consumerprotectionbc.ca for more information about eligibility. The TAF is one of the good reasons to book your trip through a licensed B.C. travel agent or wholesaler.

Tips on travel services

We hope your holiday is everything you want it to be. Here are a few steps to ensure you have a smooth journey.

- Book through a licensed B.C. travel agent or wholesaler.
- Look for the Consumer Protection BC licence certificate or decal at their business location, on their website or in their advertising.
- Check the Consumer Protection BC website at www.consumerprotectionbc.ca to see if the business is licensed.
- Look beyond the price tag and the glossy brochures to get services you can count on. Check the fine print for all the terms and conditions of the package, and know your cancellation rights and the refund policy. You may discover the trip isn't such a bargain after all.
- Request a copy of your travel services contract and keep all receipts.
- Review all your documentation and check with your travel provider prior to your departure for any changes.
- Remember, if an offer seems too good to be true, it probably is.

