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**TRAVEL**  
**AGENT / WHOLESALER /**  
**ACCOMMODATION PROVIDER /**  
**ACCOMMODATION WHOLESALER**  
 Licence Application

**TO BE COMPLETED BY APPLICANT ONLY**

The personal information requested in this form and the results of the Criminal Record check are collected and retained under the authority of Section 26 (c) of the BC *Freedom of Information and Protection of Privacy Act* and Section 144 of the *Business Practices and Consumer Protection Act*. This information will be used to determine eligibility for licensing in the Province of British Columbia.

**BUSINESS INFORMATION**

**Application for (check applicable):**

- Travel Agent                       Travel Wholesaler                       Accommodation Provider / Wholesaler

1. Legal name: .....  
(Exact name in CAPITAL LETTERS)
2. Trade/DBA names (if any): .....  
(Exact name in CAPITAL LETTERS)
3. Physical address: .....  
(Suite #, Street Address, City & Province/State Postal/Zip Code)
4. Mailing address: .....  
(Suite #, Street Address, City & Province/State Postal/Zip Code)
5. Office tel: ( ..... ) ..... Fax tel: ( ..... ) .....
6. Email: ..... Web: .....
7. Business type:    corporation     partnership     sole proprietorship     society
8. Fiscal year end for financial reporting purposes: (DD/MM):.....

**If the applicant is a corporation, please complete the following:**

Incorporation Date: \_\_\_\_\_ Jurisdiction: \_\_\_\_\_  
 Incorporation Number: \_\_\_\_\_

**If the applicant is a partnership/proprietorship or is operating Trade/DBA names, please complete the following:**

Registration Date(s): \_\_\_\_\_ Jurisdiction: \_\_\_\_\_  
 Registration Number(s): \_\_\_\_\_

COMPLETE THE FOLLOWING IF APPLICANT IS A CORPORATION			
NAMES IN FULL OF SENIOR OFFICERS (First, Last)	RESIDENCE		POSITION HELD
	TELEPHONE & EMAIL	ADDRESS	
	(    )		<input type="checkbox"/> President <input type="checkbox"/> Treasurer <input type="checkbox"/> Secretary <input type="checkbox"/> Chief Operating Officer <input type="checkbox"/> Others _____
	Email: _____		
	(    )		<input type="checkbox"/> President <input type="checkbox"/> Treasurer <input type="checkbox"/> Secretary <input type="checkbox"/> Chief Operating Officer <input type="checkbox"/> Others _____
	Email: _____		
	(    )		<input type="checkbox"/> President <input type="checkbox"/> Treasurer <input type="checkbox"/> Secretary <input type="checkbox"/> Chief Operating Officer <input type="checkbox"/> Others _____
	Email: _____		

**COMPLETE THE FOLLOWING IF THE APPLICANT IS A PARTNERSHIP OR /PROPRIETORSHIP**

NAMES IN FULL OF SENIOR OFFICERS (First, Last)	RESIDENCE		
	TELEPHONE & EMAIL	ADDRESS	
	( )		<input type="checkbox"/> Proprietor / Partner
	Email:		
	( )		<input type="checkbox"/> Partner
	Email:		
	( )		<input type="checkbox"/> Partner
	Email:		

- Have you previously applied for or held a travel agent/wholesaler licence in any jurisdiction? .....  Yes.....  No
  - If **YES** above, were any of those licences ever suspended or cancelled? .....  Yes.....  No
  - Have you ever been refused a travel agent or travel wholesaler licence in any jurisdiction? .....  Yes.....  No
  - Have any of the individuals identified above had 2 or more bankruptcies? .....  Yes.....  No
  - Have any of the individuals identified above ever been convicted of an offence under the Criminal Code of Canada or any other statute? .....  Yes.....  No
- If **YES** to questions 1 through 4 above, provide details on a separate sheet, including date(s) and location(s) and parties involved.
- ALL APPLICANTS** that reside in Canada **MUST** complete an online criminal record check within one day of sending this application to Consumer Protection BC by going to the following link: <http://www.sterlingtalentsolutions.ca/Consumer-Protection-BC> and following the instructions for completion. (Please note, once complete a copy will be sent directly to Consumer Protection BC.
- ALL APPLICANTS** that do not reside in Canada **MUST** submit a certified criminal record check from their home jurisdiction. Please note, your application will not be processed until the criminal record check is received

**LICENSING INFORMATION**

1. **Senior Officer** who will have charge of the applicant's business at this location:

Name: \_\_\_\_\_  
(Surname) (First Name) (Middle Names in Full)

General Manager  Manager  Director of Operations  Other: \_\_\_\_\_

Phone Number ( \_\_\_\_ ) \_\_\_\_\_ E-mail Address \_\_\_\_\_

2. **Administrative Contact (person to contact regarding licensing and related issues):**

Name: \_\_\_\_\_  
(Surname) (First Name) (Middle Names in Full)

Phone Number ( \_\_\_\_ ) \_\_\_\_\_ E-mail Address \_\_\_\_\_

3. **Complaints Contact (person to contact regarding consumer complaints):**

Name: \_\_\_\_\_  
(Surname) (First Name) (Middle Names in Full)

Phone Number ( \_\_\_\_ ) \_\_\_\_\_ E-mail Address \_\_\_\_\_

4. Are the business financial records held at the above address? If no, give the address where held.....Yes  No

Location: \_\_\_\_\_

5. Are the financial statements for the applicant combined with any other businesses? .....Yes  No
6. Do any other travel agents or travel wholesalers carry on operations at any of the listed premises? .....Yes  No
7. Is the proposed licensed location a residence?.....Yes  No
8. Birth date of the applicant if an individual.....(Day\_\_\_\_\_Month\_\_\_\_\_Year\_\_\_\_\_)
9. Are you a franchisee or affiliated with another travel provider? .....Yes  No

If yes, Name of Franchisor or Affiliation\_\_\_\_\_

**APPLICANT DECLARATION**

I/We hereby confirm that the information supplied is complete and true to my best knowledge and belief.

Authorized signing officer of applicant:

Signature\_\_\_\_\_Print Name \_\_\_\_\_

Date\_\_\_\_\_Title\_\_\_\_\_

**APPLICATION FEE (see [current fee schedule](#))**

Pay by cheque or money order, or

Pay by Credit Card – complete [credit card authorization form](#) using Visa, Mastercard or American Express.

Application fees are non-refundable. A service charge will be applied for any dishonoured payments.

Send completed application form, applicable attachments and application fee by mail or by email.

**Email**            [operations@consumerprotectionbc.ca](mailto:operations@consumerprotectionbc.ca)

**Mail**             Consumer Protection BC  
 PO Box 9244  
 Victoria, BC V8W 9J2

**Courier**        Consumer Protection BC  
 321-3600 Uptown Blvd  
 Victoria, BC V8Z 0B9

**INCOMPLETE APPLICATIONS WILL BE RETURNED UNPROCESSED**

## **APPLICATION CHECKLIST**

You are required to provide the following to be licensed.

**Step 1: Provide proof of registration or incorporation**

You must provide proof of incorporation or registration during the application process. To register your business in BC, visit [OneStop BC Business Registry](#). If you are starting a new business, visit [Small Business BC](#).

If your business is a partnership or proprietorship, you must provide:

- names of the partners or proprietors
- current copy of any trade name registration(s) under which you intend to operate

If your business is a corporation, you must provide

- names of directors, senior officers, and beneficial owners with voting shares
- current copy of any trade name registration(s) under which you intend to operate

**Step 2: Provide municipal business licence**

You must provide a copy of your business licence issued by your local municipality.

**Step 3: Complete a criminal record check**

Senior officers, partners or proprietors of your business must complete a criminal record check.

For Canadian residents, get your criminal record check through our third-party supplier. The results will be sent directly to us.

[Get a criminal record check](#).

For non-Canadian residents, a criminal record check from your home jurisdiction is required.

**Step 4: Fulfill working capital requirements**

You must have enough working capital to operate. The suggested minimum amount is based on your business model:

<b>Business Model</b>	<b>Franchised?</b>	<b>Home-based minimum working capital</b>	<b>Commercial space minimum working capital</b>
<b>Travel agent</b>	No	\$10,000	\$20,000
<b>Travel agent</b>	Yes	\$5,000 and cost of the franchise	\$15,000 and cost of the franchise
<b>Travel wholesaler</b>	No	\$10,000 and cost of the first 3-months of travel services purchased for resale	\$20,000 and cost of the first 3-months of travel services purchased for resale
<b>Accommodation provider / wholesaler</b>	No	\$10,000	\$20,000

□ **Step 5: Provide the security requirement**

You must provide financial security held in trust. The required amount may change depending on the total gross sales each year. These are starting amounts based on your business model:

- Travel agent only – \$15,000
- Travel wholesaler only – \$15,000
- Both a travel agent and a wholesaler – \$30,000

Financial security must be provided in any of the following forms:

- **Letter of credit** – in favour of Consumer Protection BC issued by a financial institution. [See sample](#).
- **Surety Bond** – an insurance policy issued by an insurance company authorized to operate in BC. [See sample](#).
- **Safekeeping Agreement** (i.e. GIC or similar investment issued by a financial institution) – in favour of Consumer Protection BC. [See sample](#).
- **Cash** – presented as bank draft or money order held in trust by Consumer Protection BC. Note: no interest is paid on cash securities.

Original issued document provided by the financial institution or insurer must be included with the application. This security will be held throughout the term of your licence plus 6-months after the cancellation or expiry of your licence.

□ **Step 6: Provide financial information**

As a new business, you must include a balance sheet:

- current to within 90 days of the application with current assets, liabilities, and equity (the provided financial security cannot be considered a current asset of your business)
- includes the applicant's legal name
- dated and certified correct by an authorized signing officer(s) of the applicant

If your business has operated for more than a year, you must include a financial statement:

- certified correct by the authorized signing officer(s) of the applicant
- current to within 90 days of application
- prepared in accordance with generally accepted accounting principles (GAAP) or international financial reporting standards (IFRS)

Security cannot be considered a current asset.

Receivable owed to the business must be excluded from the calculation of current asset. Amount owed by the business to other parties must be excluded from the calculation of current liabilities.

A credible cash flow statement for one year indicating sufficient working capital may be accepted in lieu of the suggested amount of start-up working capital.

If your business owes money which is payable to its owner(s) or shareholder(s) on demand, you must complete a subordination of loans agreement.

Submit the [subordination of loans agreement](#).

□ **Step 7: Set up a business phone number**

You can maintain a landline or a cell phone number as your business line. The number must be made public and be searchable somehow (for example through directory assistance or [Canada411](#)). The number must also be easily found on your website, receipts and other business documents.

□ **Step 8: Provide verification of financial information**

You must provide your financial account information verified by your bank.

If you are a travel wholesaler or accommodation provider, you are also required to set up a consumer trust account separate from your general account.

Submit the [verification & authorization financial and trust account form](#).

□ **Step 9: Apply for a licence**

If your business has more than one location, each location requires its own licence. You must submit all of your supporting documents with your application. Each application may take up to four weeks to process. If you are operating from your home, a statutory declaration is required confirming that your residence is also a place of business.

Review this [application checklist](#).

Submit a [licence application form](#).

Submit a [statutory declaration form](#).

□ **Step 10: Read and understand your obligations**

It is your responsibility to review all applicable laws pertaining to your industry and to understand your obligations.

[Review your obligations](#).