

## COMPENSATION FUND FOR CUSTOMERS OF TRAVEL AGENTS

# Your Money Is Protected

ONLY WITH AN AGENCY  
THAT HOLDS A QUÉBEC LICENCE



Your money  
is protected



The **Compensation Fund for Customers of Travel Agents** is administered by the Office de la protection du consommateur. It is a financial protection plan that can be complementary to the protection provided by travel insurance by allowing you to be reimbursed or compensated if you do not receive the tourism services for which you have paid.

You benefit from the protection by the Fund **free of charge** when you purchase such services through a **travel agency that holds a licence from the Office**, regardless of whether the agency conducts its activities in a brick-and-mortar establishment or online.

### IMPORTANT

The Fund does not protect you if you made your purchase directly from a service provider (air carrier, hotel, etc.) or from an agency that does not hold a licence from the Office.

## Examples of situations that could be covered



### TRANSPORTATION NOT RECEIVED

A **strike**, a **bankruptcy**, an **unforeseen closure** or a **storm** affects your air carrier or cruise line and prevents you from receiving their services. The Fund could also reimburse you if a **flight cancellation or delay** causes you to miss overnight stays at a hotel or a tourist activity **included in your package**.



### LODGING NOT RECEIVED

Your hotel **goes into bankruptcy** or **closes its doors** for other reasons, such as a **strike**, a **natural disaster** or a **political crisis**.



### TOURIST ACTIVITIES NOT RECEIVED

An **excursion** or a **guided tour** you have purchased from the travel agency **does not take place**, because a volcano eruption prevents any travel in the area.



### MAIN SERVICE NOT RECEIVED

You have purchased a **cruise package that includes a flight** to the city of departure, but the **cruise is cancelled**. The ship must remain docked because of a major mechanical problem. You could be reimbursed for the services you were unable to receive.



Check whether an agency holds a licence by visiting

[Quebec.ca/travel-agency-protection](https://Quebec.ca/travel-agency-protection)

You can do a search to make sure the agency holds a **valid licence**.

Office  
de la protection  
du consommateur

Québec 



### SECURITY IS COMPROMISED

You have purchased a trip scheduled a week later, but, on the day of departure, the **Canadian Government issues an advisory to avoid all travel or all non-essential travel** to the country to which you were supposed to travel.



### DEPARTURE OR REPATRIATION REQUIRED

The Fund can provide you with the amounts you need for your departure or to get back home, for example if the airline **does not provide you with the required transportation** because it has closed.



### CLOSURE OR BANKRUPTCY OF THE AGENCY

The travel agency with which you do business closes its doors **before your departure**.

The Fund does not reimburse goods or insurance purchased from your travel agency (travel insurance, travel guides, luggage, etc.).



### To find out more about the Fund

By visiting [Quebec.ca/travel-agency-protection](https://Quebec.ca/travel-agency-protection), you will find, among other things:

- **detailed information** about the Fund;
- the **procedure** to be reimbursed if there is a problem.