



MEDIA RELEASE:

UNDER EMBARGO UNTIL TUESDAY, JULY 25, 2023

ACTA and CATO withdraw appointees from TICO Board

TORONTO --- ACTA and CATO have taken the unprecedented step to withdraw its appointees from the TICO Board until they are given the opportunity to meet with the Ontario Minister of Public and Business Service Delivery, the Honorable Kaleed Rasheed.

The two associations are also asking for a copy of TICO's recommendations to the Ontario government on future fees and Compensation Fund funding.

Today, July 25th, the TICO Board of Directors is expected to give the final approval on TICO's recommendations to the Ontario government on TICO's future fee structure and Compensation Fund funding, which will be sent to the Minister for his review.

"Our Associations want to provide all information before the Minister makes a decision. We believe a long-time request for a better consumer protection system in Ontario and a consideration of the financial burden put on an industry, which hasn't recovered yet from the pandemic, has, once again, been ignored. We want to be included in Ontario's 'Open for Business' plan," said Jean Hébert, CATO Executive Director.

"ACTA and CATO have been denied details on the fee mechanism despite a decade of advocating for change," said Wendy Paradis, ACTA president. "Both ACTA and CATO have appointees on the TICO board and yet, have been excluded from this information despite numerous requests. "

"Once approved by the TICO Board, the Minister will have 45 days to react without having heard the concerns from industry. The two associations want to make their position known to the Minister given that the industry has once again been denied a legislated consumer contribution "insurance" protection system in Ontario, comparable to the one that is so appreciated in Québec," said Hébert.

He added: "In our experience, while consultations are expected after the Ministerial review, if all the necessary documentation is not contained in the report, it is difficult for recommendations to change."

Lack of transparency

Last month, ACTA and CATO issued a [media release](#) outlining their joint frustration with the lack of transparency on the financial impact on TICO registrants.

"Our joint action sends a clear message to government that we oppose this process. We also want to emphasize what ACTA and CATO have long been calling for – a regulator that should be the "right size"

to match the industry it is regulating, not one that is considering an increased financial burden on its Registrants -- especially when it is those same Registrants that were the hardest hit businesses during the COVID-19 pandemic,” said Paradis.

“We believe that it is important that our Associations stand up for not only the travel industry but also for the public interest and take a strong stand for a better Ontario Compensation Fund funding model. For all those reasons, we do NOT want to put our appointees in a situation that raises a fundamental conflict of interest,” said Hébert.

ACTA and CATO have sent a joint letter to Minister Rasheed requesting an urgent meeting to stress that important changes must be made to the process, and for a better, fairer funding system.

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