



## TRIP TIPS

### New protections for travelers

Consumers now have new tools to carry out their transactions with greater confidence. Thus, with the entry into force of the amendments to the Law on travel agents, travelers will be better informed and protected.

In this area, an area already well supported by the Office of Consumer Protection, elements of protection are emerging. They cover travel counselors, the unilateral modification of the contract price, advertising and Compensation Fund clients of travel agents.



### Travel agents



By the end of the year, travel agents must hold a certificate issued by the OPC. Effective July 1, 2012 these advisers will also pass an examination on the laws and regulations relating to the sale of tourist services, in order to obtain or renew their certificate. Doing so, the activities of travel agents will be better framed.

### The price of a trip

What's worse, you might say, to learn that the price of your cruise was adjusted upwards before your departure. Note that this practice will now be permitted only under certain conditions prescribed, and only by reason of an increase in fuel prices or exchange rates. But no change in price will be made within 30 days before departure.

### Internet transactions

Travelers who complete their transactions on the websites of the agencies sometimes face prices that vary from session to session. Agencies will now display the following acknowledgment: "The advertised prices on our website are valid if you buy services during a same session. If you disconnect from our site, prices could change for your next session. "If that statement does not appear, agencies will still required to indicate the period during which the services can be purchased at the price indicated.





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### Compensation Fund

Compensation Fund clients of travel agents is aimed at consumers who are deprived of travel services purchased from a travel agent, holder of a license issued by the UCI. The maximum refund possible 3000\$ per customer per trip is abolished. The aggrieved client may well claim the full cost of services not rendered.

In addition, the maximum compensation per event, formerly 3\$ million, is 20% of the accumulated surplus of the Fund as at March 31 preceding the event. In addition, a gradual decrease in the contribution rate paid by customers is planned gradually as the capital of the fund, currently 50\$ million, will increase. Beyond 75\$ million, the contribution will be 2\$ per 1,000\$ and if the surplus is more than 100\$ million, it will be 1\$ per 1,000\$ of travel services purchased.

### For more details

By visiting the website of the OPC, [www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca), you will be able to better understand the changes in the regulations and the Act on travel agents.

