



## TRAVEL TIPS

### License from « Office de la protection du consommateur »

Whether you purchase your trip on the site of an online travel agency or in an agency storefront, it is important to make sure that it is licensed by the Office of Consumer Protection (OPC), which means that the agency complies with the law of travel agents and collects the contribution to the compensation fund for customers of travel agents (FICAV).

This fund is used to repatriate passengers in case of problems and refund customers who have not received their benefits as originally agreed.

Warning, this fund does not compensate you if you are dealing directly with an airline or a travel agency located outside of Quebec.



However, if you have made your purchase online with a credit card and you do not receive the services you purchased, you can enjoy the chargeback.



For more details on this subject, visit the OPC:

[www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca)