

Eligibility: Compensation Fund for Customers of Travel Agents

If a supplier chosen by your travel agent is unable to provide you with the services you purchased, you are entitled to request a reimbursement from the Compensation Fund for Customers of Travel Agents. The defaulting supplier might be an airline, cruise line, hotel, etc. In order to be eligible, the travel agent must have transferred your payment to the service supplier.

The Fund can also reimburse you if a travel agency goes out of business and is unable to provide you with the services you purchased.

In both cases, you must have purchased travel services from a travel agent licenced by the Office de la protection du consommateur (OPC) in order to be reimbursed. You are not eligible for a reimbursement if you bought your ticket directly from a supplier rather than going through a travel agent. As long as you went through a travel agent, you are entitled to a reimbursement even if only the supplier's name appears on your credit card statement.

Amounts reimbursed

The Fund can reimburse you:

- sums paid for travel services that were not provided to you;
- sums needed for your repatriation if, for example, your return flight was cancelled.

There is no maximum reimbursement amount.

The Fund will only reimburse you the amount you paid. Therefore, it does not reimburse:

- any amount paid for a replacement ticket that exceeds the cost of the original ticket;
- costs associated with damages resulting from the supplier's default, such as vacation days lost due to an airline's default.

Reimbursement from a third party

If you have been reimbursed by a third party, through travel insurance for instance, you are not eligible for reimbursement from the Fund. However there is an exception: If the amount you received from a third party is less than what you would have received from the Fund you can file a claim for the difference. For example, if you paid \$1,000 for travel services that were not provided and were reimbursed \$400 by a third party, you can claim \$600 from the Fund.

Credit card payment

If you used a credit card to pay for travel on flights that were suspended, you are eligible for a reimbursement from the credit card company.

Claim form

Please fill out the Compensation for Customers of Travel Agents Claim Form clearly and legibly.

All claims must be made **after the scheduled travel date**.

Acknowledgment of receipt

The OPC will send you an acknowledgment of receipt once it has received your claim.

Reimbursement timeframe

The OPC opens a claim file when it receives a claim application and begins the reimbursement process six months after the first claim file is opened.

In cases where a carrier ceases operations, the OPC issues reimbursements six months later.

Cheque

Reimbursement cheques are payable to the passenger or the person who paid for the travel. If the claimant is not a passenger, an explanation must be provided.

Sending the claim form

The form and all necessary documents must be sent to:
Office de la protection du consommateur
Service des permis
400, boulevard Jean-Lesage, bureau 450
Québec, Québec G1K 8W4

Additional information

For further information, please call the following toll-free number: 1 888 OPC-ALLO (1 888 672-2556).