



ACTA Member Complaint Form

Passenger Names: _____

Passenger Address: _____ City: _____ Province: _____

Postal Code: _____ Home Phone: _____ Email Address: _____

Complaint Against

Company Name: _____ Company Address: _____

City: _____ Province: _____ Postal Code: _____

Phone Number: _____ Travel Agent Name (if applicable): _____

Destination: _____ Hotel: _____

Departure Date: _____ Return Date: _____ How was booking made: _____

Brief Description of Complaint

How can your complaint be resolved to your satisfaction?

Complaints must first be submitted to the travel agency in writing to try to resolve the issue. If you are unable to resolve the issue ACTA will review the file on your behalf if the travel agency is an ACTA member. Copies of pertinent supporting documents (airline ticket copies, credit card receipts, etc.) should be sent to ACTA. Do not send originals as ACTA cannot be responsible for safeguarding and returning all documentation. Retain your original documents in case they are required for legal or regulatory actions. Please note that ACTA provides informal mediation for travel-related disputes only. We are not a governmental or regulatory organization; we cannot impose penalties or fines on a member agency or force a member to refund money or to deliver compensation of any kind. However, ACTA will do our best to help to resolve disputes in ways that are fair to all parties.

ACTA National Office: P.O. Box 12612, Martinway Plaza, Etobicoke, ON, M9R 4C7

(905) 282-9294 | (888) 257-2282

Email: memberservices@acta.ca

ACTA will address a complaint only after the consumer has made an attempt to resolve the matter directly with the travel agency and/or travel wholesaler.

Permission to share information

By signing this form, you are authorizing ACTA to share information contained in your complaint. ACTA is not empowered to compel any company to give redress or provide you with compensation.

(Today's Date)

(Your Signature)