

From TICO@tico.ca Mon Jul 25 18:04:00 2016  
Date: Mon, 25 Jul 2016 16:03:51 +0000  
From: TICO Information <TICO@tico.ca>  
To: Gabor Lukacs <lukacs@airpassengerrights.ca>  
Subject: RE: Request for a teleconference re: NewLeaf

Hello Mr. Lukacs

Further to our telephone conversation of today, I confirm that TICO has met with a representative of NewLeaf Travel last week. As I explained, TICO's position is that any transactions (travel sales) conducted by NewLeaf Travel at the Hamilton Airport location ONLY would be captured under the Ontario Travel Industry Act, 2002. This would not include transactions made on the NewLeaf website as the company/website is domiciled outside of Ontario.

Accordingly, NewLeaf Travel does require TICO registration and has been advised of same. TICO is currently working with NewLeaf Travel to get their TICO registration in place.

Should you require any further assistance, please feel free to contact me.

Best regards,  
Dorian

Dorian Werda  
Vice President, Operations

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-----Original Message-----

From: Gabor Lukacs [mailto:lukacs@AirPassengerRights.ca]  
Sent: July 25, 2016 8:02 AM  
To: TICO Information  
Subject: Request for a teleconference re: NewLeaf

Dear Ms. Werda and Mr. Smith,

We have spoken before. I am a Canadian air passenger rights advocate. I am involved in a public interest litigation before the Federal Court of Appeal relating NewLeaf:

[http://docs.airpassengerrights.ca/Federal\\_Court\\_of\\_Appeal/A-242-16/](http://docs.airpassengerrights.ca/Federal_Court_of_Appeal/A-242-16/)

Mr. Jim Young, CEO of NewLeaf, stated in his affidavit that TICO would require NewLeaf to contribute to the indemnity fund of TICO (see paragraph 6):

[http://docs.airpassengerrights.ca/Federal\\_Court\\_of\\_Appeal/A-242-16/2016-07-23--NewLeaf--affidavit--Donald\\_James\\_Young--PAGES\\_WITHOUT\\_CONFIDENTIAL\\_INFO.pdf](http://docs.airpassengerrights.ca/Federal_Court_of_Appeal/A-242-16/2016-07-23--NewLeaf--affidavit--Donald_James_Young--PAGES_WITHOUT_CONFIDENTIAL_INFO.pdf)

Subsequently, NewLeaf stated to the Court that it has met with you or one of your colleagues, and that it is in the process of being registered with TICO:

[http://docs.airpassengerrights.ca/Federal\\_Court\\_of\\_Appeal/A-242-16/2016-07-24--NewLeaf-to-DutyOfficer--re\\_cross\\_examination--TICO\\_registration.pdf](http://docs.airpassengerrights.ca/Federal_Court_of_Appeal/A-242-16/2016-07-24--NewLeaf-to-DutyOfficer--re_cross_examination--TICO_registration.pdf)

I would like to speak to you about the following:

- (a) whether the statements made by NewLeaf to the Court are accurate;
- (b) given the unique situation and the interest of the travelling public in being protected by a reputable scheme, such as TICO's, how long do you expect it will take for NewLeaf to become registered; and
- (c) TICO's position with respect to the sales made by NewLeaf so far, and NewLeaf continuing to sell travel services in Ontario pending its legislation.

I look forward to hearing from you.

Best wishes,  
Dr. Gabor Lukacs

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