



# Canadian Consumer Handbook

## Travel

This content has moved to the [Travel](#) page on the Office of Consumer Affairs website.

## Contacts For This Topic

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### Transport Canada

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#### Headquarters

Tower C  
Place de Ville  
330 Sparks Street

Ottawa, Ontario K1A 0N5  
Telephone: 613-990-2309  
Phone (TTY): 1-888-675-6863  
Website: [www.tc.gc.ca/eng/roadsafety/menu.htm](http://www.tc.gc.ca/eng/roadsafety/menu.htm)

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#### Manitoba

344 Edmonton Street  
Winnipeg, Manitoba R3C 0P6  
Telephone: 204-983-3152  
Toll Free: 1-888-463-0521  
Website: [www.tc.gc.ca/eng/prairieandnorthern/menu.htm](http://www.tc.gc.ca/eng/prairieandnorthern/menu.htm)

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#### British Columbia

620-800 Burrard Street  
Vancouver, British Columbia V6Z 2J8  
Telephone: 604-666-3518  
Fax: 604-666-7255  
Website: [www.tc.gc.ca/eng/pacific/menu.htm](http://www.tc.gc.ca/eng/pacific/menu.htm)

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#### New Brunswick

##### Regional Headquarters

95 Foundry Street  
Moncton, New Brunswick E1C 8K6  
Telephone: 1-800-387-4999  
Email: [atlantic-atlantique@tc.gc.ca](mailto:atlantic-atlantique@tc.gc.ca)  
Website: [www.tc.gc.ca/eng/atlantic/menu.htm](http://www.tc.gc.ca/eng/atlantic/menu.htm)

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## Ontario

Suite 300  
4900 Yonge Street

North York, Ontario M2N 6A5  
Telephone: 416-973-9820  
Fax: 416-973-9907  
Website: [www.tc.gc.ca/eng/ontario/menu.htm](http://www.tc.gc.ca/eng/ontario/menu.htm)

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## Quebec

Office 638  
800 René Lévesque Boulevard West

Montréal, Quebec H3B 1X9  
Telephone: 514-283-5722  
Fax: 514-283-8234  
Website: [www.tc.gc.ca/eng/quebec/menu.htm](http://www.tc.gc.ca/eng/quebec/menu.htm)

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## Canadian Transportation Agency

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15 Eddy Street  
Gatineau, Quebec K1A 0N9  
Telephone: 1-888-222-2592  
Phone (TTY): 1-800-669-5575  
Fax: 819-997-6727  
Email: [info@otc-cta.gc.ca](mailto:info@otc-cta.gc.ca)  
Website: [www.cta-otc.gc.ca/index\\_e.html](http://www.cta-otc.gc.ca/index_e.html)

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## Provincial and Territorial Consumer Affairs Offices

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### Alberta

**Service Alberta, Consumer Contact Centre**  
Commerce Place 3rd Floor  
10155 102nd Street

Edmonton, Alberta T5J 4L4  
Telephone: 780-427-4088  
Toll Free: 1-877-427-4088  
Email: [service.alberta@gov.ab.ca](mailto:service.alberta@gov.ab.ca)  
Website: [www.servicealberta.ca](http://www.servicealberta.ca)

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### British Columbia

**Consumer Protection BC**  
321-3600 Uptown Blvd  
PO Box 9244

Victoria, British Columbia V8W 9J2  
Telephone: 604-320-1667  
Toll Free: 1-888-564-9963  
Fax: 250-920-7181  
Email: [info@consumerprotectionbc.ca](mailto:info@consumerprotectionbc.ca)  
Website: [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

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## Manitoba

**Consumer Protection Office, Manitoba Justice**  
302-258 Portage Avenue  
Winnipeg, Manitoba R3C 0B6  
Telephone: 204-945-3800  
Toll Free: 1-800-782-0067  
Fax: 204-945-0728  
Email: [consumers@gov.mb.ca](mailto:consumers@gov.mb.ca)  
Website: [www.manitoba.ca/consumerinfo](http://www.manitoba.ca/consumerinfo)

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## New Brunswick

**Financial and Consumer Services Commission**  
200-225 King St  
Fredericton, New Brunswick E3B 1E1  
Toll Free: 1-866-933-2222  
Fax: 506-444-4494  
Email: [info@fcnb.ca](mailto:info@fcnb.ca)  
Website: [fcnb.ca/financialconsumer.html](http://fcnb.ca/financialconsumer.html)

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## Newfoundland and Labrador

**Service NL**  
PO Box 8700  
St. John's, Newfoundland and Labrador A1B 4J6  
Telephone: 709-729-2600  
Toll Free: 1-877-968-2600  
Fax: 709-729-6998  
Email: [consumeraffairs@gov.nl.ca](mailto:consumeraffairs@gov.nl.ca)  
Website: [www.servicenl.gov.nl.ca/consumer/consumer\\_affairs](http://www.servicenl.gov.nl.ca/consumer/consumer_affairs)

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## Northwest Territories

**Consumer Affairs, Department of Municipal and Community Affairs**  
600-5201 50th Ave  
Yellowknife, Northwest Territories X1A 3S9  
Telephone: 867-767-9161 ext 21022  
Fax: 867-873-0309  
Email: [consumer\\_affairs@gov.nt.ca](mailto:consumer_affairs@gov.nt.ca)  
Website: [www.maca.gov.nt.ca/en/services/consumer-affairs](http://www.maca.gov.nt.ca/en/services/consumer-affairs)

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## Nova Scotia

**Public Enquiries, Service Nova Scotia**  
Mail Room 8 South

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Maritime Centre  
1505 Barrington Street

Halifax, Nova Scotia B3J 3K5  
Telephone: 902-424-5200  
Toll Free: 1-800-670-4357  
Fax: 902-424-0720  
Email: [askus@novascotia.ca](mailto:askus@novascotia.ca)  
Website: [novascotia.ca/sns/access/individuals/consumer-awareness.asp](http://novascotia.ca/sns/access/individuals/consumer-awareness.asp)

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## Nunavut

**Consumer Affairs, Department of Community and Government Services**  
3090 9th St  
P.O. Box 440

Baker Lake, Nunavut X0C 0A0  
Telephone: 867-793-3303  
Toll Free: 1-866-223-8139  
Fax: 867-793-3321  
Email: [consumerprotection@gov.nu.ca](mailto:consumerprotection@gov.nu.ca)  
Website: [www.gov.nu.ca/community-and-government-services/information/consumer-affairs](http://www.gov.nu.ca/community-and-government-services/information/consumer-affairs)

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## Ontario

**Consumer Protection Ontario, Ministry of Government and Consumer Services**  
Box 450  
1201 Wilson Ave Station A

Toronto, Ontario M3M 1J8  
Telephone: 416-326-8800  
Toll Free: 1-800-889-9768  
Phone (TTY): 416-229-6086  
Phone (TTY) 2: 1-877-666-6545  
Fax: 416-326-8665  
Email: [consumer@ontario.ca](mailto:consumer@ontario.ca)  
Website: [www.ontario.ca/page/consumer-protection-ontario](http://www.ontario.ca/page/consumer-protection-ontario)

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## Prince Edward Island

**Consumer Services, Department of Justice and Public Safety**  
Shaw Building 4th Floor  
95 Rochford Street  
PO Box 2000

Charlottetown, Prince Edward Island C1A 7N8  
Telephone: 902-368-4580  
Toll Free: 1-800-658-1799  
Fax: 902-368-5283  
Website: [www.princeedwardisland.ca/en/topic/consumer-services](http://www.princeedwardisland.ca/en/topic/consumer-services)

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## Quebec

**Office de la protection du consommateur**

450-400 Jean-Lesage Blvd  
Québec, Quebec G1K 8W4  
Telephone: 418-643-1484  
Toll Free: 1-888-672-2556  
Fax: 418-528-0976  
Website: [www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca)

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**Yukon****Consumer Services, Department of Community Services**

307 Black Street  
Whitehorse, Yukon Y1A 2N1  
Telephone: 867-667-5111  
Toll Free: 1-800-661-0408 ext. 5111  
Fax: 867-667-3609  
Email: [consumer@gov.yk.ca](mailto:consumer@gov.yk.ca)  
Website: [www.community.gov.yk.ca/consumer/cp.html](http://www.community.gov.yk.ca/consumer/cp.html)

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