

# 2011 Survey of Service Industries: Travel Arrangements

**This document is confidential when completed.**

Si vous préférez recevoir ce questionnaire en français, veuillez nous appeler au numéro sans frais suivant : 1-800-972-9692.

If necessary, please make address label corrections in the boxes below.

0001	Legal name	0004	Address (number and street)	
0002	Business name	0005	City	
0021	Title of contact	0006	Province/territory or state	
0008	First name of contact	0007	Country	Postal code/zip code
0028	Last name of contact	0010	Language preference	
			1 <input type="radio"/> English	2 <input type="radio"/> French

**This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19.  
COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.**

## A - Introduction

### Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. Your information may also be used by Statistics Canada for other statistical and research purposes, in conformity with its mandate. Please access [www.statcan.gc.ca/survey-enquete/index-eng.htm](http://www.statcan.gc.ca/survey-enquete/index-eng.htm) for more information on this survey.

### Fax or other electronic transmission disclosure

Statistics Canada advises you that there could be a risk of disclosure during facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

### Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada.

### Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data sharing agreements with provincial and territorial statistical agencies and other government organizations, which must keep the data confidential and use them only for statistical purposes.

Information on confidentiality, data-sharing agreements and record linkages can be found on the last page of this questionnaire.

**Please return the questionnaire within 30 days.**  
Please mail the completed questionnaire in the enclosed envelope or  
fax it to Statistics Canada at 1-888-883-7999.

Lost the return envelope or need help? Call us at 1-800-972-9692 or mail to:  
Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6

Visit our website at [www.statcan.gc.ca](http://www.statcan.gc.ca)



## B - Main business activity

1. Please describe the nature of your business.

0055


2. Please check the **one main activity** which most accurately represents your **main** source of revenue.

0057

Travel agencies

0058

Tour operators/wholesalers

0040

None of the above — Please call **1-800-972-9692** for further instructions.

## C - Reporting period information

1. Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2011 and March 31, 2012. Please indicate below the period covered by this questionnaire.

from <sup>0011</sup>

Y	Y	Y	Y	M	M	D	D
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to

<sup>0012</sup>

Y	Y	Y	Y	M	M	D	D
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2. If the reporting period does not cover a **full year**, please check the reason(s) below:

0031

<sup>1</sup>  seasonal operations

<sup>2</sup>

new business

<sup>3</sup>

change of fiscal year

<sup>4</sup>

change of ownership

<sup>5</sup>

ceased operations

<sup>6</sup>

temporarily inactive

## Reporting instructions

- Report for business unit(s) specified on the label on the front page.
- Complete only the questions that apply to your business.
- When precise figures are not available, please provide your best estimate.
- Report in Canadian dollars. Dollar amounts and percentages should be rounded to whole numbers.
- Consult the reporting guide at [www.statcan.gc.ca/guides-e](http://www.statcan.gc.ca/guides-e) for further information.

## D and E - Not applicable

## F - Industry characteristics

### Sales by type of service

Please provide a breakdown of your sales, indicating amounts in Canadian dollars.

#### Tour Operator Services

		CAN\$
1. Packaged tours including arranging, assembling, and marketing tour packages for travel agents, tour wholesalers, and/or individuals	2900	<input type="text"/>
a) pre-packaged tours		<input type="text"/>
b) customized group tours	2901	<input type="text"/>
c) pre-packaged tour reselling services	2902	<input type="text"/>

#### Travel Agency Services

2. Reservation services including commissions and fees from the sale of passenger transportation, lodging and other travel services	2964	<input type="text"/>
a) airline seats	2965	<input type="text"/>
b) bus, including airport shuttles	2966	<input type="text"/>
c) rail	2967	<input type="text"/>
d) cruise	2968	<input type="text"/>
e) vehicle rental	2969	<input type="text"/>
f) other transportation (e.g., ferry)	2970	<input type="text"/>
g) lodging	2971	<input type="text"/>
h) packaged tours	2972	<input type="text"/>
i) other services (e.g., event ticket sales, computerized reservation system and travel data warehousing)	2973	<input type="text"/>
3. Service charges for trip planning, including assembling travel information, advice, and plans	2974	<input type="text"/>
4. Other travel arrangement services (e.g., sightseeing tour services, automobile club memberships and condominium time-share services)	2975	<input type="text"/>
5. Travel insurance products (e.g., health, baggage and cancellation insurance)	2558	<input type="text"/>
6. All other sales and services (e.g., travellers cheques, travel related merchandise, foreign exchange services, wire transfers, etc)	2305	<input type="text"/>
7. <b>Total</b> (sum of questions 1 to 6)		<input type="text"/>

#### Sales by destination

		CAN\$
8. Please indicate in Canadian dollars your total operating revenue from travel to:		
<b>Canadian destinations:</b>		
a) tour and cruise packages	2243	<input type="text"/>
b) other	2270	<input type="text"/>
<b>USA destinations:</b>		
a) tour and cruise packages	2271	<input type="text"/>
b) other	2272	<input type="text"/>
<b>Other destinations:</b>		
a) tour and cruise packages	2273	<input type="text"/>
b) other	2274	<input type="text"/>
9. <b>Total</b>	2779	<input type="text"/>

## G - Personnel

		<b>number</b>
1. Number of partners and proprietors, <b>non-salaried</b> (if salaried, report at question 2 below)	6321	<input type="text"/>
2. Paid employees		
a) average number of paid employees during the reporting period (see reporting guide)	6339	<input type="text"/>
		<b>%</b>
b) percentage of paid employees (from question 2a) who worked <b>full time</b>	6328	<input type="text"/>
		<b>number</b>
3. Number of contract workers for whom you did not issue a T4, such as freelancers and casual workers (estimates are acceptable)	6320	<input type="text"/>

## H - Sales by type of client

Please provide a percentage breakdown of your sales by type of client.

		<b>%</b>
1. <b>Clients in Canada</b>		
a) <u>businesses</u>	8112	<input type="text"/>
b) <u>individuals and households</u>	8100	<input type="text"/>
c) <u>governments, not-for-profit organizations and public institutions (e.g., hospitals, schools)</u>	8233	<input type="text"/>
	8140	<input type="text"/>
2. <b>Clients outside Canada</b>		
		<b>100%</b>

I, J and K - Not applicable

FOR  
INFORMATION  
ONLY



## General information

### Confidentiality

#### Your answers are confidential.

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation. Therefore, for example, the Canada Revenue Agency cannot access identifiable survey records from Statistics Canada.

Information from this survey will be used for statistical purposes only and will be published in aggregate form only.

### Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data sharing agreements with provincial and territorial statistical agencies and other government organizations, which must keep the data confidential and use them only for statistical purposes. Statistics Canada will only share data from this survey with those organizations that have demonstrated a requirement to use the data.

**Section 11** of the *Statistics Act* provides for the sharing of information with provincial and territorial statistical agencies that meet certain conditions. These agencies must have the legislative authority to collect the same information, on a mandatory basis, and the legislation must provide substantially the same provisions for confidentiality and penalties for disclosure of confidential information as the *Statistics Act*. Because these agencies have the legal authority to compel businesses to provide

the same information, consent is not requested and businesses may not object to the sharing of the data.

For this survey, there are **Section 11** agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon.

The shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

**Section 12** of the *Statistics Act* provides for the sharing of information with federal, provincial or territorial government organizations. Under **Section 12**, you may refuse to share your information with any of these organizations by writing a letter of objection to the Chief Statistician and returning it with the completed questionnaire. Please specify the organizations with which you do not want to share your data.

For this survey, there are **Section 12** agreements with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut.

For agreements with provincial and territorial government organizations, the shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

### Record linkages

To enhance the data from this survey, Statistics Canada may combine it with information from other surveys or from administrative sources.

**Thank you for completing this questionnaire.**

**Please retain a copy for your records.**

**Visit our website at [www.statcan.gc.ca](http://www.statcan.gc.ca)**