

2014 Annual Survey of Service Industries: Travel Arrangement Services

CONFIDENTIAL once completed.

Selon nos dossiers votre langue de préférence est l'anglais, si vous préférez recevoir ce document en français, veuillez nous appeler au numéro sans frais suivant : 1-800-972-9692.

Please verify the information for this business's contact person and correct where needed.

Legal name

Operating name

First name

Last name

Title

Address (number and street)

City

Province, territory or state Postal code or zip code

Country

Business and contact information

Email address <input type="text"/>	Telephone number (including area code) <input type="text"/>	Extension number <input type="text"/>
Preferred language of communication	Fax number (including area code) <input type="text"/>	
<input type="radio"/> English	<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.

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. Please access www.statcan.gc.ca/survey-enquete/index-eng.htm for more information on this survey.

Security of emails and faxes

Statistics Canada advises you that there could be a risk of disclosure during facsimile or email. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*. **Note:** Our online questionnaires are secure, there is no risk of data interception when responding to Statistics Canada's online surveys.

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 have agreed to 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 21 days.

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

If you are unable to complete within 21 days **OR** if you need help, call us at **1-800-972-9692**.

Statistics Canada
Operations and Integration Division
150 Tunney's Pasture Driveway
Ottawa, Ontario K1A 0T6
Visit our website, www.statcan.gc.ca

Business status

1. Is this business currently in operation?

B00309

- Yes ► **Go to next Section**
- No, seasonal operations ► **Go to question 2**
- No, ceased all operations ► **Go to question 4**
- No, sold all operations ► **Go to question 6**
- No, amalgamated with (an) other business(es) ► **Go to question 8**
- No, temporarily inactive but will re-open ► **Go to question 11**
- No, no longer operating due to other reason(s) ► **Go to question 14**

2. When did this business close for the season?

YYYY MM DD

B00217

Date

3. When does this business expect to resume operations?

YYYY MM DD

B00218

Date ► **Go to next Section**

4. When did this business cease all operations?

YYYY MM DD

B00211

Date

5. Why did this business cease all operations?

B00311

- Bankruptcy
- Liquidation
- Dissolution
- Other reason — please specify:

B00312

► **Go to next Section**

6. When was this business sold?

YYYY MM DD

B00212

Date

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7. What is the legal name of the buyer?

B00406

▶ Go to next Section

8. When did this business amalgamate?

Date B00213

YYYY				MM		DD	

9. What is the legal name of the resulting or continuing business?

B00407

10. What is (are) the legal name(s) of the other amalgamated business(es)?

B00408

▶ Go to next Section

11. When did this business become temporarily inactive?

Date B00214

YYYY				MM		DD	

12. When does this business expect to resume operations?

Date B00215

YYYY				MM		DD	

13. Why is this business temporarily inactive?

B00313

▶ Go to next Section

14. When did this business cease operations?

Date B00216

YYYY				MM		DD	

15. Why did this business cease operations?

B00314

▶ Go to next Section

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Reporting instructions

1. Please print in ink.
2. Report all dollar amounts in **thousands of Canadian dollars**.
3. Do not include sales tax.
4. Percentages should be rounded to whole numbers.
5. Consult the reporting guide at **www.statcan.gc.ca/guides-e** for further information.
6. When precise figures are not available, please provide your best estimates.

Business activity

1. Statistics Canada uses the **North American Industrial Classification System** to classify the activities of each business. According to our records, this business's **main activity** is classified as:

Is this the **main activity** of this business?

B05002

- Yes, this is the **main activity** of this business. ► **Go to question 1c**
- No, this is **not the main activity** of this business. ► **Go to question 1a**

- a. Was this business's main activity, which typically generates the most revenue, **ever** classified as described above?

B05111

- Yes ► **When did the main business activity change?** ► **Date :**
- No ► **Go to question 1b**

YYYY	MM	DD
<input type="text"/>	<input type="text"/>	<input type="text"/>

- b. Please provide a **brief but precise description** of this business's **main activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05003

- c. Approximately what **percentage of this business's revenue** is generated by this **main activity**?

Estimates are acceptable.

B05004
<input type="text"/>

 %

Are there any other activities that **contribute significantly** (at least 10%) to this **business's revenue**?

B05024

- Yes ► **Go to question 1d**
- No ► **Go to next page**

- d. Please provide a **brief but precise description** of this business's **secondary activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05005

- e. Approximately what **percentage of this business's revenue** is generated by this **secondary activity**?

Estimates are acceptable.

B05006
<input type="text"/>

 %

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Industry characteristics

Sales

What were this business's sales for each of the following goods and services?
Please report all amounts in **thousands of Canadian dollars**.

Tour operator services

1. Packaged tours including arranging, assembling, and marketing tour packages for travel agents, tour wholesalers and/or individuals.

CAN\$ '000

		F45172	
a. pre-packaged tours	\$	<input type="text"/>	,000
		F45173	
b. customized group tours	\$	<input type="text"/>	,000
		F43233	
c. pre-packaged tour reselling services	\$	<input type="text"/>	,000

Travel agency services

2. Reservation services including commissions and fees from the sale of passenger transportation, lodging and other travel services.

CAN\$ '000

		F45174	
a. airline seats	\$	<input type="text"/>	,000
		F45175	
b. cruises	\$	<input type="text"/>	,000
		F45176	
c. transportation (e.g., bus, airport shuttles, rail, vehicle rental and ferry)	\$	<input type="text"/>	,000
		F45177	
d. lodging	\$	<input type="text"/>	,000
		F45178	
e. packaged tours	\$	<input type="text"/>	,000
		F45179	
f. other services (e.g., event ticket sales, computerized reservation system and travel data warehousing)	\$	<input type="text"/>	,000
		F45181	
3. Service charges for trip planning Include: assembling travel information, advice and plans	\$	<input type="text"/>	,000
		F45182	
4. Other travel arrangement services (e.g., sightseeing tour services, automobile club memberships and condominium time-share services) . . .	\$	<input type="text"/>	,000
		F45183	
5. Travel insurance products (e.g., health, baggage and cancellation insurance)	\$	<input type="text"/>	,000
		F43005	
6. Other sales of goods and services – please specify: (e.g., travellers cheques, travel related merchandise, foreign exchange services and wire transfers)	\$	<input type="text"/>	,000
		F43000	
7. Total sales of goods and services (sum of questions 1 to 6)	\$	<input type="text"/>	,000

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C43032.txt

Sales by destination

8. Please provide a percentage breakdown of your total operating revenue from travel to:

Canadian destinations:

Percentage

- a. tour and cruise packages %
F47002_g1
- b. other %
F47003_g1

USA destinations:

- a. tour and cruise packages %
F47002_g2
- b. other %
F47003_g2

other destinations:

- a. tour and cruise packages %
F47002_g3
- b. other %
F47003_g3

9. **Total**

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Sales by type of client

What was this business's breakdown of sales by the following types of client?

1. Clients in Canada

Percentage

a. individuals and households %

F43008_c1

b. businesses %

F43008_c2

c. governments, not-for-profit organizations and public institutions
(e.g., hospitals and schools) %

F43008_c3

2. Clients outside of Canada %

F43008_c4

100%

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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*.

Statistics Canada will use information from this survey for statistical purposes.

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 have agreed to 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 and to minimize the reporting burden, 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, www.statcan.gc.ca