



RESOLUTION # 6 – MEMBER RESOLUTION

ONE TIME - ASSISTANCE FOR CUSTOMER DEPOSIT REFUNDS 2020 and 2021

Whereas the Government of the Northwest Territories (GNWT) through ITI and organizations such as NWT Tourism (NWTT) has made significant investments to promote and encourage visitors to come to the Northwest Territories; and

Whereas tourism operators have also invested in promoting the Northwest Territories, their businesses, and the spectacular experiences they offer; and

Whereas deposits taken by tour operators to reserve tours and excursions are generally used to pre-pay many core expenses and to secure supplier contracts for the tours and excursions being provided to the client. Up front expenses for tour operators may include items such as the purchase of core supplies (perishable & non-perishable), annual insurance premiums, staff wages, and deposits issued to secure transportation and accommodation provided through other 3rd party contractors. Further, the deposits received by tour operators can be further diminished through the application of credit card fees and affiliated 3^d party services such as travel agency and booking agency fees; and

Whereas travel restrictions issued by the GNWT and the Government of Canada have created uncertainty for customers and tourism operators regarding when NWT vacations will be allowed to proceed; and

Whereas tourism suppliers have been largely successful in working with their clients to defer many bookings from 2020 vacations to 2021; and

Whereas clients' trips are unable to proceed due to continued government border closures and/or isolation requirements, and customers may opt to cancel their trips and request refunds on their deposits; and

Whereas NWT Tourism wishes to preserve the goodwill created by past advertising campaigns as much as possible and to protect the reputation of NWT tourism operators and the Northwest Territories by preventing tourism clients from losing their deposits, which were made prior to March 15, 2020 towards future planned travel; now therefore.

Be it Resolved that NWT Tourism request both the GNWT and the Canadian Northern Economic Development Agency (CanNor) to work together to put in place a **one-time** financial assistance program, **aimed at assisting tourism operators in refunding their clients' 2020 and 2021 reservation deposits.**

Moved by: Gordon Gin (Yellow Dog Lodge Inc.)

Seconded by: Stephen Jeffery (Ahmic Air)

A handwritten signature in black ink that reads "Joy O'Neill".

Joy O'Neill, Resolution Committee Chair
NWT Tourism Board of Directors