



Council of
Tourism Associations
of British Columbia



COTA Federal Tourism Issues Book
REVISED ELECTION EDITION – SEPTEMBER 2008









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1. FEDERAL ISSUES PROGRESS REPORT – SEPTEMBER 2008

The B.C. tourism industry is deeply invested in identifying impediments to its health and competitiveness, and working proactively with its partners in government and the private sector to mitigate these impediments. Tourism is a dynamic and sustainable industry, and the second largest source of jobs in British Columbia. It is thus imperative that we collectively work to ensure that governments at all levels create an enabling environment for the industry's ongoing prosperity.

Based on the analysis of quantitative and qualitative data from a variety of sources, COTA has worked with its partners to identify whether progress in the industry's priority policy areas has been inadequate (red-light), moderate and requiring further improvements (yellow-light), or generally progressing in the right direction (green-light). In general, the B.C. tourism industry has suffered from years, if not decades of neglect, in a number of key areas. The priorities include:

	Air Transportation – the Government of Canada has yet to sign a single Open Skies Agreement with any of B.C.'s priority tourism markets in Asia-Pacific, and Canada ranks 122 nd out of 130 countries by the World Economic Forum for “ticket taxes and airport charges,” making Canada one of the most expensive jurisdictions in the world for air travel.
	Borders and Other Access Issues – despite nearly a 40% decrease in U.S. visitation levels since 2000, border wait times continue to increase, while businesses are forced to pay for customs costs if they attempt to develop new trans-border services.
	Tourism Marketing – demand for Canada's tourism products and services is created and sustained through effective marketing, yet Canada's funding support for our federal marketing agency, the Canadian Tourism Commission, is less than 1/3 of the per capita funding level of the marketing agency for Australia and 1/6 that of New Zealand's.
	Human Resources / Labour Supply – a number of initiatives have been put in place to address the labour market needs of B.C.'s growing tourism industry, and the B.C. tourism industry encourages the Government of Canada to make further improvements in these directions.
	Taxation – COTA is supportive of the competitive taxation environment for tourism businesses, yet Canada remains one of the only countries in the world to charge a value-added tax, the GST, on tourism “exports” – products and services purchased with foreign currencies.
	Crime and Public Disorder – visitors to B.C. are exposed to unprecedented levels of property crime and highly visible street disorder, with an open drug trade, high levels of homelessness, and aggressive harassment by panhandlers. We are losing our reputation as a safe and welcoming destination that cares for visitors and its most vulnerable citizens alike. While some federal support has come forward, greater leadership is required.

COTA believes the Government of Canada needs to recognize tourism as a priority industry sector to be supported, with rigorous and coordinated actions taken to promote its sustainable growth.

COTA Recommends that the Government of Canada:

- Develop and regularly update a comprehensive and integrated national tourism strategy. Industry recommends that the strategy contain aggressive growth targets, identify barriers to growth under federal jurisdiction, be regularly monitored and evaluated against targets, and incorporate principles of environmental and social sustainability into the strategic framework.



2. SUMMARY OF RECOMMENDATIONS

AIR TRANSPORTATION

- Immediately pursue Open Skies Agreements with all of B.C.'s priority tourism markets. The first priority is an Open Skies Agreement with South Korea. Additional priorities include the European Union, Singapore, the Philippines, Taiwan, India, and China.
- Address the uncompetitive structural costs of Canada's aviation system, by significantly reducing Crown rents for airports, and eliminating the Air Travellers Security Charge and fuel excise taxes.
- Promote enhanced inbound travel by Chinese visitors, by aggressively pursuing Approved Destination Status (ADS), a Canada-China Open Skies Agreement, and developing a Transit without Visa pilot project at YVR.
- More seriously engage tourism industry representatives, airports, and the Secretary of State for Small Business and Tourism in air transportation decisions, particularly bilateral agreements.
- Adopt the right of establishment for foreign-owned but domestically domiciled carriers.
- Continue providing strategic capital investments for small and regional airports.

BORDERS

- Implement the recommendations of the Canadian and U.S. Chambers of Commerce, with a priority of reducing border wait times through an enhancement of the CBSA customs staffing budget, and ensuring the adequate development of alternative border crossing documents for all modes of travel, particularly Enhanced Driver's Licenses (EDLs).
- Eliminate the cost-recovery requirement associated with customs for new or enhanced cross-border services.

PROMOTING THE CANADA BRAND OVERSEAS

- Ensure adequate, formula-based funding for the Canadian Tourism Commission, with a baseline per capita funding level that is competitive with our international competitors such as Australia and New Zealand. A minimum \$25 million in additional funding should be provided as a baseline.

HUMAN RESOURCES / LABOUR SUPPLY

- Develop long-term labour strategies by revamping immigration policy and restructuring the Employment Insurance system.
- Take short-term action to expand the number of temporary and student foreign workers available to the BC tourism industry, by streamlining administrative requirements, increasing government staffing resources, and collaborating with industry on the design of new systems to ensure their effectiveness and efficiency.

VISITOR TAXATION

- Extend the same rights to the tourism industry that are granted to other export industries, and exempt tourism exports from the Goods and Services Tax, by re-introducing the provisions and procedures of the terminated Visitor Rebate Program.

CRIME AND PUBLIC DISORDER

- Support the provincial and local governments of B.C. in the provision of increased, targeted and sustained mental health services, as well as drug treatment & prevention options.
- Increase police resources coupled with a dedication of judicial resources focused on street level criminal activity (e.g., community courts).
- Partner with the provincial and local governments of B.C. to increase supportive housing.
- Create a funding stream to support partnership opportunities with local community/business organizations to launch crime prevention and community-building initiatives.



3. COTA: WHO WE ARE

Founded in 1993, the Council of Tourism Associations (COTA) was formed to help bring together the diverse sectors that constitute the tourism system in British Columbia.

Our mission is to understand the impediments to tourism development and to be an increasingly effective vehicle for assisting tourism stakeholders in making positive contributions to the economic, social and environmental well-being of our communities, our province, and our country.

We represent the interests of roughly 18,000 tourism businesses, with annual revenues now in excess of \$10.2 billion per year.

The policy issues that COTA addresses affect all major sectors of the BC tourism industry, including accommodations, resorts and ski areas, restaurant, food and beverage, meetings, convention / incentive / exhibition, adventure tourism / ecotourism, attractions and services, and transportation.

A complete list of COTA members can be found in *Appendix A*.

3.1. Partnerships

In order to identify and promote the interests of the entire B.C. tourism industry, COTA partners with member sector associations, such as the B.C. Hotel Association and the Canada West Ski Areas Association, as well as select businesses.

COTA also collaborates with its national affiliate, the Tourism Industry Association of Canada (TIAC) on numerous issues that are national in scope, including but not limited to borders, marketing, and GST rebates for foreign visitors. COTA has incorporated in this report many of the recommendations in TIAC's *Report on Tourism Competitiveness* (June 2008). However, due to the distinct nature of B.C.'s tourism industry, our priorities may at time diverge somewhat from those of TIAC.

COTA also works closely with destination marketing organizations (DMOs), in order to ensure that our research, advocacy and communications tie-in with the key market focus and destination development activities of these agencies. These organizations include the Canadian Tourism Commission, Tourism British Columbia, and regional/community destination marketing organizations of B.C. (RDMOs / DMOs).

Finally, COTA enjoys a productive relationship with the B.C. Ministry of Tourism, Culture and the Arts and the Province of British Columbia. With a mandate to sustainably grow annual tourism revenues in B.C. to \$18 billion per year by 2015, the priorities of the B.C. provincial government align closely with those of the B.C. tourism industry.

The B.C. provincial government has been very effective at addressing our industry's interests, resulting in COTA's refocusing of efforts on influencing the Government of Canada to create a similarly positive environment for tourism.



4. AIR TRANSPORTATION

Air transportation is one of the most critical components of the tourism transportation network, and is considered by most tourism stakeholders in B.C. to be **the most significant impediment to the growth in B.C.'s tourism export revenue from our emerging and priority markets**, particularly in Asia-Pacific.

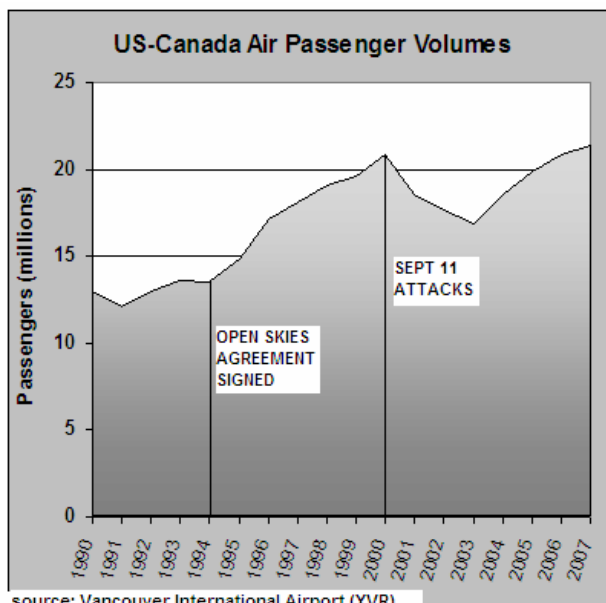
The success of tourism depends on the existence of a competitive air transportation sector with the appropriate volume of carriers, frequency of scheduling, and competitive pricing of non-stop direct flights to/from all of our target tourism markets.

The Government of Canada must consider air policy first and foremost from the perspective of the overall tourism industry.

4.1 Enhancing Inbound Air Capacity

The current state of air capacity into B.C. from our priority Asia Pacific markets is simply inadequate, especially considering that B.C. marketing organizations spend upward of \$100 million each year promoting our province. Unfortunately, growth in these markets is constrained by protectionist and regressive bilateral agreements that limit the ability of foreign airlines to expand services to our province. These capacity constraints hinder the development of new services and lead to higher average ticket prices.

One of the simplest ways governments can support new capacity development is by signing Open Skies Agreements with foreign states. Open Skies Agreements remove obstacles to the development of new services by airlines from the two signatory countries. As the following graph shows, air passenger volumes between Canada and the U.S. increased dramatically following the signing of the Canada-U.S. Open Skies Agreement in 1994, with a sharp but temporary downturn after the Sep. 11 terrorist attacks in 2001.



Since Transport Canada's adoption of the "Blue Sky" air policy in November 2006, **there has not been a single Open Skies Agreement signed** with any of the B.C. tourism industry's priority overseas markets in Asia-Pacific.

Research has shown that on average, air passenger volumes increase between 14% and 35% immediately following the signing of an Open Skies Agreement.¹ For many of our overseas markets this would translate into tens or even hundreds of millions of dollars in new tourism revenue per year.

As of October 2008, the U.S. had 92 Open Skies Agreements, while Canada had only six (6).

At present, the highest priority bilateral to be liberalized for the B.C. tourism industry is with South Korea. Recent studies have estimated that **a Canada-South Korea Open Skies Agreement would generate approximately \$300 million per year in new tourism revenue.**

¹ Source: InterVISTAS Consulting, *The Economic Impacts of Air Service Liberalization*, 2006.



The Asia-Pacific travel market holds huge potential for B.C.'s tourism industry. In order for the B.C. tourism industry to take advantage of this growing tourist market, the Government of Canada should develop an aggressive negotiation schedule and sign Open Skies Agreements with other Asian nations, including the Philippines, Singapore, Taiwan, India, Hong Kong, and Thailand.

One of the most critical lost opportunities is with regard to promoting travel to Canada by the massive and growing outbound Chinese travel market. Unfortunately, travel by Chinese visitors to Canada actually declined in 2007, despite this growth.

4.2 Additional Air Transportation Issues

Aside from liberalizing air service agreements, there are a number of other air transportation issues constraining growth in the B.C. and Canadian tourism industry.

Canada ranked 122nd out of 130 countries in the World Economic Forum's Travel and Tourism Competitiveness Report 2008 for "ticket taxes and airport charges."

Rents charged by the federal government to Canadian airports are among the highest in the world, which results in high landing fees for airlines, hampering service levels, increasing average ticket prices, and decreasing travel.

There is also a lack of investment and competition in the air transportation sector in Canada. For years, a number of tourism stakeholders in Canada have called for the "right of establishment" – which would enable foreign-owned but domestically domiciled carriers to operate domestic and international flights to/from/within Canada. In these times of high fuel prices and growing international competition, the time is ripe to reconsider this policy.

Finally, small and regional airports in B.C. have difficulties financing the expansion of runways, terminals, and technological systems. Federal support for these expansions enables smaller airports to enhance linkages with travel markets within and outside of B.C. – a necessary condition for their viability – benefiting communities and the economy across the country. Federal government support for BC's small and regional airports has been notable in recent years, and should be continued in areas of strategic opportunity of tourism growth.

COTA Recommends that the Government of Canada:

- Immediately pursue Open Skies Agreements with all of B.C.'s priority tourism markets. The first priority is an Open Skies Agreement with South Korea. Additional priorities include the European Union, the Philippines, Taiwan, India, Singapore, and China.
- Address the uncompetitive structural costs of Canada's aviation system, by significantly reducing Crown rents for airports, and eliminating the Air Travellers Security Charge and fuel excise taxes.
- Promote enhanced inbound travel by Chinese visitors, by aggressively pursuing Approved Destination Status (ADS), a Canada-China Open Skies Agreement, and developing a Transit without Visa pilot project at YVR.
- More seriously engage tourism industry representatives, airports, and the Secretary of State for Small Business and Tourism in air transportation decisions, particularly bilateral agreements.
- Adopt the right of establishment for foreign-owned but domestically-domiciled carriers.
- Continue providing strategic capital investments for small and regional airports.



5 BORDERS

With consistent declines in U.S. visitation levels to B.C. and Canada since 2000, improving the accessibility along our southern border has become one of the key concerns of the B.C. tourism industry. As of June 2008 total U.S. visitation to B.C. was down 11.6% year-to-date over 2007, and was down 13.8% for all of Canada.

In the past eight years, U.S. visitation levels to B.C. have declined nearly 40%.

One of the factors causing this decline is the inconvenience, uncertainty and difficulty in crossing land borders, primarily due to long border lineups and heightened security requirements.

As a signatory to the Pacific Northwest Economic Region (PNWER) *Border Charter*, COTA specifically supports the February 2008 report of the U.S. and Canadian Chambers of Commerce, entitled “Finding the Balance: Reducing Border Costs While Strengthening Security.”

COTA places specific emphasis on the need to address border crossing delays and inconvenience. Average and peak border wait times continue to increase despite declines in cross-border traffic volumes since 2000. COTA regularly receives complaints from its members and individual travellers, who regularly cite border crossing wait times of 2-3 hours during peak travel periods.

Governments on both sides of the border must also ensure that alternative identity documents, such as Enhanced Driver’s Licenses (EDLs) should be made widely available to the public at low cost, and should be viable for all modes of travel – by land, sea, and air. Initiatives to promote pre-clearance for trusted travellers, such as the NEXUS program, must be expanded and aggressively marketed.

Another COTA priority is the elimination of the cost-recovery policy of CBSA, which requires any business that develops a new trans-border service to finance the additional staffing and infrastructure costs associated with this service. This policy places the burden of financing customs costs on the first business to develop the service, thereby placing a structural disincentive for any business to develop new services. In 2008, two companies – Amtrak and Kenmore Air – indicated that they were seeking to expand their service levels, but the cost recovery requirement places the viability of these services in jeopardy. This could result in millions of dollars in lost tourism revenue.

Economic Impact of Potential Cross-Border Services²

Kenmore Air: estimated incr. in annual travelers (Seattle to Vancouver)	62,354
Estimated Kenmore visitor annual expenditures (in June 2008 CAD)	\$21,300,459
Amtrak <i>Cascades</i> : estimated incr. in annual travellers (Seattle to Vancouver)	53,000
Estimated Amtrak visitor annual expenditures (in June 2008 CAD)	\$18,105,012
Total projected expenditures (or lost revenue opportunities)	\$39,405,471

COTA Recommends that the Government of Canada:

- Implement the recommendations of the Canadian and U.S. Chambers of Commerce, with a priority of reducing border wait times through an enhancement of the CBSA customs staffing budget, and ensuring the adequate development of alternative border crossing documents for all modes of travel, particularly EDLs.
- Eliminate the cost-recovery requirement associated with customs for new and/or enhanced cross-border services.

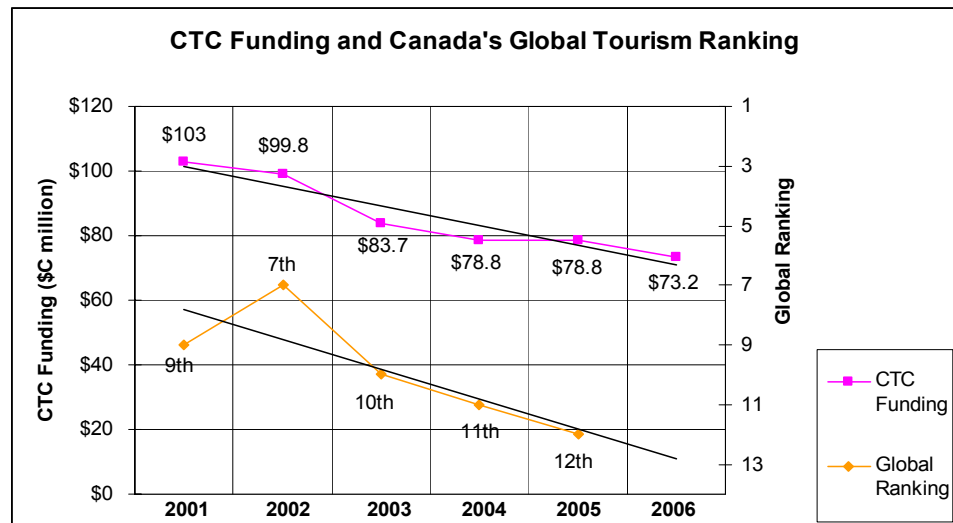
² Joint study of PNWER, Washington State, and Border Policy Research Institute, Western Washington University (August 15, 2008)



6 PROMOTING THE CANADA BRAND OVERSEAS

All discretionary service industries depend heavily on promotion to create and sustain demand. This is part of the reason why Canada is rapidly losing its share of global tourists – we have witnessed a decline and general lack of funding on promoting the Canada brand overseas for several years.

Between 2002 and 2006, funding for the Canadian Tourism Commission declined from nearly \$100 million³ to \$73.2 million. In that same period, we saw our national ranking for visitor arrivals drop from 7th to 12th.



Canada's federal marketing support pales in comparison with our primary international competitors, such as Australia and New Zealand, as the table below demonstrates.

Comparative Federal Marketing Budgets

	Canada	Australia	New Zealand
Annual Marketing Budget	\$73.2 mil.	\$154 mil.	\$50 mil.
Population (2007 est.)	33,390,141	20,434,176	4,115,771
Marketing \$ Per Capita	\$2.19	\$7.54	\$12.15

COTA recommends that the Government of Canada:

- Ensure adequate, formula-based funding for the Canadian Tourism Commission, with a baseline per capita funding level that is competitive with our international competitors such as Australia and New Zealand. A minimum \$25 million in additional funding should be provided as a baseline.

³ While part of this funding was a one-time grant to help offset the impacts of SARS and 9-11, the overall decline and trend line analysis demonstrates the strong correlation between CTC funding and Canada's global tourism ranking. In fact, the funding supplement for 2001/02 would likely explain much of why Canada improved from 9th to 7th overall in global tourist arrivals between 2001 and 2002.



7 HUMAN RESOURCES / LABOUR SUPPLY

Shortages in the BC tourism industry's supply of labour – for both skilled and unskilled workers – is one of the industry's most significant impediments to sustained growth at present.

Tourism is a labour intensive industry, and the labour supply continues to be a challenge for a number of reasons, including our aging population, declining birth rates, and a robust western Canadian economy with nearly full-employment – among others. And despite predictions to the contrary, the recent cooling of the B.C. economy has not alleviated the tourism labour market shortage.

COTA is supportive of the Government of Canada's proposal to restructure the allocation of points and the required point level in the immigration to emphasize the better match immigrants with labour market needs. This will better align our workforce needs with the

If revenue targets are reached, the B.C. tourism industry will need an additional 84,000 workers by 2015.

The Government of Canada should be commended for a number of initiatives implemented in the past 2-3 years in collaboration with the BC government and industry, including B.C.'s Provincial Nominee Program, and reducing processing times for labour market opinions (LMOs) from 5-6 months to 15 business days.

skills and energy that immigrants can bring to our country. To fully realize the benefits of this, however, adequate staffing at Citizenship and Immigration Canada will be required to more efficiently process applicants.

To meet the industry's ongoing labour market needs, we will need to continue reviewing innovative ways to acquire an adequate volume of trained staff. Part of the solution may be in re-thinking how immigration and the employment insurance (EI) system can be structured to match job shortages with prospective workers. There may also be ways to improve on present systems to make them more broadly applicable to enhanced numbers of workers and/or more efficient at processing potential recruits.

One such improvement in more effectively utilizing an existing program would be for government to establish more sector, industry or geographic-specific agreements that allow temporary and foreign workers in areas where there are known labour shortages without forcing each individual employer to obtain an HRSDC Labour Market Opinion. There may also be ways to improve the timely, consistent and transparent processing and issuing of labour market opinion (LMO) and work permits for temporary foreign workers. Finally, the methodology used to determine prevailing wage rates needs to be reviewed to ensure its effectiveness and efficiency.

The Government should consider creating a single Working Holiday Program modeled on the Canadian-Australian bilateral agreement, and increase the number of participating countries in accordance with labour market needs.

COTA Recommends that the Government of Canada:

- Develop long-term labour strategies by revamping immigration policy and restructuring the Employment Insurance system.
- Take short-term action to expand the number of temporary foreign workers, international students and Working Holiday Programs available to the BC tourism industry, by streamlining administrative requirements, increasing staffing resources, and collaborating with industry on the design of new systems.



8 TAXATION

Taxation of tourism businesses and of individual tourists plays a significant role in influencing the viability of the overall industry.

COTA is encouraged by the federal government's continuing efforts to reduce the tax burden on businesses and on individual incomes in Canada. However, the recent federal government decision regarding the taxation of tourist purchases has caused significant concern among tourism representatives, and for good reason.

Most tourism products and services have a high price elasticity of demand in comparison with other products and services, due to the discretionary nature of tourism purchases and the high degree of competition within the industry. As a result, **even minor increases in costs can have significant impacts on the bottom lines of tourism businesses**, many of which are small and medium enterprises with tight margins and seasonal cash flows.

When it was announced that the federal Visitor Rebate Program was slated to be cancelled for the 2007 federal budget, the tourism industry was shocked. Tourism is classified as an export industry by the OECD, the World Tourism Organization, Statistics Canada and numerous other organizations, because foreign currencies are expended in the purchasing of domestically-produced goods and services.

Canada is now one of the only countries in the world that charges a value-added tax like the GST on exports.

In addition, the foreign travel market is highly competitive and highly, which makes it very responsive to changes in market conditions. When it was announced that tour packages were about to be charged an additional 6%, a number of international tour providers immediately placed "stop-sell" orders on Canadian tour packages, and a number of overseas wholesalers boycotted our annual tourism trade show, Rendezvous Canada.

COTA and our tourism partners within B.C. and across Canada were encouraged by the federal government's decision to develop the Foreign Convention and Tour Incentive Program (FCTIP) in an attempt to minimize the impact on this multi-billion dollar sector of the tourism industry. However, the FCTIP's restrictions and administrative procedures make the new program a significant diminishment from its predecessor. More than a year after the program's introduction, confusion abounds over its coverage, and the cumbersome administrative procedures have resulted in many, or perhaps most tour operators choosing not to utilize the program.

COTA Recommends that the Government of Canada:

- Extend the same rights to the tourism industry that are granted to other export industries, and exempt tourism exports from the Goods and Services Tax, by re-introducing the provisions and procedures of the terminated Visitor Rebate Program.



9 CRIME, PUBLIC DISORDER, AND HOMELESSNESS

One of the biggest threats to B.C.'s reputation as a world-class tourism destination is the ongoing and inter-related issues of property crime, homelessness, mental health issues, drug addiction, and general public disorder.

Once focused primarily within the downtown eastside of Vancouver and select suburbs in the Lower Mainland, the problem has increasingly spread to other communities in the province.

Vancouver's downtown eastside is one of the world's most destitute communities within a developed country, and its proximity to one of our country's busiest tourism areas is definitely undermining Canada's reputation as a society that cares for its citizens and visitors alike.

These inter-twined issues are particularly challenging to address for policymakers due to their many root causes, the growing intensity of the situation, and the complex layering of jurisdictional authority between federal, provincial and local governments.

The most pressing issues from a tourism perspective are the unprecedented levels of property crime, and the highly visible street disorder as displayed by the open drug trade, homelessness, and aggressive harassment of tourists. The problem has reached such epidemic

proportions in recent years that a number of conventions, conferences, and group tours have either suspended or altered plans in B.C. as a direct response to concerns for client safety and enjoyment.

In an April 2008 report, Simon Fraser University's Centre for Applied Research in Mental Health and Addiction conservatively estimated that there are approximately 10,500 "absolutely homeless" people in British Columbia. Of these individuals with no prospects for housing or upward mobility, they estimated that 75% possessed mental health disorders and/or chronic addictions.

The Province of British Columbia and several B.C. local governments continue develop, finance and implement bold measures to address this escalating issue, including the establishment of thousands of supportive housing units, pioneering new drug treatment and prevention programs, and developing a number of innovative law enforcement and judicial strategies, such as Community Courts. While the tourism industry is appreciative of recent Government of Canada funding for policing and mental health/addictions issues, the general perception of business and community groups alike is that addressing these serious issues will require solid leadership by the Government of Canada.

COTA recommends that the Government of Canada:

- Support the provincial and local governments of B.C. in the provision of increased, targeted and sustained mental health services, as well as drug treatment & prevention options.
- Increase police resources coupled with a dedication of judicial resources focused on street level criminal activity (e.g., community courts).
- Partner with the provincial and local governments of B.C. to increase supportive housing.
- Create a funding stream to support partnership opportunities with local community/business organizations to launch crime prevention and community-building initiatives.



APPENDIX A: COTA MEMBERSHIP

Association Members		Business Members
Aboriginal Tourism British Columbia www.aboriginalbc.com	Northern Rockies Alaska Highway Tourism Association www.hellonorth.com	Accent Inns www.accentinns.com
BC Aviation Council www.bcaviation.org	Penticton Wine Country Chamber of Commerce www.penticton.org/	Ainsworth Hotspring Resort www.hotnaturally.com
BC Bed & Breakfast Innkeepers Guild www.bcsbestbnbs.com	Retail BC www.retailbc.org	BC Ferries www.bcferries.com
BC Culinary Tourism Society www.bcculinarytourism.com	Sport Fishing Institute of BC www.sportfishing.bc.ca	BC Pavilion Corporation www.bcpavco.com
BC Fishing Resorts and Outfitters Association www.bcfroa.bc.ca	Surrey Tourism & Convention Association www.surreytourism.ca	Best Western Inn at Penticton http://www.bestwesternbc.com/hotels/best-western-inn-at-penticton/
BC Golf Association www.bcga.org	Thompson Okanagan Tourism Association www.thompsonokanagan.com	Black Ball Ferry Line www.cohoferry.com
BC Guest Ranchers Association www.bcguestranches.com	Tourism Abbotsford www.tourismabbotsford.ca	The Butchart Gardens www.butchartgardens.com
BC Hotel Association www.bchotelassociation.com	Tourism Kamloops www.tourismkamloops.com	Canadian Mountain Holidays Inc. www.cmhhike.com
BC Lodging & Campground Association www.bclca.com	Tourism Kelowna www.tourismkelowna.com	Capilano Suspension Bridge & Park www.capbridge.com
BC Restaurant & Foodservices Association www.bcrfa.com	Tourism Prince George www.tourismpg.com	Charter Bus Lines www.charterbuslines.com
BC Taxi Association www.bctaxiassociation.com	Tourism Prince Rupert www.tourismprincerupert.com	Chemistry Consulting Group www.chemistryconsulting.com
Backcountry Lodges of BC www.backcountrylodgesofbc.com	Tourism Richmond www.tourismrichmond.com	Harbour Air Seaplanes www.harbour-air.bc.ca
Canada West Ski Areas Association www.cwsaa.org	Tourism Vancouver www.tourismvancouver.com	Hostelling International www.hihostels.ca
Cariboo Chilcotin Coast Tourism Association www.landwithoutlimits.com	Tourism Vancouver Island www.islands.bc.ca	Living Forest Oceanside RV Park www.campingbc.com
go2 www.go2hr.com	Tourism Victoria www.tourismvictoria.com	Nisga'a Commercial Group Tourism www.nnkn.ca
Helicat Canada Association www.helicatcanada.com	Tourism Whistler www.tourismwhistler.com	Oak Bay Marine Group www.obmg.com
Hostelling International (BC) www.hihostels.ca	Vancouver, Coast & Mountains Tourism www.coastandmountains.com	Pacific Newspaper Group www.png.canwest.com/
Japan Canada Tourism Association (JACATA) (604) 214 6205	Vancouver Hotel General Managers Association 604 662 1914	Tourism Industry Services
Kermodei Tourism Society (250) 635 4944	West Chilcotin Tourism Association www.chilcotin.bc.ca	Tradex www.tourismabbotsford.ca/?page_id=4
Kootenay Rockies Tourism Association www.bcrockies.com	Western Canada B&B Innkeepers Association www.wcbbia.com	Vancouver Convention and Exhibition Centre www.vcec.ca
LinkBC www.linkbc.ca	Wilderness Tourism Association www.wilderness-tourism.bc.ca	Vancouver Airport Authority www.yvr.ca
Northern British Columbia Tourism Association www.nbctourism.com		West Coast Air www.westcoastair.com
		Whistler Blackcomb Mountain Resort www.whistlerblackcomb.com