

FOR IMMEDIATE RELEASE

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Industry Embraces CITC's Annual General Meeting and Events

On Tuesday April 6th, CITC held their 42nd AGM at the Radisson Hotel Toronto East. The afternoon of activities began with an educational event, befitting the educational mandate of CITC. In partnership with ACTA, an open forum on "Are you in Harmony with the HST" took place to respond to questions and concerns about compliance with the Canada Revenue Agency's implementation of HST on July 1, 2010.

Prior to the panel discussion, **Maurita Baker**, Country Manager, Canada for Travelport, addressed the 80 + travel counsellors, owners and managers about Travelport's role in the industry as well as their newest product that has simplified the process of determining the most commissionable packages by enabling agents to sort both by lowest base price and "all-in" total price that includes fees, charges and taxes.

Following, **David McCaig**, president & C.O.O. of ACTA provided an update on issues with which ACTA is currently involved for the good of the industry as a whole. David concluded by stressing the importance of industry solidarity in resolving issues that affect travel agencies, travel counsellors and consumer protection.

The HST panel, moderated by **Mark Linton**, Vice President of RBC Travel Insurance, provided answers to pre-submitted and audience questions about how the HST would affect various aspects of their business. Panelists included **Joan Coté** and **Andrea Simoes** from IATA, **Caroline Paul-Jackson** from the CRA, **Richard Vanderlubbe**, President of TripCentral.ca and **Heather Craig-Peddie**, Director of Operations for ACTA.

The CITC AGM, chaired by both **Arlene Henderson CTC**, National Chair and Chair of CITC's BC & Yukon Regional Council, and **Steve Gillick CTM**, President & C.O.O. After ascertaining the legality of the meeting, Gillick began a presentation on CITC's 2009 activities by citing the old adage "May you Live in Interesting Times", and suggesting that 2009 was indeed 'interesting' due to the thousands of people who ended up writing the TICO Exam (which CITC administers on behalf of TICO) as well as other challenges and surprises during the year. He then introduced the audited Financial statements of the Institute, spoke of the challenges of 2010, and the very conservative budget for the upcoming year.

Heather Craig-Peddie, the ACTA representative on the CITC Board gave an update on ACTA activities, and then **Mark Linton**, representing RBC Travel Insurance, one CITC's Corporate Partners, spoke of the long relationship between RBC and CITC, as well as the upcoming 28th RBC/CITC Golf Tournament on July 27th. **Coralie Belman**, CITC's National Certification Manager concluded the afternoon by providing a report on the new Certified Travel Manager program, to be introduced on January 1st, 2011, as well as announcing a number of awards.

Both **Dawn Aitken CTC** and **Karyn Moore CTC**, both of whom have been involved with the Institute for many years, were awarded Honourary (Lifetime) CTC designations. Dawn was not able to attend but Karyn Moore graciously accepted the honour. In a surprise move, Arlene Henderson stepped into the presentation and, as an acknowledgement of Coralie Belman's nearly 20 years in the industry and her hard work in introducing both the CTC and CTM programs, Arlene presented Coralie with an Honourary Certified Travel Manager designation.

Coralie then announced the Regional Volunteers of the Year including:

- **Mark Love CTC**, the Travel Group, Vancouver. Mark was the recipient of the Al Muir Award in the BC & Yukon Region
- **Susan Crossman CTC**, an instructor in the travel program at SAIT, in the Alberta and NWT Region
- **Lorene Attwell CTM**, counsellor at Uniglobe Carefree Travel in Saskatoon, in the Saskatchewan Region
- **Kirrily Miller CTC**, of Charleswood Travel in Winnipeg, in the Manitoba and Nunavut Region
- **Millie Daley CTC**, owner of Maps of Elsewhere in Hamilton, in the Ontario Region. Millie was present to accept her award,
- **Lyne Roy CTC**, an instructor with College Merici in Quebec City, in the Quebec Region
- **Colleen Braunstein**, a counsellor with Fraser & Hoyt in Halifax, in the Atlantic Region

At the Reception that followed, a number of CITCs Corporate Partners extended their greetings to the members as well as provided a short update on their industry services, including: **Ajay Tandon**, Vice President, Sales & Operations at Airlines, **Craig Marsh**, President of Travelinfo.ca; **Stephen Goulding**, Manager, Leisure Sales, Westjet/Westjet Vacations; **Stephen Kaufman CTC**, President, TripAtlas.com; and **Ed Bennington CTM**, Senior Manager of Customer Care, the Air Miles Reward Program.

Karyn Moore CTC moderated a tribute to Coralie Belman's years with CITC and invited several guests to share some anecdotes, including: **Bruce Karr**, Manager of Business Travel Training at American Express, **Doug Crozier CTC (Hon)**, of Heifetz, Crozier Law; **John Lupien CTC**, Instructor at the International Institute of Travel; **Ed Bennington CTM**, and **Gary Schleiffer CTC**, Instructor at George Brown College. In addition, Karyn read out emails from 3 members who were not able to attend: **Willy Van Kemenade CTC**, of Global Destinations Travel in Courtney B.C.; **John Brouwer CTC**, and **Steve Crowhurst CTC**, President of SMP Training.

The last order of business for the day was to 'draw' for some great prizes:

- **Carol Steward CTC** of TPI won a copy of **Steve Crowhurst's** new book, [273 No Fluff~No Theory Marketing Ideas for Travel Agents](#)
- **Helena Mota CTC**, of Travelonly in Montreal, won a year's membership the TripAtlasPro, courtesy of **TripAtlas.com**
- **Bob McElman CTC** of Sheridan College, **Erika Nikolic CTC** of Advantage Lakewood Travel and **Kristy Richardson CTM** of Sears Travel, each won a bottle of wine, courtesy of **IATA**.
- **Debbie Clarke CTC** of TPI in Portugal Cove, Newfoundland, won 500 Air Miles Reward Miles from the **Air Miles Reward Program**.
- **Colleen Lorenzen CTC**, of Uniglobe Carefree Travel in Saskatoon, won a 7 night stay for 2 at the Cara Marina Resort in Sosua, Dominican Republic, courtesy of **Amhsa Marina**.

The event concluded by thanking the AGM event partners including **Travelport**, **Westjet**, **The Air Miles Reward Program**, **Air Canada**, **TripAtlas.com**, **Enterprise Car Rental**, **National Rent-a-Car**, **ACTA**, **TripAtlas.com** and **Amhsa Marina**.