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CHAIR, GENERAL GOVERNMENT COMMITTEE
CHAIR, SCARBOROUGH COMMUNITY COUNCIL
CHAIR, BOARD OF MANAGEMENT OF THE TORONTO ZOO
CHAIR, FEDERATION OF ONTARIO PUBLIC LIBRARIES
CHAIR, TORONTO AND REGION CONSERVATION AUTHORITY
NIGHT ECONOMY CHAMPION, CITY OF TORONTO

Date: February 5, 2026

To: Members of the Economic and Community Development Committee

Re: Consumer Protection Ticket Price “Gouging” and Booking Accommodation Hidden Fees

I am writing to request that staff report back to the Economic Development Committee on consumer protections in relation to banning ticket price “gouging” sporting and entertainment events as well as hidden fees for people booking accommodations in the City of Toronto.

Specifically, I am requesting that staff report back providing an overview addressing the following questions:

- Does the City currently have any policies, bylaws, or regulatory authorities in place related to ticket price gouging for sporting and entertainment events as well as booking accommodation hidden fees added to advertised prices.
- Is there evidence that these practices are occurring within the city, and if so, to what extent are they impacting consumers.
- Are these issues being raised through complaints, 311 inquiries, or other enforcement or consumer protection channels.
- What, if any, jurisdictional limitations exist, and are there opportunities for the municipal action, advocacy, or coordination with other orders of government.
- Does the Province of Ontario have policies, bylaws, or regulatory authorities in place related to ticket price gouging and hotel hidden fees added to advertised prices.

A report back on whether these issues are present, their scale, and potential policy or advocacy options would assist the Committee in determining next steps.

Thank you for your attention to this matter. Please feel free to contact me should you require any further clarification

Recommendations:

1. The Economic and Community Development Committee request the appropriate City staff to report back to the Economic and Community Development Committee at the July 14, 2026, Committee meeting on consumer protection issues related to ticket price “gouging” sporting and entertainment events as well as hidden fees for booking accommodations:
 - a) If these practices are occurring within the City of Toronto.
 - b) Any existing municipal authorities, policies, or enforcement tools related to these matters.
 - c) The nature and extent of consumer complaints or impacts; and
 - d) Potential options for municipal action, advocacy, or intergovernmental coordination
 - e) Provincial policies, bylaws, or regulatory authorities in place related to ticket price gouging and hotel hidden fees added to advertised prices.

Sincerely,

Paul W. Ainslie
Deputy Mayor, City of Toronto, Councillor
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