News Release

Licensing Enforcement Taken to Ensure Tourists Receive a High Quality of Service

IQALUIT, Nunavut (October 12, 2010) – The Department of Economic Development & Transportation has completed its investigation into the operations of TT Enterprises, an adventure tourism business that was operated out of Baker Lake by Mr. Tom Faess.

The investigation was initiated in mid-August when the department received a serious and credible complaint regarding TT Enterprises' failure to provide an acceptable level of service. Upon receipt of the complaint TT Enterprises' Outfitter's Licence was suspended for 60 days pending the investigation.

The investigation concluded that TT Enterprises failed to maintain satisfactory standards of service to its clients, and that the incident that led to the complaint was not unique but part of a sustained pattern of unsatisfactory service to clients. As a result of the investigation, the company's Outfitter's Licence has now been revoked.

The department regrets any inconvenience and costs experienced by visitors to Nunavut as a result of the suspension and revocation of TT Enterprises' Outfitter's Licence.

The *Travel & Tourism Act* and regulations are in place to ensure that tourism operations in Nunavut provide high quality visitor experiences. The Government of Nunavut and Nunavut Tourism are committed to building a strong and sustainable tourism industry that provides opportunities for Nunavummiut and outstanding experiences for our visitors.

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