

CERTIFICATION OF ENROLLMENT
ENGROSSED SUBSTITUTE HOUSE BILL 2688

Chapter 237, Laws of 1994
(partial veto)

53rd Legislature
1994 Regular Session

TRAVEL BUSINESSES REGULATED

EFFECTIVE DATE: 6/9/94 - Except Sections 1 through 29 which take effect 1/1/96

Passed by the House March 8, 1994
Yeas 53 Nays 43

BRIAN EBERSOLE

**Speaker of the
House of Representatives**

Passed by the Senate March 4, 1994
Yeas 28 Nays 20

JOEL PRITCHARD

President of the Senate

Approved April 1, 1994, with the exception of section 7, which is vetoed.

MIKE LOWRY

Governor of the State of Washington

CERTIFICATE

I, Marilyn Showalter, Chief Clerk of the House of Representatives of the State of Washington, do hereby certify that the attached is **ENGROSSED SUBSTITUTE HOUSE BILL 2688** as passed by the House of Representatives and the Senate on the dates hereon set forth.

MARILYN SHOWALTER

Chief Clerk

FILED

April 1, 1994 - 10:32 a.m.

**Secretary of State
State of Washington**

ENGROSSED SUBSTITUTE HOUSE BILL 2688

AS AMENDED BY THE SENATE

Passed Legislature - 1994 Regular Session

State of Washington 53rd Legislature 1994 Regular Session

By House Committee on Commerce & Labor (originally sponsored by Representatives G. Cole and King; by request of Attorney General)

Read first time 02/04/94.

1 AN ACT Relating to sellers of travel; amending RCW 19.138.010,
2 19.138.030, 19.138.040, and 19.138.050; adding new sections to chapter
3 19.138 RCW; creating new sections; repealing RCW 19.138.020,
4 19.138.060, 19.138.070, and 19.138.080; prescribing penalties; and
5 providing an effective date.

6 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

7 **Sec. 1.** RCW 19.138.010 and 1986 c 283 s 1 are each amended to read
8 as follows:

9 The legislature finds and declares that advertising, sales, and
10 business practices of certain (~~travel charter or tour operators~~)
11 sellers of travel have worked financial hardship upon the people of
12 this state; that the travel business has a significant impact upon the
13 economy and well-being of this state and its people; that problems have
14 arisen regarding certain (~~segments of the travel charter or tour~~
15 ~~operator business~~) sales of travel; and that the public welfare
16 requires (~~regulation~~) registration of (~~travel charter or tour~~
17 ~~operators~~) sellers of travel in order to eliminate unfair advertising,
18 sales and business practices. The legislature further finds it
19 necessary to establish standards that will safeguard the people against

1 financial hardship and to encourage fair dealing and prosperity in the
2 travel business.

3 NEW SECTION. **Sec. 2.** Unless the context clearly requires
4 otherwise, the definitions in this section apply throughout this
5 chapter.

6 (1) "Department" means the department of licensing.

7 (2) "Director" means the director of licensing or the director's
8 designee.

9 (3) "Seller of travel" means a person, firm, or corporation both
10 inside and outside the state of Washington, who transacts business with
11 Washington consumers, including, but not limited to, travel agencies,
12 who sell, provide, furnish contracts for, arrange, or advertise, either
13 directly or indirectly, by any means or method, to arrange or book any
14 travel services including travel reservations or accommodations,
15 tickets for domestic or foreign travel by air, rail, ship, bus, or
16 other medium of transportation or hotel or other lodging accommodation
17 and vouchers or coupons to be redeemed for future travel or
18 accommodations for a fee, commission, or other valuable consideration.

19 (a) "Seller of travel" includes a travel agent and any person who
20 is an independent contractor or outside agent for a travel agency or
21 other seller of travel whose principal duties include consulting with
22 and advising persons concerning travel arrangements or accommodations
23 in the conduct or administration of its business. If a seller of
24 travel is employed by a seller of travel who is registered under this
25 chapter, the employee need not also be registered.

26 (b) "Seller of travel" does not include:

27 (i) An air carrier;

28 (ii) An owner or operator of a vessel including an ocean common
29 carrier as defined in 46 U.S.C. App. 1702(18), an owner or charterer of
30 a vessel that is required to establish its financial responsibility in
31 accordance with the requirements of the federal maritime commission, 46
32 U.S.C. App. 817 (e), and a steamboat company as defined in RCW
33 84.12.200 whether or not operating over and upon the waters of this
34 state;

35 (iii) A motor carrier;

36 (iv) A rail carrier;

37 (v) A charter party carrier of passengers as defined in RCW
38 81.70.020;

1 (vi) An auto transportation company as defined in RCW 81.68.010;
2 (vii) A hotel or other lodging accommodation;
3 (viii) An affiliate of any person or entity described in (i)
4 through (vii) of this subsection (3)(b) that is primarily engaged in
5 the sale of travel services provided by the person or entity. For
6 purposes of this subsection (3)(b)(viii), an "affiliate" means a person
7 or entity owning, owned by, or under common ownership, with "owning,"
8 "owned," and "ownership" referring to equity holdings of at least
9 eighty percent.

10 (4) "Travel services" includes transportation by air, sea, or rail
11 ground transportation, hotel or any lodging accommodations, or package
12 tours, whether offered or sold on a wholesale or retail basis.

13 (5) "Advertisement" includes, but is not limited to, a written or
14 graphic representation in a card, brochure, newspaper, magazine,
15 directory listing, or display, and oral, written, or graphic
16 representations made by radio, television, or cable transmission that
17 relates to travel services.

18 NEW SECTION. **Sec. 3.** No person, firm, or corporation may act or
19 hold itself out as a seller of travel unless, prior to engaging in the
20 business of selling or advertising to sell travel services, the person,
21 firm, or corporation registers with the director under this chapter and
22 rules adopted under this chapter.

23 (1) The registration number must be conspicuously posted in the
24 place of business and must be included in all advertisements. Any
25 corporation which issues a class of equity securities registered under
26 section 12 of the securities exchange act of 1934, and any subsidiary,
27 the majority of voting stock of which is owned by such corporation
28 including any wholly owned subsidiary of such corporation are not
29 required to include company registration numbers in advertisements.

30 (2) The director shall issue duplicate registrations upon payment
31 of a nominal duplicate registration fee to valid registration holders
32 operating more than one office.

33 (3) No registration is assignable or transferable.

34 (4) If a registered seller of travel sells his or her business,
35 when the new owner becomes responsible for the business, the new owner
36 must comply with all provisions of this chapter, including
37 registration.

1 NEW SECTION. **Sec. 4.** An application for registration as a seller
2 of travel shall be submitted in the form prescribed by rule by the
3 director, and shall contain but not be limited to the following:

4 (1) The name, address, and telephone number of the seller of
5 travel;

6 (2) Proof that the seller of travel holds a valid business license
7 in the state of its principal state of business;

8 (3) A registration fee in an amount determined under RCW 43.24.086;

9 (4) The name, address, and social security numbers of all employees
10 who sell travel and are covered by the seller of travel's registration.
11 This subsection shall not apply to the out-of-state employees of a
12 corporation that issues a class of equity securities registered under
13 section 12 of the securities exchange act of 1934, and any subsidiary,
14 the majority of voting stock of which is owned by the corporation;

15 (5) A report prepared and signed by a licensed public accountant or
16 certified public accountant or other report, approved by the director,
17 that verifies that the seller of travel maintains a trust account or
18 other approved account at a federally insured institution located in
19 the state of Washington, the location and number of that trust account
20 or other approved account, and verifying that the account is maintained
21 and used as required by section 8 of this act. The director, by rule,
22 may permit alternatives to the report that provides for at least the
23 same level of verification.

24 NEW SECTION. **Sec. 5.** (1) Each seller of travel shall renew its
25 registration on or before July 1 of every other year or as otherwise
26 determined by the director.

27 (2) Renewal of a registration is subject to the same provisions
28 covering issuance, suspension, and revocation of a registration
29 originally issued.

30 (3) The director may refuse to renew a registration for any of the
31 grounds set out under section 6 of this act, and where the past conduct
32 of the applicant affords reasonable grounds for belief that the
33 applicant will not carry out the applicant's duties in accordance with
34 law and with integrity and honesty. The director shall promptly notify
35 the applicant in writing by certified mail of its intent to refuse to
36 renew the registration. The registrant may, within twenty-one days
37 after receipt of that notice or intent, request a hearing on the
38 refusal. The director may permit the registrant to honor commitments

1 already made to its customers, but no new commitments may be incurred,
2 unless the director is satisfied that all new commitments are
3 completely bonded or secured to insure that the general public is
4 protected from loss of money paid to the registrant. It is the
5 responsibility of the registrant to contest the decision regarding
6 conditions imposed or registration denied through the process
7 established by the administrative procedure act, chapter 34.05 RCW.

8 NEW SECTION. **Sec. 6.** (1) The director may deny, suspend, or
9 revoke the registration of a seller of travel if the director finds
10 that the applicant:

11 (a) Was previously the holder of a registration issued under this
12 chapter, and the registration was revoked for cause and never reissued
13 by the director, or the registration was suspended for cause and the
14 terms of the suspension have not been fulfilled;

15 (b) Has been found guilty of a felony within the past five years
16 involving moral turpitude, or of a misdemeanor concerning fraud or
17 conversion, or suffers a judgment in a civil action involving willful
18 fraud, misrepresentation, or conversion;

19 (c) Has made a false statement of a material fact in an application
20 under this chapter or in data attached to it;

21 (d) Has violated this chapter or failed to comply with a rule
22 adopted by the director under this chapter;

23 (e) Has failed to display the registration as provided in this
24 chapter;

25 (f) Has published or circulated a statement with the intent to
26 deceive, misrepresent, or mislead the public;

27 (g) Has committed a fraud or fraudulent practice in the operation
28 and conduct of a travel agency business, including, but not limited to,
29 intentionally misleading advertising; or

30 (h) Has aided or abetted a person, firm, or corporation that they
31 know has not registered in this state in the business of conducting a
32 travel agency or other sale of travel.

33 (2) If the seller of travel is found in violation of this chapter
34 or in violation of the consumer protection act, chapter 19.86 RCW, by
35 the entry of a judgment or by settlement of a claim, the director may
36 revoke the registration of the seller of travel, and the director may
37 reinstate the registration at the director's discretion.

1 ***NEW SECTION.** *Sec. 7. The department, in cooperation with the*
2 *travel industry and the office of the attorney general shall examine*
3 *the establishment of a cost recovery fund, surety bond, or other*
4 *requirement to indemnify industry consumers. The department shall*
5 *report to the legislature by December 1, 1994, concerning legislation*
6 *to establish one or all of these procedures.*

7 **Sec. 7 was vetoed, see message at end of chapter.*

8 **NEW SECTION.** **Sec. 8.** (1) Within five business days of receipt, a
9 seller of travel shall deposit all sums received from a person or
10 entity, for travel services offered by the seller of travel, in a trust
11 account or other approved account maintained in a federally insured
12 financial institution located in Washington state. Exempted are
13 airline sales made by a seller of travel, when payments for the airline
14 tickets are made through the airline reporting corporation either by
15 cash or credit card sale.

16 (2) The trust account or other approved account required by this
17 section shall be established and maintained for the benefit of any
18 person or entity paying money to the seller of travel. The seller of
19 travel shall not in any manner encumber the amounts in trust and shall
20 not withdraw money from the account except the following amounts may be
21 withdrawn at any time:

22 (a) Partial or full payment for travel services to the entity
23 directly providing the travel service;

24 (b) Refunds as required by this chapter;

25 (c) The amount of the sales commission;

26 (d) Interest earned and credited to the trust account or other
27 approved account; or

28 (e) Remaining funds of a purchaser once all travel services have
29 been provided or once tickets or other similar documentation binding
30 upon the ultimate provider of the travel services have been provided.

31 (3) At the time of registration, the seller of travel shall file
32 with the department the account number and the name of the financial
33 institution at which the trust account or other approved account is
34 held as set forth in section 4 of this act. The seller of travel shall
35 notify the department of any change in the account number or location
36 within one business day of the change.

1 (4) The director, by rule, may allow for the use of other types of
2 funds or accounts only if the protection for consumers is no less than
3 that provided by this section.

4 (5) The seller of travel need not comply with the requirements of
5 this section if all of the following apply, except as exempted in
6 subsection (1) of this section:

7 (a) The payment is made by credit card;

8 (b) The seller of travel does not deposit, negotiate, or factor the
9 credit card charge or otherwise seek to obtain payment of the credit
10 card charge to any account over which the seller of travel has any
11 control; and

12 (c) If the charge includes transportation, the carrier that is to
13 provide the transportation processes the credit card charge, or if the
14 charge is only for services, the provider of services processes the
15 credit card charges.

16 (6) If the seller of travel maintains its principal place of
17 business in another state and maintains a trust account or other
18 approved account in that state consistent with the requirement of this
19 section, and if that seller of travel has transacted business within
20 the state of Washington in an amount exceeding five million dollars for
21 the preceding year, the out-of-state trust account or other approved
22 account may be substituted for the in-state account required under this
23 section.

24 NEW SECTION. **Sec. 9.** A seller of travel shall perform its duties
25 reasonably and with ordinary care in providing travel services.

26 **Sec. 10.** RCW 19.138.030 and 1986 c 283 s 3 are each amended to
27 read as follows:

28 A (~~(travel charter or tour operator)~~) seller of travel shall not
29 advertise that air, sea, or land transportation either separately or in
30 conjunction with other services is or may be available unless he or she
31 has, prior to (~~(such)~~) the advertisement, (~~(received written~~
32 ~~confirmation with a carrier for the transportation advertised)~~)
33 determined that the product advertised was available at the time the
34 advertising was placed. This determination can be made by the seller
35 of travel either by use of an airline computer reservation system, or
36 by written confirmation from the vendor whose program is being
37 advertised.

1 It is the responsibility of the seller of travel to keep written or
2 printed documentation of the steps taken to verify that the advertised
3 offer was available at the time the advertising was placed. These
4 records are to be maintained for at least two years after the placement
5 of the advertisement.

6 **Sec. 11.** RCW 19.138.040 and 1986 c 283 s 4 are each amended to
7 read as follows:

8 At or prior to the time of full or partial payment for air, sea, or
9 land transportation or any other services offered by the seller of
10 travel (~~((charter or tour operator))~~) in conjunction with (~~((such))~~) the
11 transportation, the seller of travel (~~((charter or tour operator))~~) shall
12 furnish to the person making the payment a written statement
13 conspicuously setting forth the following information:

14 (1) The name and business address and telephone number of the
15 (~~((travel charter or tour operator))~~) seller of travel.

16 (2) The amount paid, the date of such payment, the purpose of the
17 payment made, and an itemized statement of the balance due, if any.

18 (3) The (~~((location and))~~) registration number of the (~~((trust account~~
19 ~~or bond))~~) seller of travel required by this chapter.

20 (4) The name of the (~~((carrier))~~) vendor with whom the (~~((travel~~
21 ~~charter or tour operator))~~) seller of travel has contracted to provide
22 (~~((the transportation, the type of equipment contracted, and the date,~~
23 ~~time, and place of each departure:— PROVIDED, That the information~~
24 ~~required in this subsection may be provided at the time of final~~
25 ~~payment))~~) travel arrangements for a consumer and all pertinent
26 information relating to the travel as known by the seller of travel at
27 the time of booking. The seller of travel will make known further
28 details as soon as received from the vendor. All information will be
29 provided with final documentation.

30 (5) The conditions, if any, upon which the contract between the
31 (~~((travel charter or tour operator))~~) seller of travel and the passenger
32 may be canceled, and the rights and obligations of all parties in the
33 event of (~~((such))~~) cancellation.

34 (6) A statement in eight-point boldface type in substantially the
35 following form:

36 "If transportation or other services are canceled by the (~~((travel~~
37 ~~charter or tour operator))~~) seller of travel, all sums paid to the
38 (~~((travel charter or tour operator))~~) seller of travel for services not

1 performed in accordance with the contract between the (~~travel charter~~
2 ~~or tour operator~~) seller of travel and the (~~passenger~~) purchaser
3 will be refunded within (~~fourteen~~) thirty days (~~after the~~
4 ~~cancellation by the travel charter or tour operator to the passenger or~~
5 ~~the party who contracted for the passenger unless mutually acceptable~~
6 ~~alternative travel arrangements are provided~~) of receiving the funds
7 from the vendor with whom the services were arranged, or if the funds
8 were not sent to the vendor, the funds shall be returned within
9 fourteen days after cancellation by the seller of travel to the
10 purchaser unless the purchaser requests the seller of travel to apply
11 the money to another travel product and/or date."

12 **Sec. 12.** RCW 19.138.050 and 1986 c 283 s 5 are each amended to
13 read as follows:

14 (1) If the transportation or other services contracted for are
15 canceled (~~the travel charter or tour operator~~), or if the money is to
16 be refunded for any reason, the seller of travel shall (~~return~~)
17 refund to the (~~passenger within fourteen days after the cancellation~~
18 all moneys paid for services not performed in accordance with the
19 contract unless mutually acceptable alternative travel arrangements are
20 provided) person with whom it contracts for travel services, the money
21 due the person within thirty days of receiving the funds from the
22 vendor with whom the services were arranged. If the funds were not
23 sent to the vendor and remain in the possession of the seller of
24 travel, the funds shall be refunded within fourteen days.

25 (2) Any material misrepresentation with regard to the
26 transportation and other services offered shall be deemed to be a
27 cancellation necessitating the refund required by this section.

28 (3) When travel services are paid to a vendor and charged to a
29 consumer's credit card by the seller of travel, and the arrangements
30 are subsequently canceled by the consumer, the vendor, or the seller of
31 travel, any refunds to the consumer's credit card must be applied for
32 within ten days from the date of cancellation.

33 (4) The seller of travel shall not be obligated to refund any
34 cancellation penalties imposed by the vendor with whom the services
35 were arranged if these penalties were disclosed in the statement
36 required under RCW 19.138.040.

1 NEW SECTION. **Sec. 13.** The director has the following powers and
2 duties:

3 (1) To adopt, amend, and repeal rules to carry out the purposes of
4 this chapter;

5 (2) To issue and renew registrations under this chapter and to deny
6 or refuse to renew for failure to comply with this chapter;

7 (3) To suspend or revoke a registration for a violation of this
8 chapter;

9 (4) To establish fees;

10 (5) Upon receipt of a complaint, to inspect and audit the books and
11 records of a seller of travel. The seller of travel shall immediately
12 make available to the director those books and records as may be
13 requested at the seller of travel's place of business or at a location
14 designated by the director. For that purpose, the director shall have
15 full and free access to the office and places of business of the seller
16 of travel during regular business hours; and

17 (6) To do all things necessary to carry out the functions, powers,
18 and duties set forth in this chapter.

19 NEW SECTION. **Sec. 14.** (1) A nonresident seller of travel
20 soliciting business or selling travel in the state of Washington, by
21 mail, telephone, or otherwise, either directly or indirectly, is
22 deemed, absent any other appointment, to have appointed the director to
23 be the seller of travel's true and lawful attorney upon whom may be
24 served any legal process against that nonresident arising or growing
25 out of a transaction involving travel services. That solicitation
26 signifies the nonresident's agreement that process against the
27 nonresident that is served as provided in this chapter is of the same
28 legal force and validity as if served personally on the nonresident
29 seller of travel.

30 (2) Service of process upon a nonresident seller of travel shall be
31 made by leaving a copy of the process with the director. The fee for
32 the service of process shall be determined by the director by rule.
33 That service is sufficient service upon the nonresident if the
34 plaintiff or plaintiff's attorney of record sends notice of the service
35 and a copy of the process by certified mail before service or
36 immediately after service to the defendant at the address given by the
37 nonresident in a solicitation furnished by the nonresident, and the
38 sender's post office receipt of sending and the plaintiff's or

1 plaintiff's attorney's affidavit of compliance with this section are
2 returned with the process in accordance with Washington superior court
3 civil rules. Notwithstanding the foregoing requirements, however, once
4 service has been made on the director as provided in this section, in
5 the event of failure to comply with the requirement of notice to the
6 nonresident, the court may order that notice be given that will be
7 sufficient to apprise the nonresident.

8 NEW SECTION. **Sec. 15.** The director, in the director's discretion,
9 may:

10 (1) Annually, or more frequently, make public or private
11 investigations within or without this state as the director deems
12 necessary to determine whether a registration should be granted,
13 denied, revoked, or suspended, or whether a person has violated or is
14 about to violate this chapter or a rule adopted or order issued under
15 this chapter, or to aid in the enforcement of this chapter or in the
16 prescribing of rules and forms of this chapter;

17 (2) Publish information concerning a violation of this chapter or
18 a rule adopted or order issued under this chapter; and

19 (3) Investigate complaints concerning practices by sellers of
20 travel for which registration is required by this chapter.

21 NEW SECTION. **Sec. 16.** For the purpose of an investigation or
22 proceeding under this chapter, the director or any officer designated
23 by the director may administer oaths and affirmations, subpoena
24 witnesses, compel their attendance, take evidence, and require the
25 production of any books, papers, correspondence, memoranda, agreements,
26 or other documents or records which the director deems relevant or
27 material to the inquiry.

28 NEW SECTION. **Sec. 17.** If it appears to the director that a person
29 has engaged in an act or practice constituting a violation of this
30 chapter or a rule adopted or order issued under this chapter, the
31 director may, in the director's discretion, issue an order directing
32 the person to cease and desist from continuing the act or practice.
33 Reasonable notice of an opportunity for a hearing shall be given. The
34 director may issue a temporary order pending the hearing, which shall
35 remain in effect until ten days after the hearing is held and which
36 shall become final if the person to whom the notice is addressed does

1 not request a hearing within fifteen days after the receipt of the
2 notice.

3 NEW SECTION. **Sec. 18.** The attorney general, a county prosecuting
4 attorney, the director, or any person may, in accordance with the law
5 of this state governing injunctions, maintain an action in the name of
6 this state to enjoin a person or entity selling travel services for
7 which registration is required by this chapter without registration
8 from engaging in the practice until the required registration is
9 secured. However, the injunction shall not relieve the person or
10 entity selling travel services without registration from criminal
11 prosecution therefor, but the remedy by injunction shall be in addition
12 to any criminal liability.

13 NEW SECTION. **Sec. 19.** A person or business that violates an
14 injunction issued under this chapter shall pay a civil penalty, as
15 determined by the court, of not more than twenty-five thousand dollars,
16 that shall be paid to the department. For the purpose of this section,
17 the superior court issuing an injunction shall retain jurisdiction and
18 the cause shall be continued, and in such cases the attorney general
19 acting in the name of the state may petition for the recovery of civil
20 penalties.

21 NEW SECTION. **Sec. 20.** The director or individuals acting on the
22 director's behalf are immune from suit in any action, civil or
23 criminal, based on disciplinary proceedings or other official acts
24 performed in the course of their duties in the administration and
25 enforcement of this chapter.

26 NEW SECTION. **Sec. 21.** (1) The director may assess against a
27 person or organization that violates this chapter, or a rule adopted
28 under this chapter, a civil penalty of not more than one thousand
29 dollars for each violation.

30 (2) The person or organization shall be afforded the opportunity
31 for a hearing, upon request made to the director within thirty days
32 after the date of issuance of the notice of assessment. The hearing
33 shall be conducted in accordance with chapter 34.05 RCW.

1 (3) A civil penalty shall be imposed by the court for each
2 violation of this chapter in an amount not less than five hundred
3 dollars nor more than two thousand dollars per violation.

4 (4) If a person fails to pay an assessment after it has become a
5 final and unappealable order, or after the court has entered final
6 judgment in favor of the state, the director may recover the amount
7 assessed by action in the appropriate superior court. In the action,
8 the validity and appropriateness of the final order imposing the
9 penalty shall not be subject to review.

10 NEW SECTION. **Sec. 22.** The director may assess against a person or
11 organization that violates this chapter, or a rule adopted under this
12 chapter, the full amount of restitution as may be necessary to restore
13 to a person an interest in money or property, real or personal, that
14 may have been acquired by means of an act prohibited by or in violation
15 of this chapter.

16 NEW SECTION. **Sec. 23.** In order to maintain or defend a lawsuit,
17 a seller of travel must be registered with the department as required
18 by this chapter and rules adopted under this chapter.

19 NEW SECTION. **Sec. 24.** (1) Each person who knowingly violates this
20 chapter or who knowingly gives false or incorrect information to the
21 director, attorney general, or county prosecuting attorney in filing
22 statements required by this chapter, whether or not the statement or
23 report is verified, is guilty of a gross misdemeanor punishable under
24 chapter 9A.20 RCW.

25 (2) A person who violates this chapter or who gives false or
26 incorrect information to the director, attorney general, or county
27 prosecuting attorney in filing statements required by this chapter,
28 whether or not the statement or report is verified, is guilty of a
29 misdemeanor punishable under chapter 9A.20 RCW.

30 NEW SECTION. **Sec. 25.** The administrative procedure act, chapter
31 34.05 RCW, shall, wherever applicable, govern the rights, remedies, and
32 procedures respecting the administration of this chapter.

33 NEW SECTION. **Sec. 26.** All information, documents, and reports
34 filed with the director under this chapter are matters of public record

1 and shall be open to public inspection, subject to reasonable
2 regulation. The director may make public, on a periodic or other
3 basis, the information as may be necessary or appropriate in the public
4 interest concerning the registration, reports, and information filed
5 with the director or any other matters to the administration and
6 enforcement of this chapter.

7 NEW SECTION. **Sec. 27.** The legislature finds that the practices
8 governed by this chapter are matters vitally affecting the public
9 interest for the purpose of applying the consumer protection act,
10 chapter 19.86 RCW. Any violation of this chapter is not reasonable in
11 relation to the development and preservation of business and is an
12 unfair and deceptive act or practice and unfair method of competition
13 in the conduct of trade or commerce in violation of RCW 19.86.020.
14 Remedies provided by chapter 19.86 RCW are cumulative and not
15 exclusive.

16 NEW SECTION. **Sec. 28.** In addition to any other penalties or
17 remedies under chapter 19.86 RCW, a person who is injured by a
18 violation of this chapter may bring an action for recovery of actual
19 damages, including court costs and attorneys' fees. No provision in
20 this chapter shall be construed to limit any right or remedy provided
21 under chapter 19.86 RCW.

22 NEW SECTION. **Sec. 29.** The following acts or parts of acts are
23 each repealed:

- 24 (1) RCW 19.138.020 and 1986 c 283 s 2;
25 (2) RCW 19.138.060 and 1986 c 283 s 6;
26 (3) RCW 19.138.070 and 1986 c 283 s 7; and
27 (4) RCW 19.138.080 and 1986 c 283 s 8.

28 NEW SECTION. **Sec. 30.** Any state funds appropriated to the
29 department of licensing for implementation of chapter . . . , Laws of
30 1994 (this act) for the biennium ending June 30, 1995, shall be
31 reimbursed by June 30, 1997, by an assessment of fees sufficient to
32 cover all costs of implementing chapter . . . , Laws of 1994 (this act).

33 NEW SECTION. **Sec. 31.** A violation of RCW 19.138.030 through
34 19.138.070 shall constitute a violation of RCW 19.86.020.

1 NEW SECTION. **Sec. 32.** If any provision of this act or its
2 application to any person or circumstance is held invalid, the
3 remainder of the act or the application of the provision to other
4 persons or circumstances is not affected.

5 NEW SECTION. **Sec. 33.** Sections 1 through 29 of this act shall
6 take effect January 1, 1996.

7 NEW SECTION. **Sec. 34.** Sections 2 through 6, 8, 9, 13 through 28,
8 30, and 31 of this act are each added to chapter 19.138 RCW.

9 NEW SECTION. **Sec. 35.** The director of licensing, beginning July
10 1, 1995, may take such steps as are necessary to ensure that this act
11 is implemented on its effective date.

 Passed the House March 8, 1994.

 Passed the Senate March 4, 1994.

 Approved by the Governor April 1, 1994, with the exception of
 certain items which were vetoed.

 Filed in Office of Secretary of State April 1, 1994.

1 Note: Governor's explanation of partial veto is as follows:

2 "I am returning herewith, without my approval as to section 7,
3 Engrossed Substitute House Bill No. 2688 entitled:

4 "AN ACT Relating to sellers of travel;"

5 Section 7 requires the Department of Licensing to examine various
6 alternatives to indemnify travel consumers and to report its findings
7 to the Legislature by December 1, 1994. However, section 33
8 establishes an effective date for the bill of January 1, 1996, thereby
9 defeating the possibility of completing the study within the time frame
10 established in section 7. Although I am vetoing section 7, I am
11 directing the Department of Licensing to conduct the study and to
12 report to the Legislature prior to the start of the next Legislative
13 Session.

14 With the exception of section 7, Engrossed Substitute House Bill
15 No. 2688 is approved."