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**To:** Richmond City Council **Date:** April 16, 2026  
**From:** Anthony Capuccinello Iraci **File:** 12-8275-01/2025-Vol  
General Manager, Law and Community Safety 01  
**Re:** **Business Licence Cancellation - Vegas Vacations Ltd. - 5300 No 3 Rd Unit 320**

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### Staff Recommendations

1. That the business licence issued to Vegas Vacations Ltd., operating from premises located at 5300 No. 3 Road Unit 320, Richmond BC, be cancelled; and
2. That Council adopt as its own the Reasons attached as APPENDIX A to the report titled “Business Licence Cancellation – Vegas Vacations Ltd. – 5300 No 3 Rd Unit 320”, as Council’s written reasons for the cancellation of the business licence contemplated by Recommendation 1 of this report.

### Executive Summary

Vegas Vacations Ltd. has been licenced and in operation in the City of Richmond since 2009. On December 23, 2025, Consumer Protection BC suspended Vegas Vacations Ltd.’s Travel Agent Licence 49872 for failure to provide the required annual financial statements for 2024 and 2025, when requested, contrary to s. 12(1) of the Travel Industry Regulation.

On January 9, 2026 Consumer Protection BC cancelled the Travel Agent Licence based on the failure to satisfy the requirements of s. 3(e) of the Travel Industry Regulation as Vegas Vacations Ltd. no longer satisfied the minimum licensing requirements to operate as a travel agent.

Vegas Vacations Ltd. was no longer permitted to sell vacation packages but was conditionally licenced to continue operate by the City of Richmond for the sole purpose of providing refunds to existing clients. After 90 days of monitoring and permitting operations under the conditions imposed, the Director, Community Bylaws and Licencing determined that it was no longer appropriate to allow Vegas Vacations Ltd. to continue to operate and recommends cancellation of this licence.

## Staff Report

### Origin

Section 5.3 of the Business Licence Bylaw No. 7360 prescribes that a licenced business must comply with City bylaws as well as other applicable provincial and federal statutes, regulations.

*5.3 Every licensee must comply with:*

- (a) the terms and conditions set out in their licence;*
- (b) the requirements of this, or any other bylaw of the City, which governs or regulates the business for which such licence was granted;*
- (c) any requirements imposed by the Medical Health Officer; and*
- (d) all applicable statutes, regulations, rules, codes and orders of all federal or provincial authorities having jurisdiction of such business.*

Section 5.1 of the Business Licence Bylaw No. 7360 further provides that any failure to comply with paragraphs (a) to (e) of that section may result in the suspension, cancellation or revocation of a business licence. Section 5.2 of the Bylaw adds that Council may revoke or cancel a business licence:

*5.1 Any licensee, operator, or any other person who:*

- (a) violates or contravenes any provision of this bylaw or a licence issued hereunder, or who causes or allows any provision of this bylaw or a licence issued hereunder to be violated or contravened; or*
- (b) fails to comply with any of the provisions of this bylaw or a licence issued hereunder; or*
- (c) neglects or refrains from doing anything required under the provisions of this bylaw, or a licence issued hereunder, or the Business Regulation Bylaw; or*
- (d) fails to maintain the standard of qualification required for the issuing of a licence under this bylaw; or*
- (e) makes any false or misleading statement,*  
  
*commits an offence and upon conviction shall be liable to a fine of not more than Fifty Thousand Dollars (\$50,000.00), in addition to the costs of the prosecution, and where the offence is a continuing one, each day that the offence is continued shall constitute a separate offence, and may result in the suspension, cancellation or revocation of the licence in question.*

*5.2 Subject to the Local Government Act, Council may:*

- (a) revoke or cancel a licence issued under the provisions of this bylaw; and,*
- (b) refuse to grant the request of an applicant under this bylaw.*

This report concerns contraventions of the *Travel Industry Regulations B.C. Reg. 296/2004 O.C. 658/2004*, including section 12(1) and section 3(e) and the failure to comply with the Business Licence Bylaw No. 7360 by Vegas Vacations Ltd., operating from premises located at 5300 No. 3 Road Unit 320.

Given that Vegas Vacations Ltd. has had the Consumer Protection BC Travel Agent Licence # 49872 cancelled, Vegas Vacations Ltd. is also in violation of Section 5.3 of Business Licence Bylaw No. 7360.

### **Analysis**

Pursuant to s. 60(2) of the *Community Charter*, council may suspend or cancel a business for reasonable cause:

#### *Business licence authority*

***60 (2) In addition to the authority under section 15 (1) (e) [licences, permits and approvals — suspension and cancellation], a business licence may be suspended or cancelled for reasonable cause.***

*(3) Before suspending or cancelling a business licence, the council must give the licence holder notice of the proposed action and an opportunity to be heard.*

Authority to cancel a business licence is also set out in s.15(1)(e) of the *Community Charter* and section 5.2 of Business Licence Bylaw No. 7360 cited above:

#### *Licensing and standards authority*

***15 (1) A council may, in regulating under this Act or the [Local Government Act](#), provide for a system of licences, permits or approvals, including by doing one or more of the following:***

***[...]***

*(e) providing for the suspension or cancellation of licences, permits and approvals for*

*(i) failure to comply with a term or condition of a licence, permit or approval, or*

*(ii) failure to comply with the bylaw;*

Reasons in support of the recommendation that the business licence be cancelled by Council are attached as Appendix A to this report for Council's consideration.

**Budgetary Implications**

None

**Conclusion**

Based on the facts and for the reasons set out in Appendix "A" of this report, it is recommended that the business licence issued to Vegas Vacations Ltd. located and operating at 5300 No. 3 Road Unit 320, be cancelled.

Respectfully submitted,

Mark Corrado, Director, Community Bylaws & Licencing

**Report Contributors**

This report was prepared by Victor Duarte, Program Manager, Business Licencing and reviewed by Law.

Endorsed by Serena Lusk, CAO

Att. 1: Appendix A - Reasons

**REASONS**

**Facts**

1. Vegas Vacations Ltd. has one business located within the boundaries of the City of Richmond at 5300 No. 3 Road Unit 320.
2. Attached as **Attachment 1** of these Reasons is a copy of the Certificate of Change of Name, the Notice of Articles, Notice of Change of Address and a copy of a BC Company Summary for Vegas Vacations Ltd.
3. The City received an application for a business licence from Vegas Vacations Ltd. on October 09, 2009 for 6551 No. 3 Road Unit 1220 under its previous corporate name of 2F Holdings Ltd. Attached as **Attachment 2** of these Reasons is a copy of the business licence application and a copy of the Certificate of Incorporation of 2F Holdings Ltd. The business licence was issued on November 3, 2009 in the name of Vegas Vacations Ltd.
4. The City received an application from Vegas Vacations Ltd. for a change of address on April 1, 2010, for 5300 No. 3 Road Unit 320. Attached as **Attachment 3** of these Reasons is a copy of the business licence application. The business licence was issued on April 15, 2010 in the name of Vegas Vacations Ltd. and a copy of the Travel Agent Licence issued to Vegas Vacations Ltd. by the Director, Consumer Protection BC.
5. The business has continued to operate under Vegas Vacations Ltd., from 5300 No. 3 Road Unit 320 since the change of address in 2010. A business licence was renewed on December 3, 2025. Attached as **Attachment 4** of these Reasons is a copy of the business issued December 3, 2025 valid to December 1, 2026.

As explained later in these Reasons, the business licence has since been amended with conditions being imposed including a revised expiry date.

**Consumer Protection BC**

6. On January 09, 2026, a message was received by Program Manager, Business Licencing, Victor Duarte from Daniel O'Connor, Director of Compliance with Consumer Protection BC stating that Consumer Protection BC has cancelled the Travel Agent Licence for Vegas Vacations Ltd as of January 09, 2026 and wanted to inform the City of Richmond.
7. On January 09, 2026, Program Manager, Business Licencing, Victor Duarte spoke with Daniel O'Connor, Director of Compliance with Consumer Protection BC by telephone. Recent actions taken by Consumer Protection BC were explained and information was posted on the Consumer Protection BC website. On December 23, 2025, Consumer Protection BC suspended the Travel Agent Licence # 49872 for failure to file financial

statements for 2024 and 2025. Attached as **Attachment 5 and 6** of these Reasons is a copy of the Consumer Protection BC Notice of Licence Suspension and Travel Agent Licence Suspension posted on Vegas Vacations Ltd. business premises at 5300 No. 3 Rd Unit 320.

8. On December 29, 2025, Vegas Vacations Ltd. submitted to Consumer Protection BC, financial statements for 2024.
9. On January 5, 2026, Vegas Vacations Ltd. submitted to Consumer Protection BC, financial statements for 2025.
10. After review of the financial statements by Consumer Protection BC, it was determined that Vegas Vacations Ltd. no longer satisfied the minimum licencing requirements to operate a travel service business as they no longer had sufficient working capital to be reasonably expected to operate the business in accordance with section 3(e) of the Travel Industry Regulation. Vegas Vacations Ltd. was served with cancellation letter and cancellation notice on January 9, 2026. Attached as **Attachment 7 and 8** of these Reasons are a copy of the letter and notice.
11. Pursuant to the *Business Practices and Consumer Protection Act, [SBC 2004] Ch. 2*, and the *Travel Industry Regulation B.C. Reg. 296/2004*, a travel agent and travel wholesaler must have a licence, issued by Consumer Protection BC, for each location from which the travel agent or travel wholesaler conducts business in British Columbia

#### Business Licence Department Review

12. On January 13, 2026, the Business Licence Department corresponded with the RCMP regarding Vegas Vacations Ltd. The business had come to the attention of Richmond RCMP and was under investigation by the Economic Crime Unit (ECU). At that time, Vegas Vacations Ltd. was only providing refunds and was no longer in business to book vacation packages. The Business Licence Department was also monitoring the business on a regular basis.
13. On February 24, 2026, an email was sent to Mayor and Council from Lily Lim attaching a petition letter. The petition letter included a list of 58 individuals affected by Vegas Vacations Ltd. Attached as **Attachments 9 and 10** to these Reasons are copies of the email and petition letter.
14. On March 2, 2026, an email was sent to Lily Lim in response to her email and the petition letter that was sent to Mayor and Council. Attached as **Attachment 11** to these Reasons is a copy of the response email.
15. On March 2, 2026, the Business Licence Department imposed a condition on the Business Licence and issued an amended business licence to Vegas Vacations Ltd. The imposed business licence conditions allowed Vegas Vacations Ltd. to continue operating only for the purpose of refunding clients whose travel packages had not been completed

by Vegas Vacations Ltd. Attached as **Attachment 12** to these Reasons is a copy of the amended Business Licence with the conditions imposed.

On April 22, 2026, the City further amended the Business Licence issued to Vegas Vacations Ltd. to extend the expiry date to May 4, 2026 to allow sufficient time for the business to: 1) continue completing outstanding refunds to customers; and 2) obtain reinstatement of the required Consumer Protection BC Travel Agent Licence. Attached as **Attachment 18** to these Reasons is copy of the amended Conditional Licence.

16. According to corporate searches and certificates of incorporation and the business applications on file, the director and President of Vegas Vacations Ltd. is Finny Fang. Attached as **Attachment 13** to these Reasons is a copy of the Annual Report filed on September 5, 2024.

#### Location Map

17. The approximate location of Vegas Vacations Ltd. is shown in the location map attached as **Attachment 14** to these Reasons.

#### Findings/Determinations in Support of and Grounds for the Cancellation of the Business Licence

The following findings and determinations support, and are grounds for, the cancellation of the Business Licence issued to Vegas Vacations Ltd. conducting or carrying on business from 5300 No. 3 Road Unit 320:

18. Section 5.3 of the Business Licence Bylaw No. 7360 prescribes that a licenced business must comply with City bylaws as well as other applicable provincial and federal statutes:

*5.3 Every licensee must comply with:*

- (a) the terms and conditions set out in their licence;*
- (b) the requirements of this, or any other bylaw of the City, which governs or regulates the business for which such licence was granted;*
- (c) any requirements imposed by the Medical Health Officer; and*
- (d) all applicable statutes, regulations, rules, codes and orders of all federal or provincial authorities having jurisdiction of such business.*

19. Section 5.1 of the Business Licence Bylaw No. 7360 further provides that any failure to comply with paragraphs (a) to (e) of that section may result in the suspension, cancellation or revocation of a business licence. Section 5.2 of the Business Licence Bylaw No. 7360 adds that Council may revoke or cancel a business licence:

*5.1 Any licensee, operator, or any other person who:*

- (a) violates or contravenes any provision of this bylaw or a licence issued hereunder, or who causes or allows any provision of this bylaw or a licence issued hereunder to be violated or contravened; or*

*(b) fails to comply with any of the provisions of this bylaw or a licence issued hereunder; or*

*(c) neglects or refrains from doing anything required under the provisions of this bylaw, or a licence issued hereunder, or the Business Regulation Bylaw; or*

*(d) fails to maintain the standard of qualification required for the issuing of a licence under this bylaw; or*

*(e) makes any false or misleading statement,*

*commits an offence and upon conviction shall be liable to a fine of not more than Fifty Thousand Dollars (\$50,000.00), in addition to the costs of the prosecution, and where the offence is a continuing one, each day that the offence is continued shall constitute a separate offence, and may result in the suspension, cancellation or revocation of the licence in question.*

*5.2 Subject to the Local Government Act, Council may:*

*(a) revoke or cancel a licence issued under the provisions of this bylaw; and,*

*(b) refuse to grant the request of an applicant under this bylaw.*

20. Pursuant to s. 60(2) of the *Community Charter*, council may suspend or cancel a business for reasonable cause:

*Business licence authority*

*60 (2) In addition to the authority under section 15 (1) (e) [licences, permits and approvals — suspension and cancellation], a business licence may be suspended or cancelled for reasonable cause.*

21. Authority to cancel a business licence is also set out in s.15(1)(e) of the *Community Charter* and section 5.2 of Business Licence Bylaw No. 7360 cited above:

*Licensing and standards authority*

*15 (1) A council may, in regulating under this Act or the [Local Government Act](#), provide for a system of licences, permits or approvals, including by doing one or more of the following:*

*[...]*

*(e) providing for the suspension or cancellation of licences, permits and approvals for*

*(i) failure to comply with a term or condition of a licence, permit or approval, or*  
*(ii) failure to comply with the bylaw;*

22. A Business Licence was issued to Vegas Vacations Ltd. on March 2, 2026, expiring April 13, 2026 with conditions imposed to allow sufficient time for the business to: 1) complete outstanding refunds to clients; and 2) pursue any available appeal of Consumer Protection BC's decision, with a view to obtaining reinstatement of the required Consumer Protection BC Travel Agent Licence.
23. On April 15, 2026, a site inspection of the business location was conducted by a Business Licence Inspector to determine the operational status of Vegas Vacations Ltd. No clients were present at the location during the inspection.
24. On April 17, 2026, Program Manager, Business Licencing, Victor Duarte, contacted and spoke Daniel O'Connor, Director of Compliance at Consumer Protection BC. Following that conversation, it was determined that Vegas Vacations Ltd. had not submitted an application to Consumer Protection BC for reinstatement of its Travel Agent Licence.
25. On April 20, 2026, the Program Manager, Business Licencing, Victor Duarte emailed Daniel O'Connor, Director of Compliance at Consumer Protection BC, to confirm: 1) that Gigi Hung, Acting Director at Consumer Protection BC had authority to suspend and cancel the Consumer Protection BC Travel Agent Licence; 2) whether Vegas Vacations Ltd. has submitted an application for reinstatement of their licence or for a new licence; and 3) the likelihood of reinstatement of Vegas Vacations Ltd.'s BC Travel Agent Licence. Attached as **Attachment 15** to these Reasons is a copy of the email.
26. On April 21, 2026, the Director of Compliance with Consumer Protection BC, Daniel O'Connor sent a reply email confirming: 1) that Gigi Hung had authority to suspend and cancel the Consumer Protection BC Travel Agent Licence issued to Vegas Vacations Ltd.; 2) that the Licence will not be reinstated; 3) if a new application is submitted from Vegas Vacations Ltd they would likely be required to go through a fit and proper suitability assessment on the individuals applying for the licence; and 4) no application has been received by Consumer Protection BC from Vegas Vacations Ltd. to date. Attached as **Attachment 16** to these Reasons is a copy of the email.
27. On April 17, 2026 and April 21, 2026, City of Richmond Licence Inspector, Brock Simonson received emails from Vegas Vacations Ltd., business representative, Wing who indicated that the company was still working with their lawyer on processing customer refunds and also working on their Consumer Protection BC Travel Agent Licence. Wing requested an extension of the Business Licence. Attached as **Attachment 17** to these Reasons is a copy of these emails.
28. On April 22, 2026, the City further amended the Business Licence issued to Vegas Vacations Ltd. to extend the expiry date to May 4, 2026 to allow sufficient time for the business to: 1) continue completing outstanding refunds to customers; and 2) obtain

reinstatement of the required Consumer Protection BC Travel Agent Licence. Attached as **Attachment 18** to these Reasons is copy of the amended Conditional Licence.

29. Vegas Vacations Ltd. does not hold the Consumer Protection BC Travel Agent Licence required under the *Business Practices and Consumer Protection Act*, S.B.C. 2004, c. 2, and the *Travel Industry Regulation*, B.C. Reg. 296/2004, to lawfully carry on a travel agency business in British Columbia and has failed to satisfy the requirements of section 3(e) of the *Travel Industry Regulation*. As a result, Vegas Vacations Ltd. is not in compliance with section 5.3(d) of Business Licence Bylaw No. 7360, which requires every licensee to comply with all applicable federal and provincial statutes, regulations, rules, codes, and orders governing the licenced business. Further, the failure to maintain the legally required provincial licence means that Vegas Vacations Ltd. has failed to maintain the standard of qualification required for the issuance of its business licence, contrary to section 5.1(d) of Business Licence Bylaw No. 7360, and is also in breach of the terms and conditions of its licence and the bylaw, within the meaning of sections 5.1(a) and (b) of that Bylaw and section 15(1)(e) of the *Community Charter*. In addition, despite being afforded time under the conditions imposed on the Business Licence to complete refunds and seek reinstatement of its provincial licence, no reinstatement application has been made, and Consumer Protection BC has advised that reissuance of a licence under the current ownership is unlikely. Under these circumstances, Council has reasonable cause under section 60(2) of the *Community Charter* to cancel the business licence issued to:

- (i) Vegas Vacations Ltd., operating from 5300 No. 3 Road Unit 320, Richmond, BC.



DUPLICATE

Number: BC0860666



**CERTIFICATE  
OF  
CHANGE OF NAME**

*BUSINESS CORPORATIONS ACT*

I Hereby Certify that 2 F HOLDINGS LTD. changed its name to VEGAS VACATIONS LTD. on October 9, 2009 at 03:50 PM Pacific Time.



*Issued under my hand at Victoria, British Columbia*

*On October 9, 2009*



**RON TOWNSHEND**  
*Registrar of Companies*  
Province of British Columbia  
Canada



**BC Registry  
Services**

Mailing Address:  
PO BOX 9431 Stn Prov Govt.  
Victoria BC V8W 9V3  
[www.corporateonline.gov.bc.ca](http://www.corporateonline.gov.bc.ca)

Location:  
2nd Floor - 940 Blanshard St.  
Victoria BC  
1 877 526-1526

## Notice of Articles

*BUSINESS CORPORATIONS ACT*

*This Notice of Articles was issued by the Registrar on: April 11, 2011 12:01 AM Pacific Time*

*Incorporation Number: **BC0860666***

*Recognition Date and Time: Incorporated on September 5, 2009 02:57 PM Pacific Time*

### NOTICE OF ARTICLES

**Name of Company:**

VEGAS VACATIONS LTD.

### REGISTERED OFFICE INFORMATION

**Mailing Address:**

UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**Delivery Address:**

UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

### RECORDS OFFICE INFORMATION

**Mailing Address:**

UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**Delivery Address:**

UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

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**DIRECTOR INFORMATION****Last Name, First Name, Middle Name:**

CHAM, JAMES

**Mailing Address:**1230 EAST 54TH AVENUE  
VANCOUVER BC V5X 1L9  
CANADA**Delivery Address:**1230 EAST 54TH AVENUE  
VANCOUVER BC V5X 1L9  
CANADA

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**Last Name, First Name, Middle Name:**

FONG, FINNY W. S.

**Mailing Address:**5951 QUEBEC STREET  
VANCOUVER BC V5W 2P4  
CANADA**Delivery Address:**5951 QUEBEC STREET  
VANCOUVER BC V5W 2P4  
CANADA

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**AUTHORIZED SHARE STRUCTURE**

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1.	100,000	CLASS "A" VOTING COMMON Shares	Without Par Value
			Without Special Rights or Restrictions attached
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2.	100,000	CLASS "B" VOTING COMMON Shares	Without Par Value
			Without Special Rights or Restrictions attached
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3.	100,000	CLASS "C" VOTING COMMON Shares	Without Par Value
			Without Special Rights or Restrictions attached
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4.	100,000	CLASS "D" NON-VOTING COMMON Shares	Without Par Value
			With Special Rights or Restrictions attached
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5.	1,000,000	CLASS "E" NON-VOTING PREFERRED Shares	With a Par Value of 100.00 Canadian Dollar(s) each
			With Special Rights or Restrictions attached





**BC Registry  
Services**

Mailing Address:  
PO BOX 9431 Stn Prov Govt.  
Victoria BC V8W 9V3  
[www.corporateonline.gov.bc.ca](http://www.corporateonline.gov.bc.ca)

Location:  
2nd Floor - 940 Blanshard St.  
Victoria BC  
1 877 526-1526

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## Notice of Change of Address

FORM 2  
BUSINESS CORPORATIONS ACT  
Sections 35 & 36

<b>Filed Date and Time:</b>	<b>April 10, 2011 02:37 PM Pacific Time</b>
<b>Effective Date and Time of Filing:</b>	<b>April 11, 2011 12:01 AM Pacific Time</b>

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**Incorporation Number:**  
BC0860666

**Name of Company:**  
VEGAS VACATIONS LTD.

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### REGISTERED OFFICE INFORMATION

**Mailing Address:**  
UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**Delivery Address:**  
UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

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### RECORDS OFFICE INFORMATION

**Mailing Address:**  
UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**Delivery Address:**  
UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA



**BC Company Summary**  
For  
**VEGAS VACATIONS LTD.**

**Date and Time of Search:** April 17, 2026 11:04 AM Pacific Time  
**Currency Date:** March 02, 2026

**ACTIVE**

**Incorporation Number:** BC0860666  
**Name of Company:** VEGAS VACATIONS LTD.  
**Business Number:** 848986659 BC0001  
**Recognition Date and Time:** Incorporated on September 05, 2009 02:57 PM Pacific Time **In Liquidation:** No  
**Last Annual Report Filed:** September 05, 2024 **Receiver:** No

**COMPANY NAME INFORMATION**

**Previous Company Name** **Date of Company Name Change**  
2 F HOLDINGS LTD. October 09, 2009

**REGISTERED OFFICE INFORMATION**

**Mailing Address:** UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA  
**Delivery Address:** UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**RECORDS OFFICE INFORMATION**

**Mailing Address:** UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA  
**Delivery Address:** UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**DIRECTOR INFORMATION**

**Last Name, First Name, Middle Name:**  
CHAM, JAMES

**Mailing Address:** 1230 EAST 54TH AVENUE  
VANCOUVER BC V5X 1L9  
CANADA  
**Delivery Address:** 1230 EAST 54TH AVENUE  
VANCOUVER BC V5X 1L9  
CANADA

**Last Name, First Name, Middle Name:**

FONG, FINNY W. S.

**Mailing Address:**

5951 QUEBEC STREET  
VANCOUVER BC V5W 2P4  
CANADA

**Delivery Address:**

5951 QUEBEC STREET  
VANCOUVER BC V5W 2P4  
CANADA

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**OFFICER INFORMATION AS AT September 05, 2024**

**Last Name, First Name, Middle Name:**

CHAM, JAMES

**Office(s) Held:** (Secretary)

**Mailing Address:**

UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**Delivery Address:**

UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

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**Last Name, First Name, Middle Name:**

FONG, FINNY W.S.

**Office(s) Held:** (President)

**Mailing Address:**

UNIT 320- 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**Delivery Address:**

UNIT 320- 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

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**Commercial/Industrial Business** (Premises in Richmond only)

Liquor Licence?  Yes  No If yes, type?  Food Primary  Liquor Primary  With Endorsement

No. Seats (Restaurants & liquor establishments): \_\_\_\_\_ No. Merchandise Machines: \_\_\_\_\_

No. Amusement Machines: \_\_\_\_\_

Describe any Structural Changes to Business Premises:  Proposed  Completed  None

Sharing Premises With: \* Applicant states Las Vegas Vacations will be moving @ end of Oct.

Floor Area (In sq. ft.): Retail: 473 Wholesale: \_\_\_\_\_  
Office: \_\_\_\_\_ Warehouse: \_\_\_\_\_  
Outside: \_\_\_\_\_

NOTE: Zoning Bylaw No. 5300 - Off Street Parking & Loading - Div 400 requires that sufficient parking is available for commercial/industrial businesses.

Do you have the sufficient parking:  Yes  No

Richmond Representative for Business: TINNY FONG 214-9388  
Title: MANAGER Tel.: (604) 767-9374  
Emergency Contact Name: James Cham Tel.: (604) 505-1888  
After Hours Number

**OWNERSHIP INFORMATION** (All to complete. Additional owners can be submitted on separate paper.)

Name: James CHAM Title/Position: DIRECTOR/owner  
First Last

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: BC Postal Code: \_\_\_\_\_

Tel.: (604) 327-4262 Cell: (604) 505-1888 Email: \_\_\_\_\_

I hereby make application for a business licence in accordance with the above-stated information and declare that the statements are true and correct. I agree, if granted a licence, to comply with all relevant bylaws now in force or which may come into force in the City of Richmond.

Name: TINNY FONG Title: MANAGER

Signature: \_\_\_\_\_ Date: Oct 9, 2009

Note: This application will not be processed without the application fee. In order to receive the fee amount, please contact the Licence Division. Business Licences are public records and are available for inspection on request at City Hall. The City also makes business licence information available in various additional publications on the City website and/or in hard-copy format. If you do not wish your business information to be made available in any additional publications, a request in writing to decline publication must be received by the Licence Inspector. All information gathered for business licencing purposes is managed in accordance with the Freedom of Information and Protection of Privacy Act.

**Office Use Only:**  
Folder Type: SU Sub Type: Travel Agency Fee: \$116-  
Folder Type: \_\_\_\_\_ Sub Type: \_\_\_\_\_ Fee: \_\_\_\_\_  
Received by: CG Date: Oct 9/09  
Approved by Chief Licence Inspector: ISSUED NOV 3/09 BY/D. Date: \_\_\_\_\_

pd  
chg.  
999753

Wholesale Licence certificate once rec'd \* CG.  
(Special)

OWNERSHIP INFORMATION

Name: FINNY FONG

Title/Position: <sup>Owner</sup> DIRECTOR/MANAGER

Home Address: [REDACTED]

Tel: (604) 873-1701 cell: 604-767-7374.

Email: mywolf0002@gmail.com

**CERTIFICATE  
OF  
INCORPORATION**

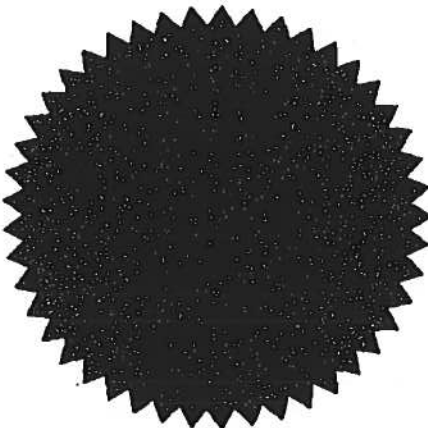
***BUSINESS CORPORATIONS ACT***

I Hereby Certify that 2 F HOLDINGS LTD. was incorporated under the Business Corporations Act on September 5, 2009 at 02:57 PM Pacific Time.

*Issued under my hand at Victoria, British Columbia  
On September 5, 2009*



**RON TOWNSHEND**  
*Registrar of Companies*  
Province of British Columbia  
Canada







# City of Richmond

## Business Licence Application

Business Licence Division  
6911 No. 3 Road, Richmond, BC V6Y 2C1

www.richmond.ca

604-276-4000 Fax: 604-276-4157

### Office Use Only:

Business Licence Number: 09495265

New  Change of Address  Change of Owner\*  Change of Name  Change of Business Use

Have you previously applied for a business licence in Richmond?  Yes  No

Business Type:  Commercial/Industrial Premises (See Appendix A & C)  Non-Resident  Home Occupation (See Appendix B)

Proposed Start Date: \_\_\_\_\_ or Effective Date of Change: April 01 2010  
Month Day Year Month Day Year

### BUSINESS INFORMATION (All to complete)

Sole Ownership  Partnership  Corporation \*\*Copy of Certificate to be submitted with application\*\*

Business or Trade Name: VEGAS VACATIONS LTD.

Registered Company Name: SAME AS ABOVE.

Business Address: 5300 NO. 3 ROAD Unit No: 300

City: RICHMOND Province: BC Postal Code: V6X 2X9

Bus. Tel.: 604-214-9888 Fax: 604-214-9809

Cell: \_\_\_\_\_ Email: LVVACATIONS@SHAWBIZ.CA

Mailing Address: SAME AS ABOVE. Unit No: \_\_\_\_\_

(If different from above) City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Describe **All** Business Activities/Services in Richmond:

TRAVEL AGENCY

Number of Employees (To include owners): (FT): 2 (PT): 2

\*\*Copy of contractor TQ to be submitted with application\*\*

Contractors TQ No.: \_\_\_\_\_ TQ Holder's Name: \_\_\_\_\_

Gas Contractors Bond No.: \_\_\_\_\_

### Commercial & Home Occupation Uses Only

Are goods sold to the general public?  Yes  No

Is any part of the business sub-contracted?  Yes  No

Are goods, vehicles, or equipment stored on premises?  Yes  No If yes, please describe:

76173  
CA

\* Transfer of Business Licence Appendix D to be completed and submitted with this application.



ZND

ADDITIONAL OWNER :

NAME : JAMES CHAM

ADDRESS : [REDACTED]

PHONE : 604-505-1888

TITLE : OWNER



**CONSUMER  
PROTECTION BC**

## Travel Agent Licence

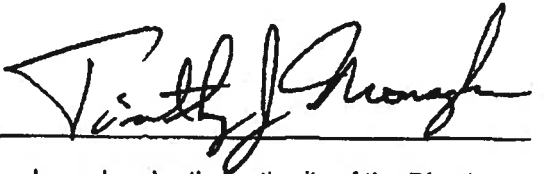
**Licence Number 49872**

Pursuant to the *Business Practices and Consumer Protection Act, SBC (2004)*  
The following is licensed as a travel agent.

**Vegas Vacations Ltd.**  
**#320 5300 No. 3 Road**  
**RICHMOND BC V6X 2X9**

The original must be displayed in a conspicuous place at the above address and is not transferable.

This licence is subject to the conditions set out the reverse of this page and to all other conditions imposed on this licence under the *Business Practices and Consumer Protection Act*.



---

Effective Date: April 01, 2010  
Expiry Date: March 31, 2011

Issued under the authority of the Director,  
Consumer Protection BC





# BUSINESS LICENCE

**CITY OF RICHMOND**

6911 No. 3 Road, RICHMOND, B.C. V6Y 2C1

**DEC/26**

The holder of this licence is licenced to carry on the business or businesses stipulated in a lawful manner until Midnight on the date shown below from or within the premises stated unless otherwise cancelled, revoked, or suspended. It is unlawful to carry on business in the City of Richmond in or from premises other than those stated on this licence.

IF ANY CHANGE IN THE NATURE OF YOUR BUSINESS, TRADE, OCCUPATION, OR CALLING OR ANY CHANGE IN OWNERSHIP OR ADDRESS HAS OCCURRED, YOU ARE REQUIRED TO NOTIFY THE LICENCE INSPECTOR IMMEDIATELY.

**LICENCE FOR PERIOD ENDING MIDNIGHT DECEMBER 01, 2026**

**Business Address: 5300 No 3 Rd Unit 320**

**Licence #: 25 028104**  
**Acct #: 1529326**

**Service Use**

**Travel Agency**

**Business Licence Fee \$166.00**  
**Total Fee \$166.00**

**Vegas Vacations Ltd**

5300 No 3 Rd Unit 320  
Richmond BC V6X 2X9



Vegas Vacations Ltd.  
#320 5300 No. 3 Road  
Richmond BC V6X 2X9

December 23, 2025

**RE: Notice of Licence Suspension for Travel Agent (Licence #49872 / Case #32189)**

Finny Fong,

On December 19, 2025, Vegas Vacations Ltd. ("the licensee") was provided with a letter requesting the submission of the financial statement for the fiscal year ended October 31, 2024 for allegedly violating section 12(1) of the *Travel Industry Regulation* ("the regulation"). The letter provided the licensee with the opportunity to respond prior to the director proceeding with a decision on this matter.

**Alleged Contravention(s):**

Vegas Vacations Inc. failed to provide the required annual financial statement to the director when requested by the director for the period requested by the director, contrary to section 12(1) of the *Travel Industry Regulation* ("the regulation").

**Opportunity to be Heard:**

Pursuant to section 147(1) of the *Business Practices and Consumer Protection Act* ("BPCPA"), the director must give the person subject to an action under Part 9 of the Act the opportunity to be heard prior to taking any action.

On December 19, 2025, Vegas Vacations Ltd. was emailed an opportunity to be heard notice and was given until 12:00 pm on December 23, 2025 to provide a response. A response was provided by that date. I conclude the requirement for providing an opportunity to be heard has been completed.

**Evidence:**

On December 19, 2025, Vegas Vacations Ltd. was provided with a letter requesting the submission of the financial statement for the fiscal year ended October 31, 2024 for allegedly violating section 12(1) of the regulation. Possible licensing and enforcement consequences for a confirmed contravention were described in the letter.

An email response was provided by Vegas Vacations Ltd. on December 23, 2025 requesting for an extension. The extension was denied. To date, the financial statement has not been submitted.

**Analysis and Conclusion:**

Financial statements are required to be submitted by licensees when requested by the director and for the period requested by the director, consistent with section 12(1) of the regulation. The financial statement was not submitted as requested. I therefore find that the licensee failed to submit the required financial statement. The licensee is and continues to be in violation of section 12(1) of the regulation.

**CONSUMER PROTECTION BC**

#200-4946 Canada Way, Burnaby, BC V5G 4H7

1.888.564.9963

[www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

**Decision:**

Pursuant to section 146(1) of the Act, I have decided to suspend the travel agent license of Vegas Vacations Inc. (licence 49872), effective immediately. This suspension is being imposed for violation of section 12(1) of the Travel Industry Regulation. I have also decided to place the following conditions on the licence:

1. Vegas Vacations Ltd. must not engage in the designated activity of a “travel agent”, meaning they must not sell or otherwise provide travel services to the public in the province of British Columbia while the license is suspended. Travel services are defined as transportation, accommodation, or another service combined with transportation or accommodation. Vegas Vacations may fulfil terms of existing contracts for the sale of travel services for customers who purchased travel services before the license was suspended.
2. Vegas Vacations Ltd. must display a copy of the suspension notice (enclosed to this letter) at the entrance of the licensed location, in a manner that ensures it is clearly visible and legible to the public. The suspension notice must remain displayed for the duration of the suspension.

This suspension and the conditions on licence will remain in effect until rescinded by the director and until such time as Vegas Vacations Inc. demonstrates to the director compliance with sections 12(1) of the regulations and the Director is satisfied that Vegas Vacations is financially able to provide travel services to the public.

**Vegas Vacations Ltd. is no longer authorized to sell or otherwise provide travel services in the Province of British Columbia.**

**Reconsideration:**

This suspension may be reconsidered in accordance with Division 1 of Part 12 of the Act. A request for reconsideration may be submitted to this office within 30 (thirty) days of receiving this notice along with a reconsideration application fee of \$311 (fee for 2025) or \$330 (fee for 2026). The request must be made in writing and must identify the error the person believes was made or the other grounds for which the reconsideration is requested.

Request for reconsideration may be submitted to the attention of:

Consumer Protection BC

Attention: Director

200 – 4946 Canada Way, Burnaby, BC. V5G 4H7

[gigi.hung@consumerprotectionbc.ca](mailto:gigi.hung@consumerprotectionbc.ca)

**CONSUMER PROTECTION BC**

#200-4946 Canada Way, Burnaby, BC V5G 4H7

1.888.564.9963

[www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

**Required to be submitted:**

1. Financial statement for October 31, 2024 fiscal year end
2. Financial statement for October 31, 2025 fiscal year end

Submissions are to be emailed to [businesspractices@consumerprotectionbc.ca](mailto:businesspractices@consumerprotectionbc.ca).

Considered on December 23, 2025, Burnaby, BC.

Regards,



Gigi Hung  
Acting Director, Business Practices & Film Classification  
Consumer Protection BC





## TRAVEL AGENT LICENCE SUSPENSION

Vegas Vacations Ltd.  
#320 – 5300 No. 3 Road, Richmond, BC. V6X 2X9  
Licence Number 49872

By the Authority given to me as Director under the *Business Practices and Consumer Protection Act*, S.B.C. 2004, I hereby suspend travel agent licence number 49872 issued to Vegas Vacations Ltd. at #320 – 5300 No 3 Road, in RICHMOND, British Columbia.

Effective the date of this Order, Vegas Vacations Ltd. must immediately cease engaging in the designated activity of travel agent until such time as the suspension of licence is rescinded or amended by the Director.

This order is made under section 146 and 147(2) of the *Business Practices and Consumer Protection Act*. Please visit our website ([www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)) for details of this suspension.

**Effective 1:00 pm on December 23, 2025**

A handwritten signature in black ink, appearing to read "S. G. S.", positioned above a horizontal line.

Director, Business Practices and Consumer Protection Authority



Vegas Vacations Ltd.  
#320 5300 No. 3 Road  
Richmond BC V6X 2X9

January 9, 2026

**RE: Notice of Licence Cancellation for Travel Agent (Licence #49872 / Case #32200)**

Finny Fong,

On December 23, 2025, travel agent licence number 49872 (“the licence”) issued to Vegas Vacations Ltd. was suspended for failure to provide the required annual financial statement to the Director for the years 2024 and 2025 when requested by the Director, contrary to section 12(1) of the *Travel Industry Regulation* (“the regulation”).

On December 29, 2025, Vegas Vacation Ltd. submitted its 2024 financial statement.

On January 5, 2026, Vegas Vacations Ltd. submitted its 2025 financial statement.

Following a review of the financial statements submitted, it is the opinion of the Director that Vegas Vacations Ltd. does not have sufficient working capital to be reasonably expected to operate as a travel service business and, therefore no longer satisfies the minimum licensing requirements for licensure as a travel agent in accordance with section 3(e) of the regulation. The opinion of the Director is based on the following information:

- Working capital is calculated as current assets minus the current liabilities of a business. The 2024 financial statement indicates a working capital deficit of \$ [REDACTED], and the 2025 financial statement indicates a working capital deficit of \$ [REDACTED].

In addition, our office has received information, including consumer complaints and information gathered through our inspections process, indicating issues with Vegas Vacation Ltd’s ability to fulfill its obligations as a travel agent. Specifically, Vegas Vacations Ltd. accepted consumer funds for travel services but has failed to secure some of the corresponding travel services with suppliers.

**With public interest in mind, I have decided to exercise my authority under section 146(1)(b) of the *Business Practices and Consumer Protection Act (BPCPA)* to cancel the license.** It is inconsistent with the licensing scheme to allow Vegas Vacations Ltd. to continue operating as a travel agency when it cannot demonstrate financial viability.

This action is being taken without providing Vegas Vacations Ltd. with an opportunity to be heard, in accordance with section 147(2) of the BPCPA. It is the Director's opinion that the length of time required to give Vegas Vacations Ltd. the opportunity to be heard would be prejudicial to the public interest. As such, Vegas Vacations Ltd. has the right to request, within 30 days, an opportunity to be heard.

**Reconsideration:**

This cancellation may be reconsidered in accordance with Division 1 of Part 12 of the Act. A request for reconsideration may be submitted to this office within 30 (thirty) days of receiving this notice along with a reconsideration application fee of \$330.00. The request must be made in writing and must identify the error the person believes was made or the other grounds for which the reconsideration is requested.

Request for reconsideration may be submitted to the attention of:  
Consumer Protection BC  
Attention: Director  
200 – 4946 Canada Way, Burnaby, BC V5G 4H7

Considered on January 9, 2026, Burnaby, BC.

Regards,



Gigi Hung  
Acting Director, Business Practices & Film Classification  
Consumer Protection BC





# TRAVEL AGENT LICENCE CANCELLATION

Vegas Vacations Ltd.  
#320 – 5300 No. 3 Road, Richmond, BC. V6X 2X9  
Licence Number 49872

By the Authority given to me as Director under the *Business Practices and Consumer Protection Act*, S.B.C. 2004, I hereby cancel the travel agent license of Vegas Vacations Ltd., located at #320-5300 No. 3 Road, Richmond. Vegas Vacations is no longer licensed to sell or provide travel services to the public.

This decision is made under section 146 and section 147 of the *Business Practices and Consumer Protection Act*. Visit our website ([www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)) for details of this cancellation.

**Effective: January 9, 2026**

A handwritten signature in black ink, appearing to read "S. J. J.", positioned above a horizontal line.

Director, Business Practices and Consumer Protection Authority



**Duarte, Victor**

---

**Subject:** FW: Vegas Vacations Victims  
**Attachments:** Petition-MayorMBrodie.pdf

---

**From:** Lily <lforlim2@gmail.com>  
**Sent:** February 24, 2026 12:21 PM  
**To:** mayorea <mayorea@richmond.ca>; MayorandCouncillors <MayorandCouncillors@richmond.ca>  
**Subject:** Vegas Vacations Victims

You don't often get email from [lforlim2@gmail.com](mailto:lforlim2@gmail.com). [Learn why this is important](#)

**City of Richmond Security Warning:** This email was sent from an external source outside the City. Please do not click or open attachments unless you recognize the source of this email and the content is safe..

Dear Mayor Brodie,

We present this letter on behalf of approximately 100 individual victims affected by the suspected travel scams recently reported in multiple news media involving Vegas Vacations Ltd. located inside Lansdowne Mall in Richmond. The RCMP is investigating this as a criminal offense.

We have individually filed complaints not just with the RCMP but also with Consumer Protection B.C which last month canceled the license of the agency for lack of working capital.

Some of the complaints date back two years ago and it's dispiriting that Vegas Vacations has continued to operate and perpetrate what appears to be a systematic, deliberate scam.

Thank you for reading this petition. We welcome and would appreciate any assistance you can provide in bringing accountability and justice to the victims most of whom reside in Richmond. Official representatives of this group who can be contacted for more information are:

- Salus Lai                      [Laisihong007@gmail.com](mailto:Laisihong007@gmail.com)                      647.453.0329
- Arthur Leung                      [lart@hotmail.ca](mailto:lart@hotmail.ca)                      604.716.7729

For Vegas Vacations Victims,

Lily Lim



February 24, 2026

His Worship Mayor Malcolm Brodie  
City of Richmond  
6911 No. 3 Road  
Richmond, B.C.  
V6Y 2C1

Dear Mayor Brodie,

**Re: Request for Assistance Regarding Alleged Large-Scale Travel Fraud in Richmond**

We are writing to you as a group of approximately 100 victims representing more than 30 families affected by the suspected travel scams recently reported in multiple news programs involving **Vegas Vacations Ltd.**, operating in **Lansdowne Mall, Richmond**. We represent but a minute portion of the total number of victims, as many others have come forward privately or remain unidentified spanning many years back.

The majority of us were defrauded more than two years ago with some cases dating further back in the form of reviews on numerous websites. Customer complaints were filed to consumer interest organisations and victims have involved B.C.'s Civil Resolution Tribunal to seek compensation. Victims have filed police reports, submitted further complaints to **Consumer Protection BC**, and spoken with and been featured in multiple media outlets including **CityNews, Global News, CTV, Richmond News, OMNI, and AM1470**. We have organized demonstrations inside Lansdowne Mall to raise public awareness and to connect with more victims for support.

Despite these efforts, the situation with Vegas Vacations has never been meaningfully addressed. It appears the only ones listening are past and current victims and members of the news media.

Together, the victims have seen the damage this has done to the community. Many of the victims have suffered quietly and for long, not knowing where to turn to and ultimately not being able to recover their losses. And these losses are significant, ranging widely from **\$4,000 to over \$83,000 per family**. We are simply to accept it, find some way to cope, financially and emotionally, and move on. As far as we are aware, no victim has received any form of refunds for months, with many plainly assuming a loss after years of repeated manipulation and intimidation by Vegas Vacations employees. In the known cases that have had some success with refunds last year, victims disclose it accounted for less than 20% of the amount stolen.

Only after victims reached out to media outlets and the potential scale of the fraud is apparent did the story break and start to be seen. The RCMP is to finally investigate the cases instead of delegating immediately to the civil courts without consideration. Vegas Vacations has had their business licence cancelled but for the innocuous reason of having insufficient capital to operate a travel service business, not in any relation to fraudulently taking customer money through cash and unauthorised credit card charges, and later denying fully paid travel tickets and any refunds.

With February 20, the deadline to the 30 days to request a reconsideration to this licence cancellation just passed, and given the closed-door nature of the reconsideration process, victims again feel devoid of any input, support, and sense of assurance. Having dealt firsthand with employees of Vegas Vacations, being promised timely reimbursement and then later receding again and again, we worry they will close down abruptly any day, and relocate or start a new – the same – business elsewhere with no consequence for past behaviour and no oversight for future activities.

We have banded together and organised daily store visits, including by victims living hours away and by victims with mobility and health challenges, to reassure each other the business is still there on a given day, and that there is yet hope for financial restitution. However, we individually know our options, support, and chances are limited, and are deeply concerned this will most likely conclude with no meaningful outcome.

Almost all of us are **vulnerable senior residents** who are restricted to face-to-face services, rely on trust in local businesses, and have limited access to resources.

We respectfully request your assistance and intervention, and outline our experiences and petitions below. Our silence can never protect our community.

---

## **I. Description of Suspected Fraudulent Practices**

Almost all victims experienced a highly similar pattern:

- Vegas Vacations Ltd. operated a storefront in **Lansdowne Mall**, a major commercial centre frequented by Greater Vancouver residents and home to essential services such as ICBC licensing, supermarkets, and major retailers.
- Victims were lured in while shopping and offered competitively-priced travel packages.
- After deciding to purchase, customers were encouraged to make **cash payments in exchange for discounts**. When immediate full payment was not possible, customers were asked to provide **credit card information as “security.”**

- After victims left the store, their credit cards were charged **for unrelated purchases, and frequently in amounts exceeding the contract value and sometimes on multiple cards**, without authorization.
  - Refunds were promised but rarely delivered, regardless of whether remaining balances were paid.
  - For fully paid travel packages, victims were **provided with false booking information** that could not be verified, resulting in missed departure dates and **unfulfilled refund promises**.
  - Some that have succeeded in flying to a destination **found no return flight, hotel or cruise bookings** on arrival and needed to pay out-of-pocket for their return trip.
  - Written agreements for refund amounts and schedules were consistently broken; **cheques were issued and bounced**, with banks no longer accepting them.
  - Victims had to visit the store countless times and participate in hour-long debates to **recover nothing and receive no future promises** or at best only miniscule portions of their funds or that they would be contacted sometime in the future.
  - Agency staff deliberately fabricated delays to **push victims beyond the 60-day window for disputing unauthorized credit card charges**.
- 

## II. Social Impact

This case has resulted in:

- Severe emotional distress and financial hardship,
  - Disproportionate harm to senior citizens and vulnerable residents,
  - Reduced public confidence in consumer protection and municipal oversight,
  - A widespread sense of injustice and abandonment among victims, and,
  - An expectation of silent permittance for businesses like these to continue to prey on victims in the future without any meaningful consequence.
- 

## III. Requests for Assistance

We respectfully request that you:

1. Advocate for prioritization and acceleration of the **police investigation**, including additional investigative resources.
2. Advocate for **Consumer Protection BC** to take expedited, proactive action to compensate victims collectively.

3. Support the initiation of a public inquiry to examine:
  - the regulatory and oversight environment that enabled long-term operation,
  - the effectiveness of complaint escalation mechanisms, and,
  - safeguards in place for businesses located in major public shopping centres.

It would be helpful if the inquiry could take into account **Consumer Protection BC complaint records concerning Vegas Vacations Ltd. from the past 15 years.**

4. Propose or sponsor **municipal and provincial policy or legislative reforms** to strengthen consumer protection, particularly for senior citizens and others vulnerable to abuse of trust.

---

#### **IV. Policy and Legislative Recommendations**

We respectfully propose:

1. **Mandatory pattern recognition** across repeated complaints, triggering proactive enforcement actions.
2. **Enhanced response protocols** when complaints disproportionately involve seniors.
3. **Improved coordination** between police, Consumer Protection BC, and municipal bylaw enforcement.
4. **Increased oversight** of businesses operating in major commercial districts and shopping centres.

---

#### **V. Victim Signatories**

This letter is submitted on behalf of affected individuals and families.

A list of victim signatories is attached as **Appendix A**. Personal contact information has been withheld for privacy and safety reasons. All listed individuals have consented to their inclusion for the purposes of investigation, court proceedings, advocacy, and policy reform.

Additional victims continue to come forward, and supplementary signatory lists can be provided upon request.

We appreciate your time and public service. We respectfully request your assistance in ensuring accountability, justice for the victims, and stronger protections for Richmond residents. We maintain cautious optimism that there can be real change, perhaps not for us, but hopefully for future residents and victims.

Yours sincerely,

Representatives

Name 1: Salus Lai            Email: [laisihong007@gmail.com](mailto:laisihong007@gmail.com)    Phone: 647 453 0329

Name 2: Arthur Leung      Email: [lart@hotmail.ca](mailto:lart@hotmail.ca)            Phone: 604 716 7729

On behalf of affected families and victims

**Appendix A: List of Victim Signatories** (Next page)

## Appendix A: List of Victim Signatories

No.	Victim Name	Family	Starting Date	Loss Estimation
1	Qizhen Huang	QIZHEN HUANG	2025 Jul 31	\$2,132.50
2	Hongjin Chen	QIZHEN HUANG	2025 Jul 31	
3	Min Hua Chen	QIZHEN HUANG	2025 Jul 31	
4	Lisi Chen	Lisi Chen	2025 Oct 01	\$5,160.00
5	Fred Chun Fa Su	Lisi Chen	2025 Oct 01	
6	Rayco Rui Tao Su	Lisi Chen	2025 Oct 01	
7	Rafe Rui Zhi Su	Lisi Chen	2025 Oct 01	
8	Janey liang	Janey liang	2025 Oct 05	\$3,870.00
9	Marcus Kuan	Janey liang	2025 Oct 05	
10	Morris Kuan	Janey liang	2025 Oct 05	
11	Elaine Chen	Elaine Chen	2025 Oct 01	\$2,580.00
12	Jennifer Xie	Elaine Chen	2025 Oct 01	
13	Ly, Minh Phuc	Ly, Minh Phuc	2025 Nov 15	\$6,364.00
14	Oi Foon Felicia Lau	Oi Foon Felicia Lau	2025 Sep 01	\$5,120.00
15	Oi Fan Susan Lau	Oi Foon Felicia Lau	2025 Sep 01	
16	Wing Sung Lau	Oi Foon Felicia Lau	2025 Sep01	
17	Yuk Wa Wong	Oi Foon Felicia Lau	2025 Sep 01	
18	Norma Karnowski	Norma Karnowski	2025 Oct 01	\$2,500.00
19	Laura McGillivray	Laura McGillivray	2025 Apr 01	\$83,000.00
20	Jane Maddin	Laura McGillivray	2025 Apr 01	
21	Burns Maddin	Laura McGillivray	2025 Apr 01	
22	Silvia So	Silvia So	2025 Oct 03	\$1,400.00
23	Manson Hui	Silvia So	2025 Oct 03	
24	Hank Hui	Silvia So	2025 Oct 03	
25	Hannah Hui	Silvia So	2025 Oct 03	
26	Catherine Tam	Catherine Tam	2025 Jan 27	\$3,033.84
27	Raymond Fong	Catherine Tam	2025 Jan 27	
28	Caitlyn Fong	Catherine Tam	2025 Jan 27	
29	Saqib Riaz	Saqib Riaz	2021 May 01	\$7,500.00
30	Sabuhi Saqib	Saqib Riaz	2021 May 01	
31	Muhammad Noufil Saqib	Saqib Riaz	2021 May 01	
32	Aleena Saqib	Saqib Riaz	2021 May 01	
33	Aima Saqib	Saqib Riaz	2021 May 01	
34	Areeba Saqib	Saqib Riaz	2021 May 01	
35	Pok Yu Portia Tam	Pok Yu Portia Tam	2025 01 Oct	\$3,288.00
36	Renee Ellie Kwok	Pok Yu Portia Tam	2025 01 Oct	
37	Arthur Leung	Arthur Leung	2025 07 Sep	\$18,747.94
38	Chinny Chan	Arthur Leung	2025 07 Sep	
39	James Leung	Arthur Leung	2025 07 Sep	

No.	Victim Name	Family	Starting Date	Loss Estimation
40	Bixia Zhao	Bixia Zhao	2025 08 Mar	\$4,011.38
41	Ngar Woon Mok	Bixia Zhao	2025 08 Mar	
42	Yat Yin WONG	Yat Yin WONG	2025 27 Jun	\$3,500.00
43	Sandy LAM	Yat Yin WONG	2025 27 Jun	
44	Alexander Lim	Alexander Lim	2025 27 Mar	\$15,000.00
45	Jeanalyn Lim	Alexander Lim	2025 27 Mar	
46	Rosemarie Perez	Alexander Lim	2025 27 Mar	
47	Eleanor Leader	Eleanor Leader	2025 02 Oct	\$4,920.70
48	Rachel Joanna Scott	Eleanor Leader	2025 02 Oct	
49	Sarah Helene Gillespie	Eleanor Leader	2025 02 Oct	
50	Roslyn Rachel Noble Grant	Eleanor Leader	2025 02 Oct	
51	Jennifer Weldon Graham	Eleanor Leader	2025 02 Oct	
52	Caitlin Alison Jardine	Eleanor Leader	2024 02 Oct	
53	Heather Anne Blackwell	Eleanor Leader	2025 02 Oct	
54	Chelsea Carla Young	Eleanor Leader	2025 02 Oct	
55	Kelsey Inge Macaulay	Eleanor Leader	2025 02 Oct	
56	Leah Gu	Salus Lai	2025 02 Nov	\$4,000.00
57	Estrellita Lai	Salus Lai	2025 02 Nov	
58	Julie Lai	Salus Lai	2025 02 Nov	



## Duarte, Victor

---

**From:** Duarte, Victor  
**Sent:** Monday, March 2, 2026 4:56 AM  
**To:** mayorea; lforlim2@gmail.com  
**Cc:** Corrado, Mark; Chahal, Kashmiro; Simonson,Brock  
**Subject:** RE: Vegas Vacations Victims

Hello Lily,

Your email has been forwarded to myself for response.

The City of Richmond has been in Contact with Daniel O'Connor, Director of Compliance for Consumer Protection Agency. The City has also been in contact with the Richmond RCMP, in regards to the operation of Vegas Vacations and I can confirm the RCMP are investigating Vegas Vacations whether the business has met the standard to be charged for a criminal act. Please note these agencies operate independent and outside of the control or direction of the City of Richmond.

Consumer Protection Agency informed the City on January 9<sup>th</sup> that the Travel Agent Licence for Vegas Vacations has been cancelled. This meant that Consumer Protection could no longer sell travel to public. However, Vegas Vacations could still refund or complete travel packages that were commenced prior to the Suspension and Cancellation of the Consumer Protection Licence.

The City of Richmond has also done some Inspections and continue to monitor this location to determine that they are open only to complete refunds and distribute packages that were booked prior to the Consumer Protection Suspension and Cancellation of the Consumer Protection Licence.

The City Continues to monitor this location and is permitting the operation, only as far as they continue to refund or distribute packages that were booked prior to the Cancellation.

This was determined to be in the best interest of the Public who have purchased travel packages and provides the public an opportunity to regain some form of compensation. Vegas Vacations will continue to be monitored until such time the City determines that they will not be receiving reinstatement of a Consumer Protection Travel Agent Licence, and that they are no longer reimbursing or providing travel documentation from prior bookings.

The RCMP, if the threshold is met, will bring Criminal Charges or conclude the file. If this is approved by Crown Council, then it would go to a Court of Law to determine if they are guilty of any Criminal act and only after this is determined in a Court of law, would the burden of proof be met of a criminal act.

Unfortunately, the City of Richmond cannot be involved in the Criminal proceedings or any Civil Matters between clients and the business. If the City is convinced that a Court of Law has found the operation of this business and the operators to have done this in a criminal manner, then the City will take all steps necessary to make sure that the operator does not operate a travel agency business any further in the City of Richmond.

I assure you we are continuously monitoring this business and inspect and monitor on a weekly basis.

Unfortunately, The City of Richmond cannot get involved in restitution.

If you have any further questions or need further clarification, please reach out to me directly.

Best Regards,

**Victor Duarte** | Program Manager, Business Licence

Community Safety

City of Richmond

Bus: 604.276.4389 | Cell: 604.516.9314

[vduarte@richmond.ca](mailto:vduarte@richmond.ca)

6911 No. 3 Road, Richmond, B.C., V6Y 2C1

People | Excellence | Leadership | Team | Innovation



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**From:** mayorea <mayorea@richmond.ca>  
**Sent:** Thursday, February 26, 2026 4:23 PM  
**To:** lforlim2@gmail.com  
**Cc:** Duarte, Victor <VDuarte@richmond.ca>  
**Subject:** re: Vegas Vacations Victims

*From the desk of Mayor Malcolm D. Brodie:*

Thank you for your email of February 24, 2026, in which you write about your concerns regarding Vegas Vacations Ltd.

A copy of your email has been forwarded to Victor Duarte, Program Manager of Business Licencing, for his review and response to you. Should you wish to contact Mr. Duarte directly, he can be reached at [VDuarte@richmond.ca](mailto:VDuarte@richmond.ca) or 604-276-4389.

I appreciate the time you have taken to write and make your views known.

Yours truly,

*Malcolm D. Brodie*  
*Mayor, City of Richmond*



# City of Richmond

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**From:** Lily <[lforlim2@gmail.com](mailto:lforlim2@gmail.com)>  
**Sent:** Tuesday, February 24, 2026 12:21 PM  
**To:** mayorea <[mayorea@richmond.ca](mailto:mayorea@richmond.ca)>; MayorandCouncillors <[MayorandCouncillors@richmond.ca](mailto:MayorandCouncillors@richmond.ca)>  
**Subject:** Vegas Vacations Victims

Dear Mayor Brodie,

We present this letter on behalf of approximately 100 individual victims affected by the suspected travel scams recently reported in multiple news media involving Vegas Vacations Ltd. located inside Lansdowne Mall in Richmond. The RCMP is investigating this as a criminal offense.

We have individually filed complaints not just with the RCMP but also with Consumer Protection B.C which last month canceled the license of the agency for lack of working capital.

Some of the complaints date back two years ago and it's dispiriting that Vegas Vacations has continued to operate and perpetrate what appears to be a systematic, deliberate scam.

Thank you for reading this petition. We welcome and would appreciate any assistance you can provide in bringing accountability and justice to the victims most of whom reside in Richmond. Official representatives of this group who can be contacted for more information are:

? Salus Lai	<a href="mailto:Laisihong007@gmail.com">Laisihong007@gmail.com</a>	647.453.0329
? Arthur Leung	<a href="mailto:lart@hotmail.ca">lart@hotmail.ca</a>	604.716.7729

For Vegas Vacations Victims,

Lily Lim





# BUSINESS LICENCE

**CITY OF RICHMOND**

6911 No. 3 Road, RICHMOND, B.C. V6Y 2C1

**DEC/26**

The holder of this licence is licenced to carry on the business or businesses stipulated in a lawful manner until Midnight on the date shown below from or within the premises stated unless otherwise cancelled, revoked, or suspended. It is unlawful to carry on business in the City of Richmond in or from premises other than those stated on this licence.

IF ANY CHANGE IN THE NATURE OF YOUR BUSINESS, TRADE, OCCUPATION, OR CALLING OR ANY CHANGE IN OWNERSHIP OR ADDRESS HAS OCCURRED, YOU ARE REQUIRED TO NOTIFY THE LICENCE INSPECTOR IMMEDIATELY.

**LICENCE FOR PERIOD ENDING MIDNIGHT DECEMBER 01, 2026**

**Business Address: 5300 No 3 Rd Unit 320**

**Licence #: 25 028104  
Acct #: 1529326**

**Service Use**

**Travel Agency**

**Business Licence Fee \$166.00  
Total Fee \$166.00**

**Vegas Vacations Ltd**

5300 No 3 Rd Unit 320  
Richmond BC V6X 2X9

**Conditions Expiring April 13, 2026; 1. Business for existing customers wanting a Refunds Only; 2. No new sales of travel packages; 3. Pending Re-instatement of TA Licence from CP BC hv Anr 13/26**





**BC Registry  
Services**

Mailing Address:  
PO Box 9431 Stn Prov Govt  
Victoria BC V8W 9V3  
www.corporateonline.gov.bc.ca

Location:  
2nd Floor - 940 Blanshard Street  
Victoria BC  
1 877 526-1526

## Annual Report BC COMPANY

FORM 6  
BUSINESS CORPORATIONS ACT  
Section 51

*Filed Date and Time:* **September 7, 2024 06:05 PM Pacific Time**

### ANNUAL REPORT DETAILS

**NAME OF COMPANY**

VEGAS VACATIONS LTD.  
UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**INCORPORATION NUMBER**

**BC0860666**

**DATE OF RECOGNITION**

**September 5, 2009**

**DATE OF ANNUAL REPORT**

(ANNIVERSARY DATE OF RECOGNITION IN BC)

**September 5, 2024**

### OFFICER INFORMATION AS AT September 5, 2024

**Last Name, First Name, Middle Name:**

CHAM, JAMES

**Office(s) Held:** (Secretary)

**Mailing Address:**

UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**Delivery Address:**

UNIT 320 - 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

**Last Name, First Name, Middle Name:**

FONG, FINNY W.S.

**Office(s) Held:** (President)

**Mailing Address:**

UNIT 320- 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

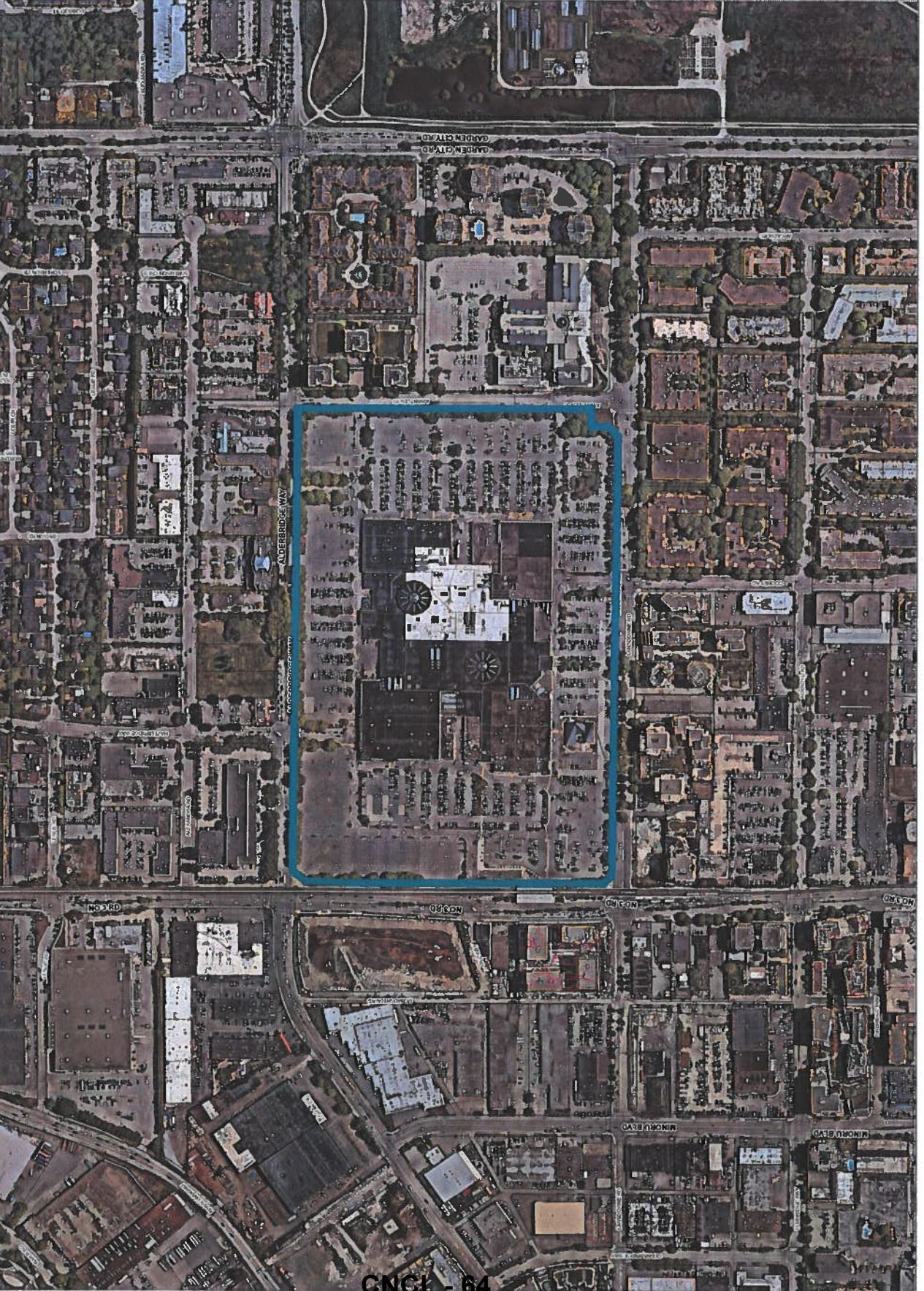
**Delivery Address:**

UNIT 320- 5300 NO. 3 ROAD  
RICHMOND BC V6X 2X9  
CANADA

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# 5300 No. 3 Road



## Legend

- City Hall
- Street Network
- Property (black line)
- Streams
- Air Features
- Utility Hazard Areas
- Block - Band 1
- Green - Band 2
- Black - Band 3

Print Date: 2020-04-17

**Notes:**  
This map was prepared by the City of Richmond, British Columbia, and is provided for informational purposes only. It is not intended to be used for legal or financial purposes. The City of Richmond is not responsible for any errors or omissions on this map. The City of Richmond is not liable for any damages, including consequential damages, arising from the use of this map.



have received this transmission by error, please notify us immediately by return email and destroy the original transmission immediately and all copies thereof.

**From:** Duarte, Victor <VDuarte@richmond.ca>  
**Sent:** Monday, April 20, 2026 11:28  
**To:** Daniel O'Connor <daniel.oconnor@consumerprotectionbc.ca>  
**Subject:** Vegas Vacations Ltd - 5300 No 3 Rd Unit 320

**[EXTERNAL]** This message came from an external source. Only open attachments or links that you are expecting from a known sender.

Good Morning Daniel,

We are moving forward on the Report To Council for Cancellation of the Business Licence for Vegas Vacations Ltd and just had a couple of questions I hope you can answer for us.

The Suspension and Cancellation from Consumer Protection BC came from Acting Director Gigi Hung. Just to confirm Gigi has the power under your authority to Suspend and Cancel CP Travel Agency Licence. All my correspondence was with you and just to confirm I am not providing Heresay evidence on the Suspension & Cancellation of their CP Licence.

Just to clarify our last conversation, if Vegas Vacations Ltd requested or reapplied for Consumer Protection BC Travel Agent Licence, what would the likelihood that they would be successful. If we cancel their Business Licence it would be 2 years that they would not be permitted to reapply and if they come in front of City Council stating they are submitting an application or going to submit to get reinstatement of their CP Licence, just want to have concrete info for Council that this will not be happening.

Thanks again for your time Daniel,

Regards,

**Victor Duarte** | Program Manager, Business Licence  
Community Safety  
City of Richmond  
Bus: 604.276.4389 | Cell: 604.516.9314  
[vduarte@richmond.ca](mailto:vduarte@richmond.ca)  
6911 No. 3 Road, Richmond, B.C., V6Y 2C1

People | Excellence | Leadership | Team | Innovation





**Duarte, Victor**

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**From:** Daniel O'Connor <daniel.oconnor@consumerprotectionbc.ca>  
**Sent:** Tuesday, April 21, 2026 1:59 PM  
**To:** Duarte, Victor  
**Subject:** Re: Vegas Vacations Ltd - 5300 No 3 Rd Unit 320

**City of Richmond Security Warning:** This email was sent from an external source outside the City. Please do not click or open attachments unless you recognize the source of this email and the content is safe..

Hi Victor,

Thanks for the update.

Yes, I can confirm Gigi Hung had the authority to suspend and cancel Vegas Vacations licence.

Yes, all correspondence between City of Richmond and Consumer Protection BC regarding this matter has involved only yourself and myself.

I can confirm that Vegas Vacations cancelled licence will not be re-instated. However, I cannot speak to the likelihood of a licence being issued should Vegas Vacations apply for a new travel agent and/or travel wholesaler licence in the future. Should any of the individuals involved with Vegas Vacations apply for a travel agent and/or travel wholesaler licence in the future then our office would likely conduct a fit and proper / suitability assessment on those individuals as part of the licence application.

To date, we have not received anything to suggest Vegas Vacations or any of those individuals involved with Vegas Vacations intend to apply for a new travel agent and/or travel wholesaler licence in the future.

Let me know if you need anything further.

Regards,

**DANIEL O'CONNOR** (he/him/his)

Director of Compliance

T 236.317.1307

**CONSUMER PROTECTION BC**

*Our office is located on the traditional lands of the hən̓q̓əmiṇəm (Hun'qumy'num), Skwxwú7mesh (Squamish) and Secwepemctsin (Shuswap)-speaking Peoples. Our work extends across the homelands of the Indigenous Peoples within what we now call British Columbia. We honour the many territorial keepers of the lands and waters where we work, both past and present.*



NOTE: This electronic transmission contains confidential information intended only for the person(s) named above and is privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or any other use of this email is strictly prohibited. If you



**Duarte, Victor**

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**Subject:** FW: Apr 17 Follow Up

-----Original Message-----

From: lvvacations@shawbiz.ca <lvvacations@shawbiz.ca>

Sent: Tuesday, April 21, 2026 8:49 PM

To: Simonson,Brock <BSimonson@richmond.ca>

Subject: Fwd: Apr 17 Follow Up

Hello Brock,

We are still working with our lawyer to process settlements with our clients, and also working on our licence .

In the meantime, would like to request an extension for our Richmond City licence, as we need a bit more processing time.

Thank you so much for your consideration!

Best regards,

Wing

----- Original Message -----

Subject: Apr 17 Follow Up

Date: Fri, 17 Apr 2026 22:22:16 -0400

From: lvvacations@shawbiz.ca

To: bsimonson@richmond.ca

Hello Brock,

Hope you're well, this is Wing, my colleague told me you came by the other day. Wanted to touch base with you as she had promised to provide some updates by today. May we have a couple more days to provide an update, as we have lawyers handling the office matters right now, they may be the ones to reach out to you. I'll have to confirm that. Will send you another email on Tuesday.

Thank you,

Wing





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**Vegas Vacations Ltd**

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