

Contract Length & Renewal: Contracts must not exceed one year in duration and must not contain automatic renewal clauses. However before the service contract expires, a merchant can send a consumer a written offer of renewal indicating the duration, the total cost and terms of payment for the new contract, providing that the merchant does so, before the consumer's contract expires. As well consumers can renew their contracts simply by returning a written notice of their acceptance. There are currently no regulations governing month to month service agreements. To view these regulations please open [\(Read More\)](#).

Contract Cancellation: The consumer may at their discretion, cancel a contract without charge or penalty at any time before the merchant has begun the performance of the principal obligation. As well the consumer may also, at his discretion, cancel a contract within a period equal to one-tenth of the intended duration of the contract, from the time the merchant begins to perform his principal obligation. In such a case, the merchant shall not exact from the consumer payment of any sum greater than one-tenth of the total price provided in the contract. To view these regulations please open [\(Read More\)](#).

Notice of Cancellation (Refunds): A consumer may cancel a contract by means of the form provided for in section 199 or may cancel by providing written notice to that effect to the merchant. The contract is deemed to be cancelled right from when the consumer sends the form or notice. As well within ten days following the cancellation of the contract, the merchant must return to the consumer the sum of money he owes to the consumer. To view these regulations please open [\(Read More\)](#).

Offences and Penalties: Every person who contravenes this Act or any regulation is guilty of committing an offence. If a corporation or a legal person is convicted of an offence constituting a prohibited practice or offence they are liable to a fine of 2,000 dollars to 100,000 dollars. For a second offence or subsequent conviction, the offender is liable to a fine with minimum and maximum limits twice as high as limits specified above. As well where a legal person is guilty of an offence against this Act or any regulation, every director or representative of such legal person who had knowledge of the said offence is deemed to be a party to the offence and is liable to a fine of 600 dollars to 15,000 dollars for a first offence. To view these regulations please open [\(Read More\)](#).

Installment Plans: The merchant shall not collect payment of the consumer's obligation in fewer than two approximately equal installments, unless the contract does not exceed 100 dollars. The dates the installments are payable must be fixed in such a manner as to be situated approximately at the beginning of approximately equal divisions of the duration of the contract. To view these regulations please open [\(Read More\)](#).

Current Amendments: No pending amendments affecting the *Consumer Protection Act, 2007*.

Key Contacts:

Ministère des Finances
Office de la protection du consommateur
Quebec City (418) 643-1484
Or General information at:
info@finances.gouv.qc.ca
(418) 528-9323

Notes:

Information obtained from the:
Consumer Protection Act, 2007
Please contact Kimberly Kostashuk at Fitness
Industry Canada for more information at:
1-866-402-3422 or kkostashuk@ficdn.ca

Disclaimer: The above provincial summary is meant as a reference tool only; readers are advised to review the legislation closely to ensure that changes have not been made and to ensure that they are operating within the current regulations of the Act.