

**General Matters Under the Authority of the Minister – Accommodation Sector  
Registration of Guests Act, 2021**

**Comments Submitted to:** [SOLGENinput@ontario.ca](mailto:SOLGENinput@ontario.ca)

**Title:** Proposed New Regulation under the *Accommodation Sector Registration of Guests Act, 2021*

**Summary of Proposal:**

The *Accommodation Sector Registration of Guests Act, 2021* (ASRGA) requires hotels to keep a register of guests and record their names, residences and other prescribed information. Businesses in a prescribed class are also required to keep these registers. The ASRGA clarifies how and when police can access registers to support investigations by establishing production order powers and the ability to make an urgent demand to view information recorded in a register, where there is reasonable grounds to believe information would assist locating or identifying a person who is a victim of human trafficking or at imminent risk of being trafficked.

The Ministry of the Solicitor General (SOLGEN) and the Ministry of Tourism, Culture and Gaming (MTCG) are proposing to make a regulation that would provide police services with operational clarity in relation to urgent demands for records in the accommodation sector and the annual reports required to detail the number of urgent demands processed in a given year. Additionally, SOLGEN and MTCG are proposing to prescribe businesses in a class that must maintain a register and comply with register requirements, detail the length of time information must be maintained in a hotel register and the other information a hotel register must contain.

The regulation, if made, would provide for the following:

**Maintenance of hotel register information**

- The owner and the manager of a hotel, or other prescribed business, shall ensure that the information described in subsection 2(2), and the related regulation, is maintained in the register for seven years after it was recorded.

**Urgent demand to view register**

- That an officer who makes an urgent demand under subsection 4(2) shall, within 30 days, provide a written report, referenced in subsection 4(5), to the member of the police service that is designated by their chief of police to receive such reports.

**Annual report**

- On or before April 1, every chief of police or Commissioner of the Ontario Provincial Police, shall prepare an annual report under section 5 and shall provide a copy to the appropriate entity (police services board, entity, or Minister), in a format approved by the Minister.

- The date by which the board, entity, or Minister that receives the report shall make the report available to the public by posting it on a website, which is by June 1 in the year the report is received, as referenced in subsections 5(2) and 5(3) of the act.

**Prescribed businesses**

- The owner or operator of a business in a prescribed class shall maintain a register pursuant to subsection 3(1). The following is prescribed as a class of business that shall maintain a register:
  - Online Accommodation Platforms
  - “Online Accommodation Platform” means an electronic marketplace that enables or facilitates transactions in relation to short-term accommodation services located in Ontario.

Additionally, SOLGEN and MTCG are seeking feedback on whether the regulation should require hotels, and other prescribed businesses, to record additional information in a register beyond what is currently required to be recorded under the ASRGA. This could include:

- The phone number of the guest who provides their name and primary residence.
- The license plate and jurisdiction of any guest’s vehicle(s) parked on the grounds of the hotel, or short-term accommodation.
- Billing address of the guest would be required for online accommodation platforms in lieu of primary residence.

SOLGEN and MTCG welcome your comments and feedback.

**Contact Address:**

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**Effective Date:** Date to be confirmed.