

July 21, 2022

File# 22-05-189

DIRECTOR'S ORDER UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT*

TO

Gemma Rosales, Gemma Rosales-Telford, Mya-Shae Rosales-Telford and Megan Aldriene Telford

OF

RV Solutions Ltd.

AND

ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF THE ABOVE

This Director's Order was issued under Section 157(1) of the *Consumer Protection Act* (CPA) in response to, in the opinion of the Director, contraventions of the CPA. As mandated by Section 157(3) a person or publisher who is subject to an order under this section may appeal under Section 179.

Pursuant to Section 179, to appeal the order, the person must serve the Minister of Service Alberta with a notice of appeal within **thirty (30) days** after receiving the order. Please include your name, your address for service, details of the order being appealed and your reasons for appealing.

DIRECTOR'S ORDER UNDER SECTION 157 OF THE CONSUMER PROTECTION ACT**TO****Gemma Rosales, Gemma Rosales-Telford, Mya-Shae Rosales-Telford and Megan Aidriene Telford****OF****RV Solutions Ltd.****AND****AND ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF THE ABOVE****ISSUE(S)**

The Alberta Motor Vehicle Industry Council (AMVIC) has identified the following issue during the course of an investigation.

Summary outlining offence(s)

Gemma Rosales, Gemma Rosales-Telford, Mya-Shae Rosales-Telford and Megan Aidriene Telford of Beaumont, Alberta, the directors of RV Solutions are engaged in a designated automotive business, for which they do not hold the required licence in contravention of the following:

Consumer Protection Act

Section 104(1)

Gemma Rosales, Gemma Rosales-Telford, Mya-Shae Rosales-Telford and Megan Aidriene Telford are operating RV Solutions Ltd. which is a recreational vehicle repair business. The location of 1709-8 St. Nisku was attended on July 12, 2022 and repairs were being done at that time.

DIRECTOR'S ORDER

1. That Gemma Rosales, Gemma Rosales-Telford, Mya-Shae Rosales-Telford and Megan Aidriene Telford and any other employee, representative or agent, immediately cease engaging in the automotive repair business within the province of Alberta until properly licensed as per Section Cease all designated automotive business activities until licensed to do so under section 104(1) of the *Consumer Protection Act*

2. Remove all advertisements on mass media that offer designated automotive business activity until properly licensed. This includes but is not limited to Kijiji, Facebook and Instagram.
3. Review AMVIC website at: www.amvic.org/business/business-licence/apply-licence-registrationrenewals/ for licensing requirements.

NON COMPLIANCE WITH ORDER

ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT* CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE *CONSUMER PROTECTION ACT*.

REFUSAL, SUSPENSION AND CANCELLATION TERMS

SECTION 127(b)(i) *CONSUMER PROTECTION ACT* STATES:

THE DIRECTOR MAY REFUSE TO ISSUE OR RENEW A LICENCE, MAY CANCEL OR SUSPEND A LICENCE AND MAY IMPOSE TERMS AND CONDITIONS ON A LICENCE FOR THE FOLLOWING REASONS:

- (i) FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 129 OR 157, UNLESS, IN THE CASE OF AN ORDER UNDER SECTION 129 OR 157, THE ORDER HAS BEEN STAYED.

"original signed by"

Gerald Gervais, Registrar
Alberta Motor Vehicle Industry Council (AMVIC)
Director of Fair Trading (as delegated)
July 27 _____, 2022