

**Question for written answer E-006629/2014
to the Commission**
Rule 130
Philippe Juvin (PPE)

Subject: Car rental services in the EU

On 11 August 2014, the Commission published a letter criticising the discriminatory online practices employed by six international car rental companies (in particular varying prices depending on the renter's place of residence). These practices constitute a breach of Article 20(2) (relating to the non-discrimination principle) of the Services Directive.

With a view to improving consumer protection and the single car rental market, does the Commission intend to:

1. guarantee the consumer's right to accurate and clear information by stipulating that standard car rental contracts (and not just the terms and conditions) should be available in all the official EU languages?
2. reduce as much as possible waiting times for confirmation of online bookings by service providers, i.e. the time taken to confirm that rental companies have cars available, even though customers have already made a binding booking and have given their personal and tank details, and make online cancellation standard?
3. clarify the responsibilities of price comparison websites (who act as middlemen between consumers and car rental companies), in particular as regards the confirmation of availability of vehicles which have been booked?