

**Question for written answer E-014957/2015  
to the Commission**  
Rule 130  
**Julie Girling (ECR)**

Subject: Service charges

It has been brought to my attention that consumers using the website fly.co.uk are facing unexpected and disproportionately high service charges once payments are issued.

Can the Commission clarify the legality of such practices and inform me of the procedures in place by way of consumer protection?