THE STATE OF PLAY FROM THE TRAVEL AGENTS' AND TOUR OPERATORS' PERSPECTIVE

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Travel agents in the travel distribution channel



Info on availability and fares



Services providers

- Airline
- Rail
- Hotel
- Car rental...



Comparison and order







Current Travel Agents/Airlines Relationship

Airlines

Provides fares info and availability

GDS

Compile the air fares and flight information

Display them neutrally

Travel Agents

Neutral and impartial advice



Evolution of fare display



Before

- All included
- Full price (luggage, meal...)



After

- Unbundled air fare
- Ancillary services
 - Luggage
 - Fast lane
 - Meal
 - Seat allocation...

Today's fare comparison more difficult due to less transparency



The case of NDC

NDC will collect traveller details and personal data before the booking stage

Booking data (destination, date)

Display of offers

Personal data

Booking completed

Personal data



Booking data



Display of offers



Booking completed



THE LEGISLATOR'S CHALLENGES IN 2019

- 1. Preserve full access to fares
- 2. Preserve transparency of offers and comparison

Revision of Reg 1008/2008 (Air Services) and 80/2009 (CRS code)

- 3. Preserve consumer choice on distribution channel
- 4. Prevent consumer discrimination based on Member State of residence



Thank you

More information on www.ectaa.eu
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