

**Question for written answer E-001312/2012
to the Commission**

Rule 117

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Subject: Administrative charges for online payments by credit card

Despite the efforts that the Commission and consumer protection organisations have put into seeking increasing transparency over air fares, airlines (especially low-cost airlines) continue to invent new forms of hidden charges.

The latest practice is an administrative charge for online payments by credit card. This charge is not mentioned on the relevant home page, nor is it included in the initial price. In addition, it does not appear to respect the principle of proportionality with regard to the costs it is supposed to cover (these vary from EUR 12 with Ryanair or WizzAir to EUR 30 with some companies). At the same time, with many companies payment by credit card is the only option, so it would be logical for this charge to be included in the initial ticket price.

- Does the Commission consider this charge to be proportional to the administrative costs of online payments?
- Does the Commission not consider, taking into consideration that this charge is unavoidable in many cases, that it not be included in the initial price of the offer?