

**Question for written answer E-003142/2017  
to the Commission**

Rule 130

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Subject: Infringement of European consumer protection legislation - OTAs

On 7 April 2017 the Commission's DG Justice and Consumers published the findings of a coordinated EU-wide screening exercise covering 352 price comparison and travel booking websites, in other words OTAs (online travel agencies).

The screening showed that in 235 cases – more than two thirds of the websites checked – the OTAs' information about offerings and prices is lacking in transparency, incomplete, and often misleading, thus blatantly violating European consumer protection legislation.

Since the Commission study was published, national consumer protection authorities have begun to implement national enforcement procedures; however, when it comes to online platforms and travel booking websites in particular, enforcing consumer law at national level alone is plainly not enough.

What steps will the Commission take, in agreement with the appropriate national authorities, to remedy the irregularities and hence ensure that consumers are protected to a high degree, not least in the online marketplace?