

**Question for written answer E-006196/2018  
to the Commission**  
Rule 130  
**Anneleen Van Bossuyt (ECR)**

Subject:     Misleading practices in online car rentals

Protection of consumers' rights in online purchases has always been of great importance to the European Union. Yet many EU citizens face problems in hiring a car online for use while travelling. For example, after making the online payment, they often find when they arrive at their destination that they have to pay unexpected extra costs before they can use the hire car. These misleading and untransparent commercial practices give consumers an unpleasant experience of travelling.

Will the Commission take further action to establish price transparency in the industry?

What specific measures will the Commission take to ensure that consumers can enjoy their rights under European law?

