

**Question for written answer E-004573/2020
to the Commission**

Rule 138

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Subject: Vouchers for flights and package holidays – creation of a B2B exchange platform

The health crisis has led to the cancellation of many flights and package holidays throughout Europe. In compensation, some customers have accepted vouchers for future travel.

Managing changes to customer travel plans might well be unproblematic for companies able to offer a wide choice of deals, but it is extremely difficult for smaller tour operators – i.e. the travel agencies making up 70 % of the industry and working directly with local operators – to provide the level of flexibility expected.

Therefore, an innovative solution could be put in place at European level to support the sector. This would need to be done quickly, as the vouchers are only valid for one year and the first were issued in March 2020.

This system would bring many benefits. For example, it would be a lifeline for many players along the entire tourism value chain, dramatically reduce the sector's losses, and forge the solidarity between countries and industry stakeholders that is needed both during the crisis and going forward.

Does the Commission intend to set up a platform where consumers can exchange the vouchers they have received in compensation for cancelled flights and package holidays?