

**Question for written answer E-003697/2022  
to the Commission**

Rule 138

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Subject: Deepening the single market for rental cars

Currently, there is no specific EU law regulating the car rental sector, but it is one of the areas that receives the most consumer rights complaints in the EU, especially in relation to damage charges, insurance coverage and fuel policies. Consumers are protected by other related EU legal instruments<sup>1</sup>.

Yet in 2022, a sweep of car rental brokers' websites showed that 55 % violate EU law<sup>2</sup>. 27 % of the websites did not clearly mention the name of the intermediary service, 32 % did not clearly indicate which party was bound by the rental terms and conditions and 21 % automatically pre-selected optional paid services<sup>3</sup>.

The Consumer Protection Cooperation Network consists of national authorities who are responsible for the enforcement of consumer protection laws<sup>4</sup>. In 2019, the Commission and the top five car rental companies agreed to make pricing more transparent<sup>5</sup>.

However, this framework falls short of the principle of freedom of movement, since consumers still encounter difficulties owing to insufficient compliance, different Member State legal frameworks on the matter and a lack of accountability from the industry<sup>6</sup>.

1. How will the Commission ensure better enforcement against the car rental industry if rental car companies continue to fail to fulfil their commitments?
2. Will it propose specific legislation to regulate the car rental sector?

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<sup>1</sup> <https://www.eccnet.eu/consumer-rights/what-are-my-consumer-rights/travel-and-passenger-rights/road-travel-rights/car>

<sup>2</sup> [https://ec.europa.eu/commission/presscorner/detail/en/mex\\_22\\_4309](https://ec.europa.eu/commission/presscorner/detail/en/mex_22_4309)

<sup>3</sup> <https://www.eccnet.eu/news/55-screened-online-car-rental-intermediaries-violate-eu-law>

<sup>4</sup> [https://ec.europa.eu/info/live-work-travel-eu/consumer-rights-and-complaints/enforcement-consumer-protection/coordinated-actions/other-travel-services\\_en](https://ec.europa.eu/info/live-work-travel-eu/consumer-rights-and-complaints/enforcement-consumer-protection/coordinated-actions/other-travel-services_en)

<sup>5</sup> [https://ec.europa.eu/commission/presscorner/detail/en/IP\\_19\\_1790](https://ec.europa.eu/commission/presscorner/detail/en/IP_19_1790)

<sup>6</sup>

[https://ec.europa.eu/info/sites/default/files/study\\_on\\_the\\_compliance\\_of\\_the\\_car\\_rental\\_intermediaries\\_online\\_services\\_with\\_the\\_requirements\\_of\\_the\\_eu\\_legislation.pdf](https://ec.europa.eu/info/sites/default/files/study_on_the_compliance_of_the_car_rental_intermediaries_online_services_with_the_requirements_of_the_eu_legislation.pdf)