

**Question for written answer P-011383/2011
to the Commission**

Rule 117

Emilie Turunen (Verts/ALE)

Subject: Hotels' Internet presentation of rooms

I have received a number of complaints from citizens about how hotels present their rooms for reservation on the Internet. More specifically, they explain how, after making a booking on the Internet, they have found that the room given to them in the hotel in question bears no resemblance at all to the room presented on its website. In other words, they feel that they have been misled by the hotel presentation into believing that they would be given the room which they had seen pictures of, on the hotel's website, when making their booking. In this connection, many find that the star classification system does not work, basically, given the huge disparity between the condition rooms are in and a hotel's star rating. They report being given wretched and run-down rooms in a four-star hotel which was spartanly fitted out, but provided minibars, hair dryers and bathrobes, while two-star hotels have given them what they term 'fantastic rooms' with no hair dryers or minibars.

Citizens want to be able to size up the rooms which they book over the Internet. They point out that, when electronic equipment, toys or shoes are ordered on the Internet, there is often a description of the goods and pictures of products. Consumers are given a description of goods which can be compared with pictures of the items concerned. That is precisely what is wanted when hotels present rooms on the Internet.

1. In the light of this, can the Commission say whether, in existing EU legislation, there are requirements as to how hotels must describe and depict their rooms on the Internet?
2. If so, who is responsible for enforcing any such requirements?
3. Is the Commission considering taking action to ensure that consumers can actually expect the rooms which they book on the Internet to be the rooms they are given when they check in at hotels?