

**Question for written answer P-002918/2019
to the Commission**
Rule 138
Rosa Estaràs Ferragut (PPE)

Subject: The collapse of Thomas Cook

The travel company Thomas Cook collapsed suddenly on 23 September 2019, leaving 600 000 holidaymakers without guarantees and high and dry in destinations such as the Balearics and the Canaries.

The UK Government has launched an operation to help the people concerned get home.

This situation shows that despite the consumer protection legislation in place, there are still legal loopholes that the European institutions need to take action to close.

Given that this situation affects European citizens, what coordination efforts is the Commission taking, or intending to take in the near future, to help the people concerned return home?

Given that the collapse of Thomas Cook has highlighted the legal loopholes present in the area of consumer protection, is the Commission intending to bring forward a proposal to make it mandatory, for example, for all tour operators – especially wholesalers, and not just travel agents – to have an insurance or guarantee fund in place to protect consumers when these situations occur?