Priority question for written answer P-002743/2022
to the Commission
Rule 138
Lara Wolters (S&D)

Subject: Proceedings following complaints against eDreams

When it comes to cancellations or refunds, consumer rights are of the utmost importance. Those rights are being compromised by intermediary booking platforms because of poor customer service and a lack of transparency.

A dialogue has now been launched with one platform in particular – the Spanish firm eDreams – by the Consumer Protection Cooperation Network. eDreams has been repeatedly criticised for consumer rights violations and unfair practices, including in the Netherlands.

In the interests of transparency, can the Commission say what European consumers, including consumers in the Netherlands, can expect from this process, in particular:

1. Is the Commission in contact with eDreams and, if it is, with what representative? What can we expect from the dialogue with the Swedish Consumer Agency?

2. If eDreams makes certain commitments to change its business practices, how can compliance with those commitments be monitored, and can the Commission ultimately take eDreams to court, should it act unlawfully, or does that responsibility lie with the Member States?

3. What is the expected timeline for the current investigation?

Thank you for your response.