



Summary

Online holiday booking

Is the initial price the final price ?

Report of the European Consumer
Centres Network (ECC-Net) 2016



Co-funded by
the European Union

Help and advice
for consumers
in Europe



European Consumer Centre Luxembourg

Summary of the report

The European Consumer Centres Network (ECC-Net) is an EU-wide network that provides consumers with information on their rights when shopping across borders and supports consumers with seeking redress when a dispute has arisen as a consequence of a cross border transaction. The ECC-Net consists of 30 European Consumer Centres, one in each of the 28 Member States plus one in Iceland and another in Norway. ECC-Net is co-financed by the European Commission and the respective countries.

The services which ECC-Net provides to consumers concentrate on business-to-consumer matters when citizens shop across borders, either in person or in the form of distance purchases (mainly e-commerce).

In 2015 the ECC-Net has received over 93.694 enquiries⁽⁰¹⁾ from consumers.

More and more consumers use online service to book their holidays: reservation can be made online in only one click. In 2015, 19 % of the contacts received by ECCs concerned the topic of holidays.

The ECC-Net has therefore decided to carry an investigation on whether the price of flights, hotels, cars, timeshare or other holiday services indicated at the beginning of the booking process corresponded to the price which was finally paid by a consumer.

This study consisted of a thorough review of 539 consumer complaints received by the ECC-Net, 237 simulated booking, and 513 replies from consumers in an online survey.

The results show that price differences between the booking and the final payment exist, and are the most frequent in air travel. In a majority of such cases price increase is linked to: management fees, credit card fees and fees for checking-in passengers.

The questionnaire for consumers has shown that there are still many consumers who do not complain if the final price for a flight, a hotel or a rental car does not correspond to the indicated price because they are unaware on how or where to complain.

The ECC-Net therefore has decided to raise the awareness of consumers and traders, publishing a list of recommendations.

⁽⁰¹⁾ http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm

The European Consumer Centres Network (ECC-Net)

ECC AUSTRIA

Mariahilfer Strasse 81
1060 Vienna
☎ +43 1 588 7781
@ info@europakonsument.at
🌐 www.europakonsument.at

ECC BELGIUM

Hollandstraat 13
1060 Brussels
☎ +32 2 542 3346
@ info@eccbelgium.be
🌐 www.eccbelgium.be

ECC BULGARIA

14 Bacho Kiro Str
1000 Sofia
☎ +359 2 986 7672
@ info@ecc.bg
🌐 www.ecc.bg

ECC CROATIA

Hrvatska Ulica grada Vukovara 78
10000 Zagreb
☎ +385 1 610 9744
@ ecc-croatia@mingo.hr
🌐 www.ecc-croatia.hr

ECC CYPRUS

2 Agapinoros Street
1421 Nicosia
☎ + 357 2 286 7177
@ ecccyprus@mcit.gov.cy
🌐 www.ecccyprus.org

ECC CZECH REPUBLIC

Štěpánská 15
120 00 Prague 2
☎ +420 2 963 661 55
@ esc@coi.cz
🌐 www.evropskyspotrebitel.cz

ECC DENMARK

Carl Jacobsens Vej 35
2500 Valby
☎ +45 417 150 00
@ info@forbrugereuropa.dk
🌐 www.consumereuropa.dk

ECC ESTONIA

Pronski 12
10117 Tallinn
☎ +372 620 1708
@ consumer@consumer.ee
🌐 www.consumer.ee

ECC FINLAND

Siltasaarekatu 12 A, 8th floor
00531 Helsinki
☎ +358 29 553 9500
@ ekk@kkv.fi
🌐 www.ecc.fi

ECC FRANCE

Bahnhofplatz 3
77694 Kehl
Germany
☎ +49 7851 991 480
@ info@cec-zev.eu
🌐 www.europe-consommateurs.eu

ECC GERMANY

Bahnhofplatz 3
77694 Kehl
☎ +49 7851 991 480
@ info@cec-zev.eu
🌐 www.evz.de

ECC GREECE

144 Alexandras Av.
114 71 Athens
☎ +30 21 064 607 34
@ info@eccgreece.gr
🌐 www.eccgreece.gr

ECC HUNGARY

József körút 6
Budapest 1088
☎ +36 1 459 4832
@ info@magyarefk.hu
🌐 www.magyarefk.hu

ECC ICELAND

Hverfisgötu 105
101 Reykjavik
☎ +354 5 451 200
@ ecc@ecciceland.is
🌐 www.ecciceland.is

ECC IRELAND

MACRO Building, 1 Green Street
Dublin 07 X6NR
☎ +353 1 879 7620
@ info@eccireland.ie
🌐 www.eccireland.ie

ECC ITALY – Rome

Largo Alessandro Vessella, 31
00199 Rome
☎ +39 6 442 380 90
@ info@ecc-netitalia.it
🌐 www.ecc-netitalia.it

ECC ITALY – Bolzano

Via Brennero, 3
39100 Bolzano
☎ +39 471 980 939
@ info@euroconsumatori.org
🌐 www.euroconsumatori.org

ECC LATVIA

Brivibas Street 55 - 207
1010 Riga
☎ +371 67 388 625
@ info@ecclatvia.lv
🌐 www.ecclatvia.lv

ECC LITHUANIA

Odminių g. 12
01122 Vilnius
☎ +370 5 265 0368
@ info@ecc.lt
🌐 www.ecc.lt

ECC LUXEMBOURG

2 A, rue Kalchesbrück
1852 Luxembourg
☎ +352 268 464-1
@ info@cecluxembourg.lu
🌐 www.cecluxembourg.lu

ECC MALTA

47 A, South Street
Valetta VLT 1101
☎ +356 212 219 01
@ ecc.malta@mccaa.org.mt
🌐 www.eccnetmalta.gov.mt

ECC NETHERLANDS

Postbus 487
3500 AL Utrecht
☎ +31 30 232 6440
@ info@eccnederland.nl
🌐 www.eccnederland.nl

ECC NORWAY

P.O. Box 463 Oslo
0105 Oslo
☎ +47 23 400 500
@ post@forbrukereuropa.no
🌐 www.forbrukereuropa.no

ECC POLAND

Plac Powstańców Warszawy 1
00-950 Warsaw
☎ +48 22 556 0118
@ info@konsument.gov.pl
🌐 www.konsument.gov.pl

ECC PORTUGAL

Praça Duque de Saldanha, 31-1º
1069-013 Lisbon
☎ +351 21 356 4750
@ euroconsumo@dg.consumidor.pt
🌐 cec.consumidor.pt

ECC ROMANIA

Str. Maior Aviator Ștefan
Sănătescu nr. 44, floor 1, ap. 2,
Sector 1 • 011478 Bucharest
☎ +40 21 315 7149
@ office@eccromania.ro
🌐 www.eccromania.ro

ECC SLOVAKIA

Mierová 19
827 15 Bratislava 212
☎ +421 2 485 420 19
@ info@esc-sr.sk
🌐 www.esc-sr.sk

ECC SLOVENIA

Kotnikova 5
1000 Ljubljana
☎ +386 1 400 3729
@ epc.mgrt@gov.si
🌐 www.epc.si

ECC SPAIN

C/ Príncipe de Vergara, 54
28006 Madrid
☎ +34 91 822 4555
@ cec@msssi.es
🌐 www.cec.consumo-inc.es

ECC SWEDEN

Tage Erlandergatan 8 A
651 02 Karlstad
☎ +46 54 194 150
@ info@konsumenteuropa.se
🌐 www.konsumenteuropa.se

ECC UNITED KINGDOM

1 Sylvan Court, Sylvan Way
Southfields Business Park
Basildon Essex SS15 6TH
☎ +44 1 268 886 690
@ ecc@tsi.org.uk
🌐 www.ukecc.net

The European Consumer Centres Network (ECC-Net)

We...

- inform consumers about their rights and opportunities in Europe
- advise on cross-border consumer topics
- offer legal support for the settlement of cross-border disputes with a company in the EU, Iceland and Norway

You can contact us by phone or visit us in our office
Monday, Tuesday, Thursday and Friday from 9 am to 4 pm
and Wednesday from 9 am to 1 pm

ECC Luxembourg

2A, rue Kalchesbrück
L-1852 Luxembourg
+352 26 84 64 -1

info@cecluxembourg.lu

www.cecluxembourg.lu

