



# Results of the 2016 screening of travel comparison and booking websites

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Commissioner for Justice,  
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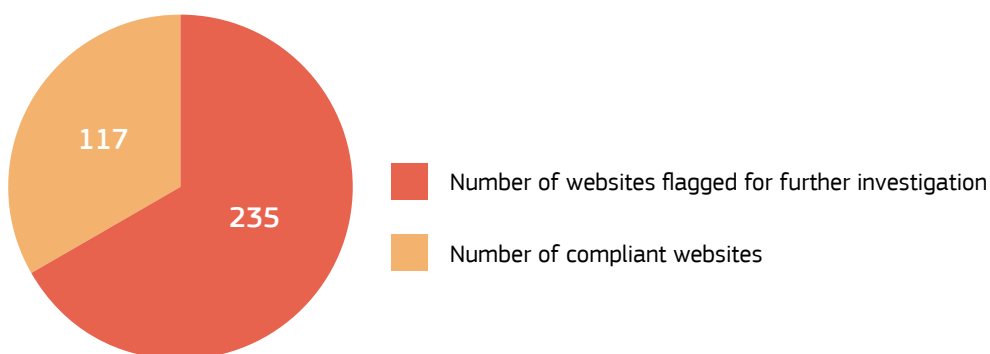


Directorate-General for  
Justice and Consumers

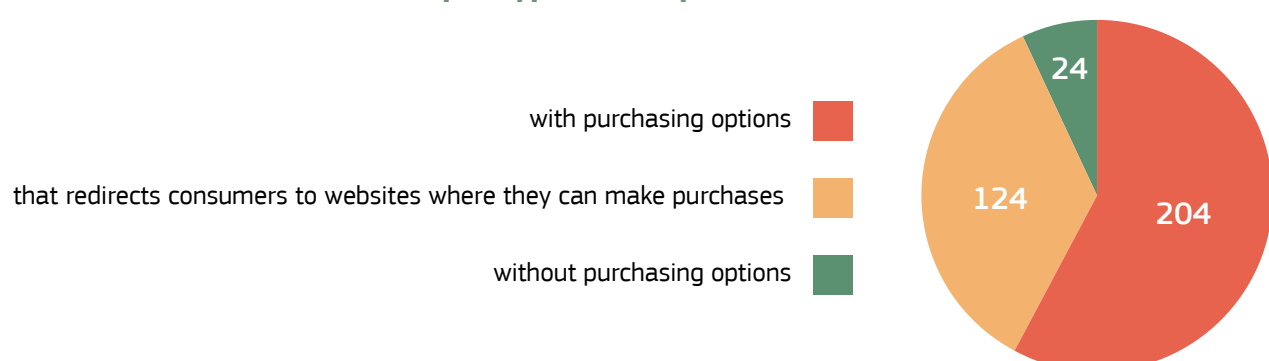


In October 2016 the European Commission and the Consumer Protection Cooperation (CPC) network launched a coordinated screening of travel comparison and booking websites. The consumer protection authorities of 28 countries (26 EU countries, Norway and Iceland) checked a total of 352 websites comparing offers and prices, mainly in the travel sector. Here are some of the key findings.

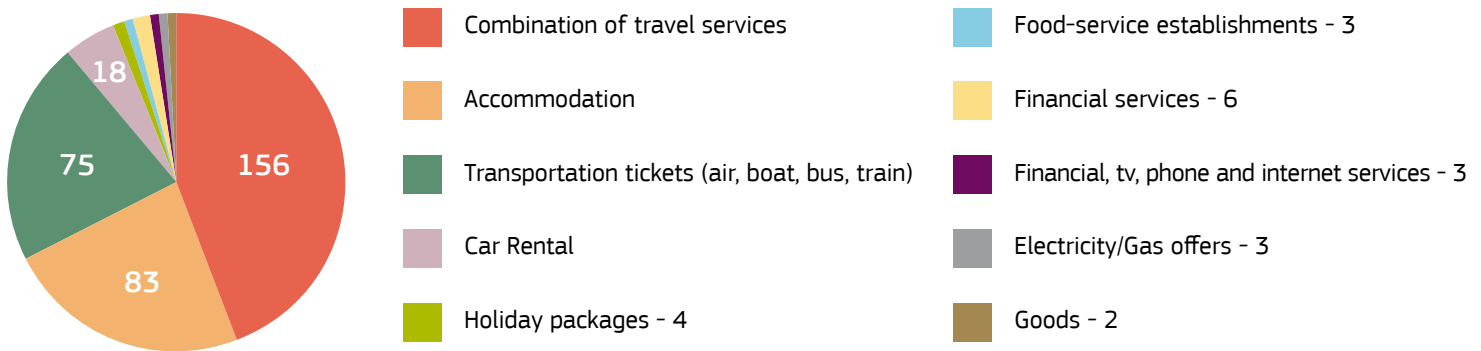
## Number of websites checked during the sweep and flagged for further investigation



## Number of websites checked per type of Comparison Tool



### Number of websites checked per type of service/ product compared



### Most common problems found in the sweep

Type of problem	Examples of problem	Total number of websites with problem	% of swept websites
Price/Offers	the price on the page of the comparison list was not the same as the price ultimately displayed in the booking page	113	32.1%
	the total price (inclusive of taxes) – or the way this is calculated – is not clear	106	30.1%
	websites presented special prices and offers, which were not then available as advertised through the actual booking page	73	20.7%
	websites gave the impression that certain offers were scarce (e.g. “only 2 left”, “only available today”) without specifying that this scarcity applied strictly to their own website	91	25.9%
Information on the Provider	websites only gave limited information (e.g. name, address of establishment) on the identity of the provider of the comparison tool	80	22.7%
	websites gave no information (e.g. name, address of establishment) on the identity of the provider of the comparison tool	14	4%
User Reviews	websites presented consumer reviews in an unclear or un-transparent way (and/or included elements that could question their truthfulness)	75	21.3%
Coverage Of comparison	websites did not provide material information that was important for the comparison	37	10.5%