



Sweep activities in 2013/14

**Sebastian Bohr SANCO B5
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Overview

Digital content (**sweep 2012**)

Travel services (**sweep 2013**)

Preparation of sweep 2014

Digital content sweep

Enforcement results published
on 14/10/2013

80% of websites now inform consumers
correctly

Consumer tips





Travel services sweep

29 countries: 27 EU MS, Norway, Iceland

553 websites

80,6% (446) flagged for further investigation

Three main problem areas

Missing information on the service provider's identity and address: **30%** of websites (162)

No clear instructions on how to complain: **28%** of websites (152)

Optional price supplements are not on opt-in basis: **24%** of websites (130)

Additional results

Air transport most problematic

Intermediaries' websites most problematic



Next steps

Press conference

Follow-up action on some issues