

Question for written answer E-003452/2025
to the Commission
Rule 144
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Subject: Protecting consumers from misleading booking practices on online platforms

Recent years have seen an increase in the use of online platforms for booking travel services, such as hotels, flights or other tourist activities. Many of these platforms systematically resort to practices that may be considered misleading, such as displaying notifications such as ‘last room available at this price’ or ‘only one ticket remaining at this price’, pushing the consumer to make an immediate decision under pressure. However, once the booking is complete, similar notifications continue to appear, suggesting that the information does not reflect actual availability, but is intended to create a false sense of urgency.

These practices, which may constitute covert commercial solicitation within the meaning of Directive 2005/29/EC on unfair commercial practices, undermine consumer confidence and create conditions of unfair competition in the digital market.

In view of the above:

1. How does the Commission assess these practices in the light of existing European consumer protection legislation?
2. Have specific measures been taken or planned to tighten oversight of online platforms that use such methods?
3. Does the Commission intend to enhance transparency in transactions carried out via platforms, ensuring that consumers receive accurate, verifiable and non-misleading information?

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