

Question for written answer E-003708/2025
to the Commission
Rule 144
Marianne Vind (S&D)

Subject: Accountability in the holiday home rental sector

Recent cases concerning DanCenter and its parent company OYO Vacation Homes have raised serious concerns. Media reports from Denmark and Germany point to mass cancellations, unclear business structures and lack of accountability, all of which risk undermining consumer trust in the entire holiday home rental sector. This is particularly worrying for rural regions, where tourism is a lifeline and a large share of guests come from the other Member States.

The EU already has a framework in place, including the Digital Services Act, which establishes obligations for online platforms, such as the appointment of legal representatives in the EU, the Consumer Protection Cooperation Regulation, which addresses cross-border enforcement, and the Platform-to-Business Regulation, which promotes fairness and transparency for business users.

Can the Commission clarify:

1. how it will ensure that platforms, such as OYO Vacation Homes and DanCenter, comply with the obligations set out in the Digital Services Act, including transparency requirements and the duty to appoint a legal representative in the EU?
2. how it will coordinate with national authorities under the Consumer Protection Cooperation framework to address cross-border issues, such as cancellations and refunds, that affect consumers in several Member States?
3. how it will verify compliance with the Platform-to-Business Regulation to ensure that small homeowners and local rental companies are protected against large intermediary platforms' unfair terms and practices?

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