

(English version)

Question for written answer E-003708/25
to the Commission
Marianne Vind (S&D)
(24 September 2025)

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?

Submitted: 24.9.2025

Answer given by Executive Vice-President Virkkunen on behalf of the European Commission
(10 November 2025)

The Digital Services Act ⁽¹⁾ (DSA) provides for transparency and a clear accountability framework for intermediary services providers, including online platforms.

As the provider of an online platform, DanCenter is required to comply with all due diligence obligations under the DSA which are applicable to such providers, such as transparent terms and conditions, providing for information on the redress possibilities and implementing notice and action mechanisms for illegal content. As DanCenter is already established within the EU (Denmark), it is not required to designate a legal representative in the EU ⁽²⁾.

As neither OYO Vacation Homes nor DanCenter have been designated as very large online platforms by the Commission, the Member State in which the main establishment of the provider is located is exclusively competent to supervise and enforce the DSA, i.e. Denmark which has designated its Digital Services Coordinator the Danish Agency for Digital Government ⁽³⁾.

The Commission does not have direct enforcement powers to address potential consumer law infringements. In the case of suspected widespread infringements of consumer law, national consumer authorities can coordinate their enforcement response through the cooperation mechanism established under the Consumer Protection Cooperation (CPC) Regulation ⁽⁴⁾.

The network of national consumer authorities (CPC Network) already conducted actions against companies operating in the accommodation sector. Since then, CPC authorities have been monitoring this sector ⁽⁵⁾.

⁽¹⁾ Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act) <https://eur-lex.europa.eu/eli/reg/2022/2065/oj/eng>.

⁽²⁾ Article 13 of the DSA <https://eur-lex.europa.eu/eli/reg/2022/2065/oj/eng>.

⁽³⁾ Agency for Digital Government <https://en.digst.dk/>.

⁽⁴⁾ Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004 (Text with EEA relevance) <https://eur-lex.europa.eu/eli/reg/2017/2394/oj/eng>.

⁽⁵⁾ Accommodation booking https://commission.europa.eu/live-work-travel-eu/consumer-rights-and-complaints/enforcement-consumer-protection/coordinated-actions/accommodation-booking_en.