Online holiday booking

Help and advice for consumers in Europe

ECC-Net

Check list for consumers

Take your time and compare the offers of online platforms / online travel agencies and traders. A good deal is in the end not necessarily a real bargain for you!

✓ Take your time!

There is no free cancellation of reservations - not even right after booking. Avoid booking before being sure that the data you entered is correct and the offer fits your needs and expectations.

✓ Are you flexible in dates?

If not make sure the « flexible-dates-function » is not pre-set.

✓ What "extras" do you need?

In case you would like to add extras like breakfast, checked-in luggage or 1-way rental for your rental car to the initially indicated offer, verify whether they are "extras" included in the displayed price or do you have to add them for an extra fee?

✓ Insurance ? Know what you get!

Ask yourself what kind of insurance do you really need.

Read the terms and conditions of insurance policies before accepting them and avoid paying for unnecessary insurances.

✓ Read carefully!

Are there pre-set extras? This consists in an illegal practice! Complain to your national ECC. If you do not want to add the extra service to your reservation, untick the box before booking.

✓ How to pay?

Be aware that credit card fees might be added to the initially indicated price.

✓ Be on the safe side!

In case of problems, screenshots proof that your claim is founded!

✓ Double check!

Before pressing "book now" check the displayed data very precisely: Read the page from the left to the right rim, from top to bottom. Even right after the booking, changing data will most probably be fee-incurring.

Remember, your booking can be binding even if you did not have to enter credit card or bank account data before pressing the "book now"-button.

✓ Up to you!

If the price displayed right before the "book now" button is higher than you expected (e.g. due to a service fee) you can accept it and book or stop the process without booking.

✓ Check your e-mail!

Booking confirmations or important notes will be send by e-mail by the trader. Please check them. Bear in mind that such e-mails might sometimes be automatically transferred to you Junk-Mail box.

The European Digital Single Market allows you to book a flight, a hotel or a car in only one mouse click! But even if it seems easy and quick, make sure the offer you are willing to accept online fits your needs and expectations!

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Check list for traders

Would you like to be the trader having the best informed, most satisfied consumers? The ECC-Net helps you to understand what your customers reasonably expect:

✓ Be a role model- Respect the law.

It's self-evident that either European or national law will have to be respected.

Again: Stand out as a role model- Adapt visible best practice models.

✓ Consumers want to make an informed decision- Make use of a transparent and comprehensive price indication policy.

Offer your customer for example a drop down reflecting the composition of the final price inclusive of all mandatory fees, taxes and additional charges.

Display all mandatory as well as optional additional charges clearly visible in the same size and color of letters like the rest of the page. Include the charges into the indicated price or as soon as possible.

The final price shall be indicated before the entering of personal data.

✓ Leave the choice to the consumer.

Offer insurance package or other extras, but do not insist.

✓ Get recommended.

Don't' forget: Adapting a clear and comprehensive price indication policy will create satisfied consumers which, in a digital Ara, will share their positive experience online with other costumers.

✓ Assure a quick and helpful customer service.

Take care that your customer service is as effective and user friendly as your online reservation process.

✓ Have a reliable Trustmark.

A serious Trustmark makes your website even more attractive, trustworthy and recommendable.

The European Consumer Centres Network (ECC-Net) is consisting of currently thirty members. It is our mission to inform consumers about their rights and obligations in the European Union, Iceland and Norway and to assist them in case of a cross-border complaint about a trader in another EU country, Iceland or Norway.

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