

**Authority for  
Consumers & Markets**



EUROPEAN COMMISSION  
DIRECTORATE-GENERAL JUSTICE and CONSUMERS

Brussels,  
JUST/E3/MS/vk

Booking.com  
Ms Karen Jelgerhuis Swildens  
Rembrandtplein 29-45  
1017 CT Amsterdam, the Netherlands

**Subject:      Accepting Booking.com's EU-commitment**

Dear Ms Jelgerhuis Swildens,

The CPC regulation ((EC) 2006/2004) allows national competent authorities in EU and EEA countries, with the Commission's support, to coordinate their approaches in applying consumer protection law, in order to tackle European widespread infringements. Traders can offer commitments to change their practices, in order to bring them in line with EU consumer law.

In early 2019, Booking.com offered their commitments to the CPC Network and proposed to apply them at EU-wide level. This has led CPC authorities to analyse Booking.com's online practices and identify concerns. During the year, the CPC Network and Booking.com discussed the content of the commitments and its implementation.

The CPC authorities herein inform Booking.com that they accept the attached commitments, without prejudice to any other assessment of compliance with consumer law principles that national authorities may raise in the context of national administrative or judicial proceedings.

CPC authorities expect Booking.com to implement all changes on their websites in EU/EEA countries, pursuant to its commitments, at the latest on 16 June 2020.

Directly after that date, CPC authorities will assess the compliance of Booking.com's websites with EU consumer law. To ensure continuous compliance, Booking.com will draft an implementation report in March 2021.

We thank Booking.com for their cooperation with the CPC Network and expect other platforms to commit to the same level of consumer protection.

Best regards,



Mr Edwin van Houten  
Director  
Netherlands Authority for Consumers and Markets



Mr Nils Behrndt  
Director  
DG Justice and Consumers

*Annex: Booking.com's commitments to the CPC Network*