



Red card for unfair practices of Expedia, TripAdvisor and Hotels.com

Paris, 05 October 2011. – French websites of Expedia, TripAdvisor and Hotels.com are obliged to change their unfair practices with regard to provision of information on hotel availability and prices, according to a French Court ruling.

SYNHORCAT, one of the French HOTREC member associations, had launched a case at the Paris Commercial Court, claiming that the above mentioned websites were providing misleading and false information. As an example, Hotels.com and Expedia.fr were claiming at some hotel booking searches “*No rooms are available at the selected dates*”, but that was only true for bookings via that site, because rooms were still available via direct booking or other channels. This practice was unreasonably drifting away guests to other accommodation providers in the neighborhood, causing economic damage to hoteliers.

In its ruling of 4 October 2011, the Court supported SYNHORCAT’s claim and obliged the French websites of Expedia, TripAdvisor and Hotels.com to change their unfair practices and to pay compensation for the damage caused to the French hotel industry.

Didier Chenet, President of SYNHORCAT, further explained: “*We will continue pursuing the adoption of fair practices in other areas of online distribution as well, like the authenticity of travellers’ opinions, legality of contracts between hoteliers and reservation sites, including fair practices in relation to reservations of restaurants*”.

This ruling is an important milestone also with regard to [HOTREC’s* efforts](#) to [clean the online hotel distribution market from unfair practices](#).

Kent Nyström, President of HOTREC, congratulated SYNHORCAT and the French hotel industry for the successful results and stated: “*HOTREC will always offer its support to all parties who are working for the establishment of an equal and fair level playing field for the benefit of hoteliers, consumers and online booking and review providers*”.

What is HOTREC?

HOTREC represents the hotel, restaurant and café industry at European level. The sector counts 1,7 million businesses, with almost 92% of them being micro enterprises employing less than 10 people. The industry provides some 9,5 million jobs in the EU alone. HOTREC brings together 43 National Associations representing the sector in 26 different European countries. For further information: www.hotrec.eu

For further information: www.hotrec.eu

PRESS CONTACT: Anna Torres, CEO, + 32(0)2 5136323, hotrec@hotrec.eu