Procedure file

Basic information

INI - Own-initiative procedure	2001/2136(INI)	Procedure completed
General aspects of consumer protection policy and, in particular, consumer information and education with regard to the application of Directive 90/314/EEC Subject 4.60 Consumers' protection in general 4.60.02 Consumer information, advertising, labelling		

Key players

European Parliament	Committee responsible	Rapporteur	Appointed
	ENVI Environment, Public Health, Consumer Policy		26/06/2001
		PPE-DE BUSHILL-MATTHEWS Philip	

Key events

25/10/2001	Committee referral announced in Parliament		
19/12/2001	Vote in committee		Summary
19/12/2001	Committee report tabled for plenary	A5-0463/2001	
16/01/2002	Decision by Parliament	T5-0003/2002	Summary
16/01/2002	End of procedure in Parliament		
07/11/2002	Final act published in Official Journal		

Technical information

Procedure reference	2001/2136(INI)
Procedure type	INI - Own-initiative procedure
Procedure subtype	Implementation
Legal basis	Rules of Procedure EP 148-p2; Rules of Procedure EP 55
Stage reached in procedure	Procedure completed
Committee dossier	ENVI/5/15254

Documentation gateway

Committee report tabled for plenary, single reading		A5-0463/2001	19/12/2001	EP	
Text adopted by Parliament, single reading		T5-0003/2002 OJ C 271 07.11.2002, p. 0028-0052 E	16/01/2002	EP	Summary

General aspects of consumer protection policy and, in particular, consumer information and education with regard to the application of Directive 90/314/EEC

The committee adopted the own-initiative report by Philip BUSHILL-MATTHEWS (EPP-ED, UK) on general aspects of consumer protection and information policy in connection with the 1990 Package Travel Directive. It pointed out that, although the Directive lays down obligations and rights for consumers, organisers and retailers, complaints about package holidays had continued to rise sharply. The committee argued that the directive had failed to raise standards in the EU package travel industry sufficiently and therefore demanded that it be updated, widened in scope and re-issued as a priority. The committee wanted the current wide variations in interpretation of the directive to be reduced to give equally effective consumer protection throughout the EU. The case-law of the European Court of Justice should be taken into account and codified in the new directive. The committee also felt that the scope of the directive should be broadened to take account of the fact that many travellers now book component parts of holidays separately, rather than buying complete packages. Furthermore, there should be greater clarity regarding the precise liability of operator and agent for failure to fulfil a contract, whether or not the operator or agent had directly supplied the service in question. Member States should also ensure that consumers were made more readily aware of their rights of redress under the law and how to claim those rights. In addition, since many complaints were due to misleading or incomplete information, minimum information standards should be reviewed. Lastly, the committee made a number of recommendations designed to improve standards in this sector: organisers should inform consumers of any significant changes to the essential terms of the holiday no later than 14 days before departure date; there should be tighter rules regarding single person supplements, so that single parents and older people were not penalised; more information should be provided on the accessibility of holiday accommodation for disabled consumers; and strict limits should be put on post-contract surcharging, with a cut-off period of at least 30 days prior to travel. ?

General aspects of consumer protection policy and, in particular, consumer information and education with regard to the application of Directive 90/314/EEC

The European Parliament adopted the resolution by Mr Philip BUSHILL-MATTHEWS (EPP-ED, UK). (Please refer to the decision of the committee responsible 19/12/01). It should however be added that the Parliament suggests another recommendation designed to improve the standards which would be to allow for packages of less than 24 hours to be incorporated into the scope of the Directive. Moreover, the Parliament urges the Member States to provide some form of goverment-guarantee back-up fund, combined with bonds lodged by the travel operator concerned in support of standards of consumer protection. It insists that consumers should not have to pre-fund their own repatriation in case of organiser or retail insolvency.?