

# CMA open letter to all package holiday businesses

The CMA has received over 17,500 complaints from consumers about difficulties they have faced with package holiday businesses in relation to cancellations and refunds due to the COVID-19 pandemic.

As a result of the volume of complaints received, the CMA has published an open letter to the sector highlighting its concerns and setting out what it expects businesses to do. A copy of this letter will be sent directly to over 100 businesses that we have received the most complaints about so far.

The CMA is not disclosing the identities of businesses who it issues letters to.

Find out more about our [COVID-19 cancellations: package holidays investigation](#)