

EU consumer rules: Airbnb cooperates with European Commission and EU consumer authorities improving the way it presents offers

The European Commission announced today that, as a result of negotiations with Airbnb, the platform has improved and fully clarified the way it presents accommodation offers to consumers, which is now in line with the standards set in EU consumer law. This follows the call from the European Commission and EU consumer authorities in July 2018.

Věra **Jourová**, Commissioner for Justice, Consumers and Gender Equality said: *“For these summer holidays, Europeans will simply get what they see when they book their holidays. Comparing and booking online hotel or accommodation has made it fast and easy for consumers. Now consumers can also trust that the price they see on the first page will be the price to pay in the end. I am very satisfied that Airbnb stood ready to cooperate with the European Commission and national consumer protection authorities to improve the way its platform works. I expect other platforms to follow suit.”*

Airbnb addressed all the demands made by the European Commission and national consumer protection authorities, led by the [Norwegian Consumer Authority](#), to bring their practices and terms fully in line with EU consumer rules.

The main improvements and changes are as follows:

- In accommodation searches with selected dates, users see the **total price** in the results page, including all the applicable **mandatory charges and fees** (such as service, cleaning charges and local taxes). There are now no surprise mandatory fees appearing on later pages;
- Airbnb clearly distinguishes if an **accommodation offer is put on the market by a private host or a professional**;
- Airbnb provides an **easily accessible link to the [Online Dispute Resolution](#) platform** on its website and all the necessary information related to dispute resolution.

Airbnb also revised its terms of service in which it:

- makes clear that **users can bring a case against Airbnb** before the courts of their country of residence;
- respects users' basic legal rights to **sue a host in case of personal harm or other damages**;
- commits not to **unilaterally change the terms and conditions** without clearly informing users in advance and without giving them the possibility to cancel the contract.

Background

The Consumer Protection Cooperation Network carried out a joint assessment of Airbnb's practices and terms of service, under the facilitation of the European Commission and the lead of the [Norwegian Consumer Authority \(Forbrukertilsynet\)](#). The action was launched in July 2018

The [EU Consumer Protection Cooperation Regulation](#) links national consumer authorities in a pan-European enforcement network. On that basis, a national authority in one EU country can request the assistance of other authorities in another EU country to stop a cross-border infringement of EU consumer law.

The cooperation can be activated to enforce various bodies of EU consumer legislation, such as for instance the [Unfair Commercial Practices Directive](#), the [Consumer Rights Directive](#) or the [Unfair Contract Terms Directive](#).

For more information

[More information on Airbnb's changes and on consumer enforcement actions](#)

[Facstheet with the changes of Airbnb](#)

[Press release on the meeting with Airbnb](#) – September 2018

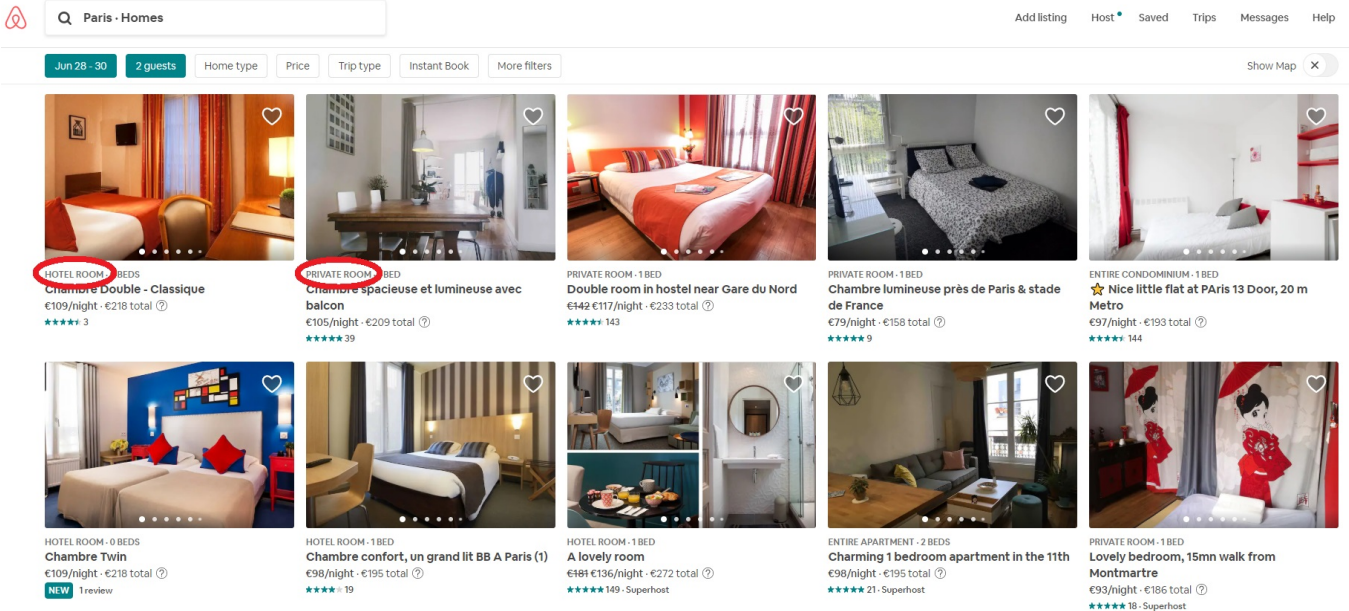
[Press release on the action against Airbnb](#) – July 2018

The screenshot shows an Airbnb search results page for 'Paris - Homes'. The search filters are set to 'Jun 28 - 30', '2 guests', 'Home type', 'Price', 'Trip type', 'Instant Book', and 'More filters'. The results are displayed in a grid of 10 listings. A price breakdown overlay is visible over the second listing, showing the following details:

Price breakdown	
€80 x 2 nights	€160
Service fee	€25
Occupancy taxes and fees	€10

The listings include:

- Chambre Double - Classique**: €109/night - €218 total (3 reviews)
- Chambre spacieuse et lumineuse avec balcon**: €105/night - €209 total (39 reviews)
- Double room in hostel near Gare du Nord**: €142 €117/night - €233 total (143 reviews)
- Chambre lumineuse près de Paris & stade de France**: €79/night - €158 total (9 reviews)
- Nice little flat at Paris 13 Door, 20 m Metro**: €97/night - €193 total (144 reviews)
- Chambre Twin**: €109/night - €218 total (1 review)
- Chambre confort, grand balcon, vue sur Paris**: €98/night - €195 total (19 reviews)
- A lovely room**: €181 €136/night - €272 total (149 Superhost reviews)
- Charming 1 bedroom apartment in the 11th**: €98/night - €195 total (21 Superhost reviews)
- Lovely bedroom, 15mn walk from Montmartre**: €93/night - €186 total (18 Superhost reviews)



Terms of Service for European Users

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Please read these Terms of Service for European Users ("Terms") carefully as they contain important information about your legal rights, remedies and obligations. By accessing or using the Airbnb Platform, you agree to comply with and be bound by these Terms.

Please note: **Section 19** of these Terms contains an arbitration clause and class action waiver that applies to all claims brought against Airbnb in the United States. It affects how disputes with Airbnb are resolved. By accepting these Terms, you agree to be bound by this arbitration clause and class action waiver. Please read it carefully.

You can access the European Commission's online dispute resolution platform [here: http://ec.europa.eu/consumers/odr](http://ec.europa.eu/consumers/odr). Please note that Airbnb is not committed nor obliged to use an alternative dispute resolution entity to resolve disputes with consumers.

Last Updated: January 21, 2019

Thank you for using Airbnb!

These Terms constitute a legally binding agreement ("**Agreement**") between you and Airbnb (as defined below) governing your access to and use of the Airbnb website, including any subdomains thereof, and any other websites through which Airbnb makes its services available (collectively, "**Site**"), our mobile, tablet and other smart device applications, and application program interfaces (collectively, "**Application**") and all associated services (collectively, "**Airbnb Services**"). The Site, Application and Airbnb Services together are hereinafter collectively referred to as the "**Airbnb Platform**". Our Host Guarantee Terms, Guest Refund Policy, Nondiscrimination Policy and other Policies applicable to your use of the Airbnb Platform are incorporated by reference into this Agreement.

When these Terms mention "**Airbnb**," "**we**," "**us**," or "**our**," it refers to Airbnb Ireland UC ("**Airbnb Ireland**"), The Watermarque Building, South Lotts Road, Ringsend, Dublin 4, Ireland.

If you change your country of residence or establishment to a country outside of the EEA, the Airbnb company you contract with and the applicable Terms of Service will be determined by your new country of residence or establishment as specified in the Terms of Service for Non-European Users, from the date on which your country of residence or establishment changes.

Our collection and use of personal information in connection with your access to and use of the Airbnb Platform is described in our Privacy Policy.

Any and all payment processing services through or in connection with your use of the Airbnb Platform ("**Payment Services**") are provided to you by one or more Airbnb Payments entities (individually and collectively, as appropriate, "**Airbnb Payments**") as set out in the Payments Terms of Service ("**Payments Terms**").

Hosts alone are responsible for identifying, understanding, and complying with all laws, rules and regulations that apply to their Listings and Host Services (as defined below). For example, some cities have laws that restrict their ability to host paying guests for short periods or provide certain Host Services. In many cities, Hosts may have to register, get a permit or obtain a license before providing certain Host Services (such as preparing food, serving alcohol for sale, guiding tours or operating a vehicle). Host are alone responsible for identifying and obtaining any required licenses, permits, or registrations for any Host Services they offer. Certain types