

# Consumer views on booking airline tickets, the impact on competition and critical actions needed by the EU

Following Lufthansa Group's introduction of a €16 surcharge on bookings made in the indirect channel (such as online and other travel agents), consumers were questioned over their current booking behaviour, view of choice in airline selection and how booking surcharges could change their behaviour.

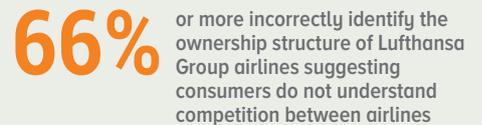
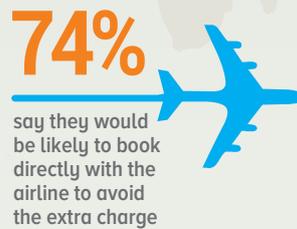
**The EU needs to act!**



CONSUMERS USE A WIDE VARIETY OF TOOLS (SUCH AS ON-LINE AND OTHER TRAVEL AGENCIES) TO GET THE BEST DEAL WHEN RESEARCHING AND BOOKING AIRLINE TICKETS



COMPARISON SHOPPING IS ULTIMATELY UNDERMINED BY PRACTICES SUCH AS THE €16 CHARGE IMPOSED BY THE LUFTHANSA GROUP



**THE EU NEEDS TO VIGOROUSLY PROTECT PRICE TRANSPARENCY AND CONSUMER CHOICE**

Enforce relevant EU legislation preventing surcharges on indirect channels from undermining consumer choice

Reinforce in future policy initiatives the right of passengers to unbiased information in airline ticket options



#### Who we surveyed

1,000 adult (18+) consumers who have travelled by air between Germany, Austria, Switzerland, or Belgium in the 6 months prior to the survey



#### How we surveyed

Online survey in 4 languages: German, French, Dutch and English



#### When we surveyed

09/05/2016 - 18/05/2016

Survey conducted by

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