
**Ad Hoc Expert Group Meeting on Emerging consumer protection trends and challenges: Implementing the United Nations
Guidelines for Consumer Protection**

2nd SESSION
29 November 201
Room XI, Palais des Nations, Geneva

**Upholding consumer rights in digital markets
Discussion 1: Consumer protection and digital platforms**

Contribution by
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Senior Director for Consumer Enforcement
Competition and Markets Authority
United Kingdom

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Consumer protection and digital platforms

George Lusty
Competition and Markets Authority
29 November 2018



Online gambling



William HILL CASINO

100%
up to
£300

Join here

Opt in required. Available 1x per customer. First deposit only. Minimum £10 deposit. Maximum £300 bonus. 40x wagering. Bonus expires 7 days from issue. New customers to casino page only. Player, currency, country, game restrictions & terms apply.

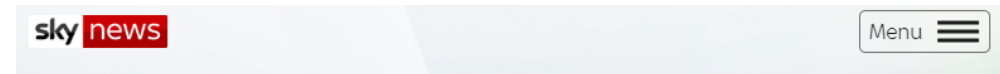


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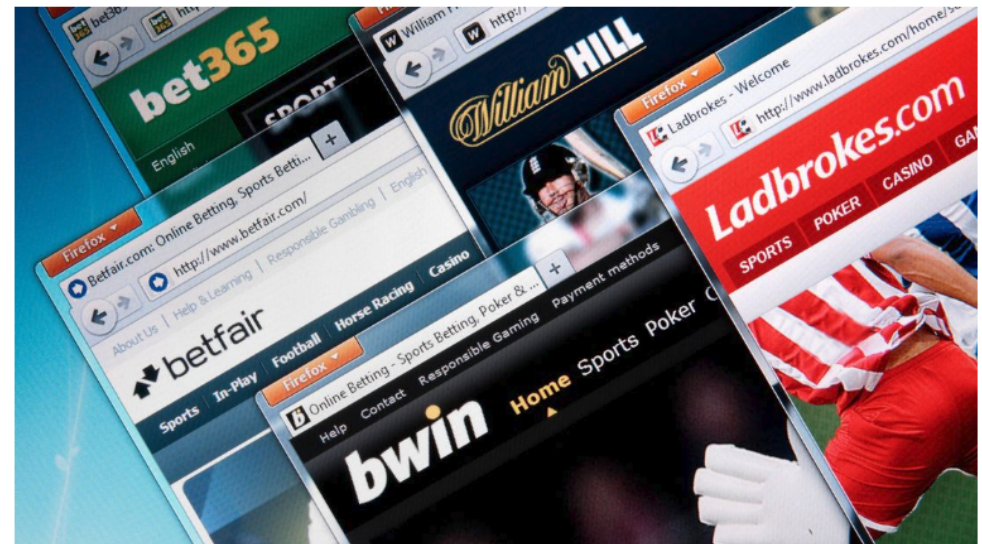
Important Info: 18+. New Customers Only. Min £20 deposit. Max bonus £500. 20x (deposit + bonus) wagering reqs apply. Contributions to wagering reqs vary by game. Bonus valid for 30 days (bonus + winnings removed). Certain games and payment methods excluded. Bets covering 67% or more of Roulette table don't count to wagering. T&C's apply.



Online bookies rapped for 'unfair' promotions that trap players' cash

Gambling companies have been accused of imposing "unfair restrictions" to stop customers withdrawing cash from their accounts.

13:51, UK,
Thursday 01 February 2018



All online gambling firms must abide by the new rules aimed at boosting transparency

Car hire

Smart For Four, Kia Picanto, Fiat Panda
Economy Group AA

COLLECTION: AIRPORT TERMINAL

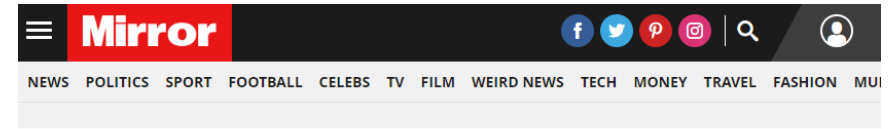


Smart For Four



FULL/FULL RATE	SMART RATE	THE CHEAPEST CHOICE!
€ 8.28 /day (€24.85 3 days)	€ 7.03 /day (€21.10 3 days)	€ 5.98 /day (€17.93 3 days)
FUEL: FULL/FULL 90KM/DAY FREE CANCELLABLE ⓘ	FUEL: FLEX FUEL CANCELLABLE ⓘ	FUEL: FLEX FUEL BEST OFFER CANNOT BE CANCELLED ⓘ
SELECT	SELECT	SELECT

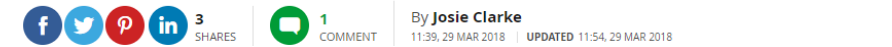
All prices include taxes (21% VAT)



TRAVEL

Three major car rental websites have pledged to reveal full charges upfront

The car rental websites have committed to revealing the full upfront costs to customers looking to hire a car



By Josie Clarke
11:39, 29 MAR 2018 | UPDATED 11:54, 29 MAR 2018



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- I have read and I accept the [Privacy Policy](#).
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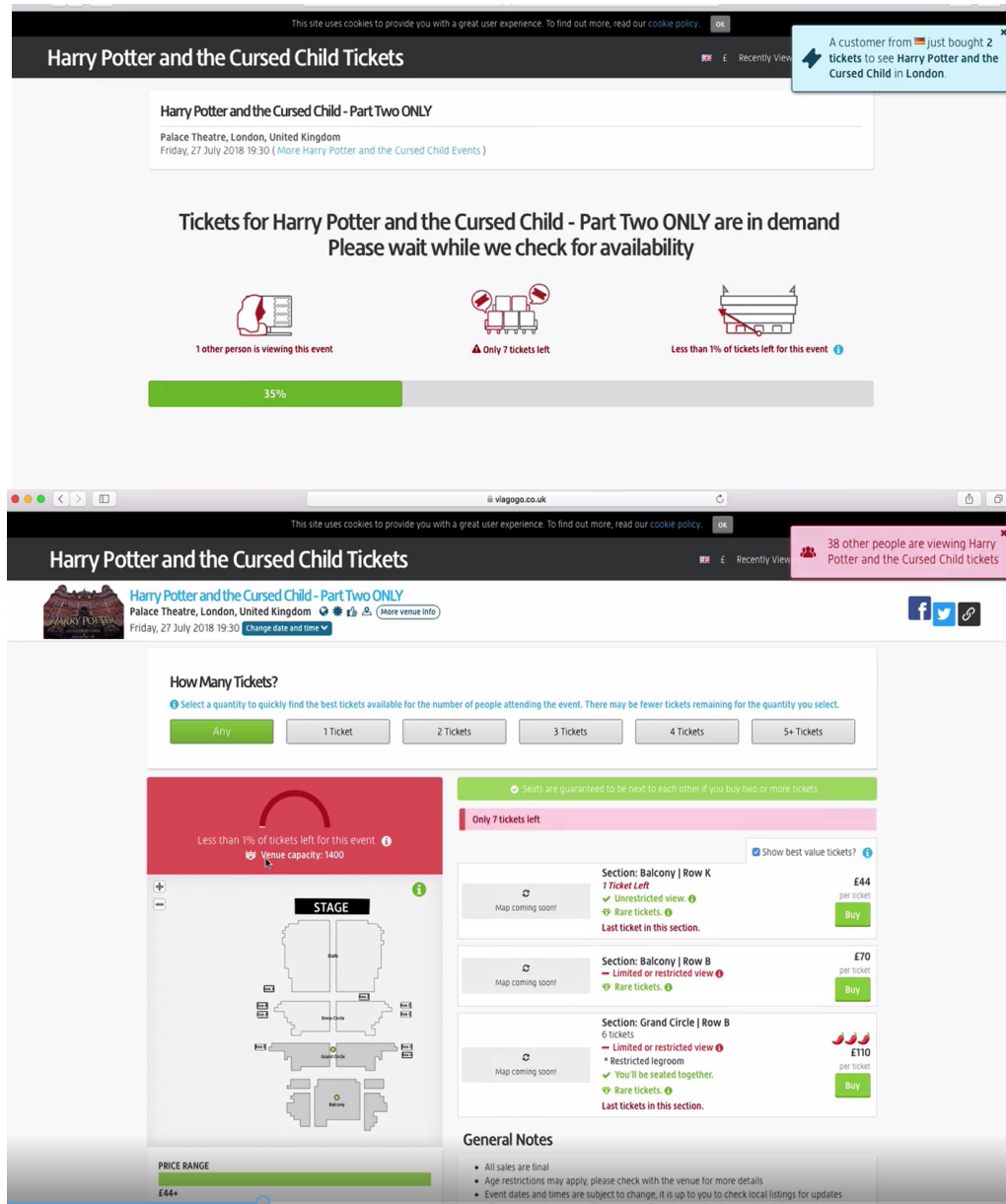
CONFIRM BOOKING

€167.93

VAT included (21%)

* Your reservation doesn't include Premium Office Fee: Due to the premium location within the airport facilities, rentals are subject to a surcharge of 8% on the hire rate, extras and fuel tank (up to a maximum of 29€ + VAT per hire), which is not included in the price and must be paid at the counter at the time of picking up the vehicle

Secondary tickets



This screenshot shows the Viagogo website interface for purchasing tickets for 'Harry Potter and the Cursed Child - Part Two ONLY' at the Palace Theatre, London. The page features a progress bar indicating that 35% of tickets have been sold. A notification states 'Only 7 tickets left' for the selected section. The interface includes a 'How Many Tickets?' selector, a venue map, and a list of available ticket sections with their respective prices and availability.

Harry Potter and the Cursed Child Tickets

Harry Potter and the Cursed Child - Part Two ONLY
Palace Theatre, London, United Kingdom
Friday, 27 July 2018 19:30 (More Harry Potter and the Cursed Child Events)

Tickets for Harry Potter and the Cursed Child - Part Two ONLY are in demand
Please wait while we check for availability

1 other person is viewing this event
Only 7 tickets left
Less than 1% of tickets left for this event

35%

How Many Tickets?
Select a quantity to quickly find the best tickets available for the number of people attending the event. There may be fewer tickets remaining for the quantity you select.

Any 1 Ticket 2 Tickets 3 Tickets 4 Tickets 5+ Tickets

Seats are guaranteed to be next to each other if you buy two or more tickets.

Only 7 tickets left

Section: Balcony | Row K
1 Ticket Left
Unrestricted view
Rare tickets
Last ticket in this section.
£44 per ticket
Buy

Section: Balcony | Row B
Limited or restricted view
Rare tickets
£70 per ticket
Buy

Section: Grand Circle | Row B
6 tickets
Limited or restricted view
Restricted legroom
You'll be seated together.
Rare tickets
£110 per ticket
Buy

General Notes

- All sales are final
- Age restrictions may apply, please check with the venue for more details
- Event dates and times are subject to change, it is up to you to check local listings for updates
- After your purchase, you will receive a confirmation email with your ticket delivery details and

News > Business > Business News

Viagogo forced to overhaul its business practices after watchdog wins court order

Under the court order, Viagogo will have to tell purchasers of tickets if there is a risk that they will be turned away at the door

Caitlin Morrison | @citycait | 38 minutes ago | 1 comment

Click to follow The Independent



The CMA said the court order would ensure Viagogo customers get a fair deal (Getty Images/Stockphoto)

Online dating




The Register[®]
Biting the hand that feeds IT

UK.gov online dating tips: Do get consent, don't make false claims or fake profiles

Probe of dating platform's claims prompts crackdown on online love rat firms

By [Rebecca Hill](#) 13 Jun 2018 at 09:28


62  [SHARE](#) ▼



Online hotel booking

Our top picks | Lowest price first | Review score and price | Stars ▼ | Distance from city centre | Top reviewed

Bestseller



Leonardo Hotel & Residenz Muenchen ●●●● Good 7.9
4,868 reviews

📍 Obergiesing - Fasangarten, Munich – Show on map 🗺️ (1.3 miles to the Old Town) – Metro access


Popular now! 18 people are looking at this moment
In high demand! Booked 136 times in the last 24 hours

Twin/Double Room 🧑🧑
In high demand!

Price for 3 nights
£315

[See our last available rooms >](#)

Deal of the Day Expires in 14:37:43



(2016) **Corus Hotel Hyde Park**
★★★★ Hyde Park, London - Excellent location

OFFERS 🍳 Breakfast

OPTIONS 🔄 Free cancellation +3 more

29 travelers are considering this property right now

🎯 Instant discount: £3

Very good 7.8
1236 reviews

70% OFF TODAY

Total price per night
~~377~~
~~438~~
£135

 **INDEPENDENT** 🔍 🇬🇧 👤 ☰

Hotel booking sites slammed for misleading customers

Websites breach consumer protection laws with pressure-selling, search misrepresentation and other tactics

Kate Hughes Money Editor | @hughesthehack | Thursday 28 June 2018 10:56 |

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mario_falcone17 Shake it baby!! Watch @lordtimepieces, use code Mario for 10% off all watches!! 📸👉

View all 28 comments

cherkay1987 Looking good ❤️

miss.moody35 🍷

knightsbridge_estates Bit close to the steering wheel lol

a1exm7 No worries mate

craigdunn90 @john_hardy88 dunn on his way to the beach laaa

niseypatricia Are you allowed food in your beautiful new car? 🤔👀

lukevarney @mario_falcone17 wheres the Adidas bomber from 🐼

gazstreet1 Where are these jeans from bro?

mario_falcone17 @gazstreet1 Zara.. ripped

📍🗨️🔖

10,290 likes

MAY 27

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MailOnline

Reality TV stars probed over sneaky online ads: Watchdog investigates Instagram and Twitter stars for plugging products without making it clear they are being paid

- Competition and Markets Authority written to social media stars and celebrities
- It wants to gather more information about posts and brand business agreements
- Made in Chelsea's Millie Mackintosh and Louise Thompson criticised in the past

FINANCIAL TIMES

HOME WORLD UK COMPANIES TECH MARKETS OPINION WORK & CAREERS LIFE & ARTS HOW TO SPEND IT

Celebrity 'influencers' probed in UK over social media adverts

Stars who do not reveal if they have been paid to promote products could face court action



Made in Chelsea star Louise Thompson was rebuked by the Advertising Standards Authority in July for failing to disclose that a seaside Instagram photo included product placement © WENN/Alamy

ICPEN and CPC projects

Joint Open Letter to Businesses in the Digital Economy on the Importance of Standard Terms and Conditions for Consumers

Global | Friday, June 29, 2018



June 28 2018 - Ankara, Turkey

Introduction

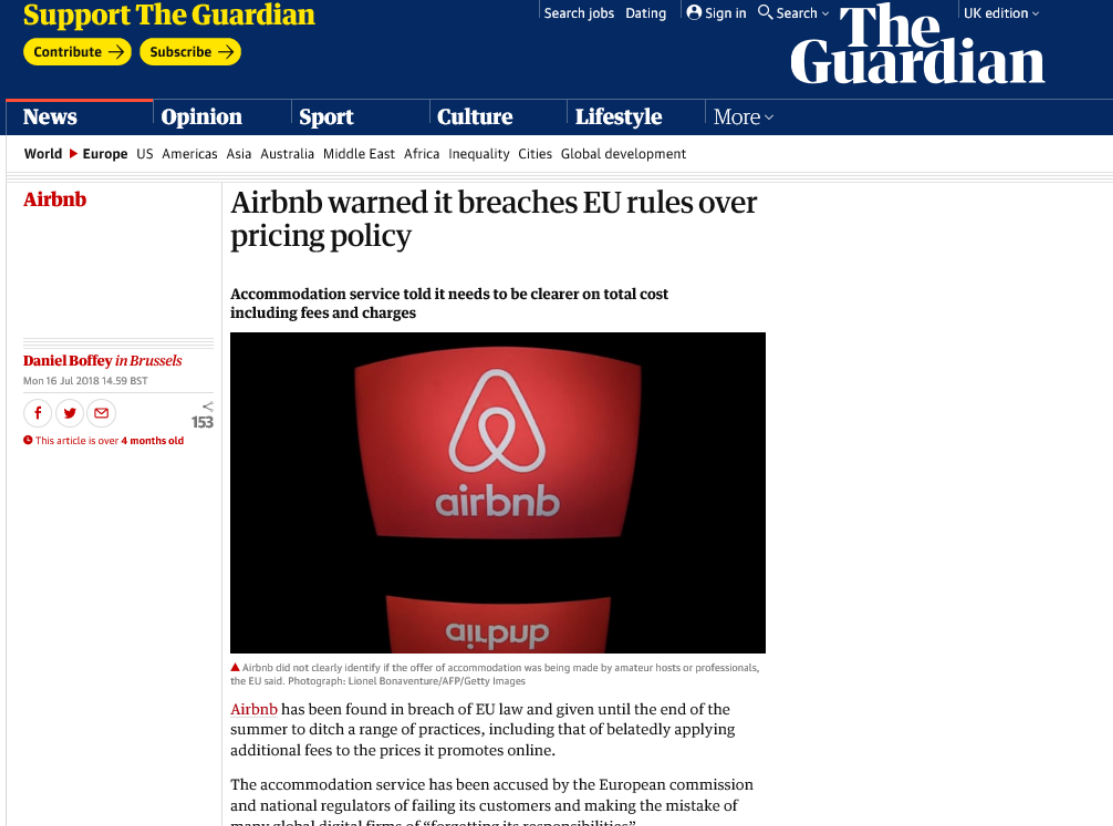
Consumers in the digital economy are entitled to know what they are getting and on what basis.

The internet is the number one marketplace where consumers and traders come together, doing away with national borders and boosting the digital economy. Playing fair with consumers can enhance trust and confidence in the digital economy, and thereby benefit consumers and businesses alike.

The International Consumer Protection and Enforcement Network (ICPEN), a worldwide network of more than 60 consumer protection authorities, is encouraging consumer-facing businesses in the digital economy to review their contractual terms and conditions (TCs) and marketing practices.

ICPEN wants businesses to ensure that they:

- Are fair to consumers, and don't mislead or deceive them.
- Are transparent and highlight the most important points of the contract and product.
- Don't bury important matters in long and complicated TCs.
- Comply with consumer law and respect consumers' privacy rights.



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Airbnb


Airbnb warned it breaches EU rules over pricing policy

Accommodation service told it needs to be clearer on total cost including fees and charges

Daniel Boffey in Brussels
Mon 16 Jul 2018 14:59 BST

   153

This article is over 4 months old



▲ Airbnb did not clearly identify if the offer of accommodation was being made by amateur hosts or professionals, the EU said. Photograph: Lionel Bonaventure/AFP/Getty Images

Airbnb has been found in breach of EU law and given until the end of the summer to ditch a range of practices, including that of belatedly applying additional fees to the prices it promotes online.

The accommodation service has been accused by the European commission and national regulators of failing its customers and making the mistake of many global digital firms of “forgetting its responsibilities”.

- **Targeting ‘sludge’**

- Exploring when harmful nudging behaviours online can engage consumer law

- **Protecting vulnerable consumers, particularly children**

- Gambling
- Apps
- Connected devices



- **Online reviews**
 - Impact on over £23bn of UK purchases
- **Platforms**
 - Heterogeneity of online platforms
 - Listing and ranking issues, and role of algorithms
 - Provision of essential pre-purchase information
- **Cross-border enforcement**
- **Exploring a new world of remedies**