



Press Release

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Car Rental Rip-Offs

West Midlands' Conservative MEP, Malcolm Harbour, is demanding an end to car rental rip-offs when we holiday abroad.

A lovely holiday can be overshadowed by returning home and finding a higher credit card statement than expected. This has especially been the case in the car rental industry where consumers have sometimes come back home to discover they have been charged more than the original price quoted. As the car rental industry grows and an increasing number of us are renting cars abroad, consumers need to be better protected and have more confidence when renting abroad.

West Midlands' Conservative MEP, Malcolm Harbour, is chairman of the Euro committee that deals with consumer protection and he is pressing for an end to these unfair practises. He has taken the problem right to the top and has asked the Commissioner for Consumer Affairs at the European Commission, Meglena Kuneva, to make the resolution of this problem a priority.

Malcolm Harbour said, **"The practise of a few rogue companies is damaging the reputation of the whole car-hire industry. The sector has huge potential for cross-border growth but more must be done to ensure that consumers are better protected when renting cars abroad and will not be hit by hidden charges upon their return."**

"I have asked the Commissioner for Consumer Affairs to draw up a code of conduct for the car hire industry, which all reputable car companies would sign up to. This would help consumers distinguish the trustworthy car rental companies from the rogue ones and help consumers to understand their rights when renting cards abroad."



"This would be a further example of how the EU can help protect consumers, without having to introduce new regulation."

ENDS

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