



**ADVOCACY WORKING GROUP**  
**MARKET STUDIES PROJECT**

**MARKET STUDIES INFORMATION STORE**

**SECTOR**

**TRAVEL AND TOURISM**

**UPDATED: MARCH 2020**

**Information Store**

<b>Jurisdiction:</b>	Colombia												
<b>Sector:</b>	Tourism												
<b>Market:</b>	Matching online hotel service	<b>Range of Possible Outcomes</b>											
<b>End Date:</b>	20-12-2019												
<b>Duration:</b>	1 year	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>	
<b>Source of idea for study:</b>	Serious of investigations and researches of European Antitrust authorities.												
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	The online matching platforms is a dynamic and highly volatile market. The existence of vertical restrains, such as parity price clauses in these matching markets could lead to abuse of market power in one side of the market, which can disrupt competition. In that sense, the Superintendence of Industry and Commerce assessed the statistical information in order to find any anomalous behavior.												
<b>Link to report:</b>													
<b>Remarks (if any):</b>	The econometrics outcome show that the parity price clauses could decrease competition forces in the Colombian market.												

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<b>Jurisdiction:</b>	Singapore											
<b>Sector:</b>	Travel and Tourism											
<b>Market:</b>	Online Travel Booking	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	Sep 2019											
<b>Duration:</b>	1.5 years	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Source of idea for study:</b>	Growth in the Online Travel Booking Sector											
<b>Outcome: (check all relevant boxes)</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p>Singapore consumers are increasingly turning to online channels in making their travel bookings, including searching for, comparing, and purchasing travel-related products such as air tickets and hotel accommodation. These activities could be via the websites of the service providers (e.g. airlines and hotels) directly, online travel agents, or web aggregators (also known as metasearch engines).</p> <p>Given the above, CCCS sought to better understand the industry landscape for the online provision of bookings for flight tickets and hotel accommodation to Singapore consumers, the commercial arrangements and practices adopted by online travel booking providers, and the specific competition and/or consumer protection issues that can arise.</p>											
<b>Link to report:</b>	<a href="https://www.ccs.gov.sg/-/media/custom/ccs/files/media-and-publications/publications/market-studies/cccs-market-study-report-online-travel-booking-30-sep-2019.pdf">https://www.ccs.gov.sg/-/media/custom/ccs/files/media-and-publications/publications/market-studies/cccs-market-study-report-online-travel-booking-30-sep-2019.pdf</a>											
<b>Remarks (if any):</b>												

**Information Store**

<b>Jurisdiction:</b>	Sweden											
<b>Sector:</b>	Travel and Tourism											
<b>Market:</b>	Short term accommodation	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	Feb 12, 2018	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Duration:</b>	9 months											
<b>Source of idea for study:</b>	Government commissioned inquiry											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	General concerns and monitoring of markets. Follow up of competition enforcement.											
<b>Link to report:</b>	<a href="http://www.konkurrensverket.se/globalassets/publikationer/rapporter/rapport_2018-1.pdf">http://www.konkurrensverket.se/globalassets/publikationer/rapporter/rapport_2018-1.pdf</a>											

**Information Store**

**Travel and Tourism**

<b>Jurisdiction:</b>	Colombia											
<b>Market:</b>	Airports in Colombia	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	2013	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
<b>Duration:</b>	4 months											
<b>Source of idea for study:</b>	Own initiative											
<b>Outcome (tick relevant columns):</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	This study aims to understand the structure of the airport sector in Colombia, its functioning and dynamics in order to establish whether there are potential management practices that distort free competition in the submarkets that are within the sector.											
<b>Link to report:</b>	<a href="http://www.sic.gov.co/drupal/recursos_user/documentos/promocion_competencia/Estudios_Economicos/Estudios_Economicos/Estudios_Mercado_Aeropuertos.pdf">http://www.sic.gov.co/drupal/recursos_user/documentos/promocion_competencia/Estudios_Economicos/Estudios_Economicos/Estudios_Mercado_Aeropuertos.pdf</a>											

### Information Store

<b>Jurisdiction:</b>	Japan											
<b>Market:</b>	Hotel business	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	May 2012	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Duration:</b>	2 years											
<b>Source of idea for study:</b>	Internal competition concern											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	<ul style="list-style-type: none"> <li>- There were violations of the Antimonopoly act as the abuse of superior bargaining position by the hotel business operators against their suppliers, and the JFTC issued the cease and desist orders or warnings against such conducts.</li> <li>- In the "Fact-Finding Survey on Trading between Large-Scale Retailers and Suppliers" published in May 2010, some suppliers answered that there were certain unreasonable requests form hotel business operators.</li> </ul>											
<b>Link to report:</b>	(Press release and full report in Japanese) <a href="http://www.jftc.go.jp/houdou/pressrelease/h24/may/120516_2.html">http://www.jftc.go.jp/houdou/pressrelease/h24/may/120516_2.html</a> (Press release and summary report in English) <a href="http://www.jftc.go.jp/en/pressreleases/yearly-2012/may/individual-000481.html">http://www.jftc.go.jp/en/pressreleases/yearly-2012/may/individual-000481.html</a>											

### Information Store

<b>Jurisdiction:</b>	Colombia	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	Travel Agencies in Colombia										
<b>End Date:</b>	2012	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Duration:</b>	4 months										
<b>Source of idea for study:</b>	Own initiative										
<b>Outcome (tick relevant columns):</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	The understanding of the market allows the Superintendence of Industry and Commerce to make an analysis of the market concentration and existent competition issues and entry barriers.										
<b>Link to report:</b>	<a href="http://www.sic.gov.co/drupal/masive/datos/estudios%20economicos/Documentos%20%20elaborados%20por%20la%20Delegatura%20de%20Protecci%C3%B3n%20de%20la%20Competencia/2012/Agencias_Viajes.pdf">http://www.sic.gov.co/drupal/masive/datos/estudios%20economicos/Documentos%20%20elaborados%20por%20la%20Delegatura%20de%20Protecci%C3%B3n%20de%20la%20Competencia/2012/Agencias_Viajes.pdf</a>										

### Information Store

<b>Jurisdiction:</b>	<b>Bulgaria</b>	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	<b>Hotels and accommodation services</b>										
<b>End Date:</b>	July 2011	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Duration:</b>	1 year 1 month										
<b>Source of idea for study:</b>	media publications										
<b>Outcome (tick relevant columns):</b>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	<p>Reasons for the Study: Media information for irrational price policy implying horizontal collusion or vertical restraints between hotels and tourist agents.</p> <p>The SI gives recommendations and legislative analyses of the investigative and assessment approach of the CPC to some practices:</p> <ol style="list-style-type: none"> <li>1. Clauses with potential vertical restraints in the contracts between hotels and tourist agents: <ul style="list-style-type: none"> <li>- exclusive geographical right for the tour operators;</li> <li>- exclusive supply right to the tour operators;</li> </ul> </li> <li>2. Associations (national and regional). There are in general a large number of hotels thus the branch organizations are instrumental for entering or promoting anticompetitive collusion. Such associations should protect themselves from becoming a focal point of such practices.</li> <li>3. Vertical integration. There are cases of vertical integration between hotels and businesses that run essential facilities - in skiing, for example, that have a monopoly position for an entire tourist region. Such integrated suppliers should pay more attention to the prices of their bundle services and the access prices to their essential facilities offered to the consumers and to the competitors on the adjacent accommodation market (hotels, etc.).</li> </ol>										
<b>Link to report:</b>	Decision (in Bulgarian): <a href="http://reg.cpc.bg/Decision.aspx?DecID=300029953">http://reg.cpc.bg/Decision.aspx?DecID=300029953</a>										



**ADVOCACY WORKING GROUP**  
**MARKET STUDIES PROJECT**

**Information Store**

<b>Jurisdiction:</b>	Croatia											
<b>Market:</b>	Tour Operators	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	September 2006	<b>Competition Enforcement</b> <input type="checkbox"/>	<b>Consumer Enforcement</b> <input type="checkbox"/>	<b>Consumer Education</b> <input type="checkbox"/>	<b>Business Education</b> <input type="checkbox"/>	<b>Voluntary Business Compliance</b> <input type="checkbox"/>	<b>Voluntary Business Action</b> <input type="checkbox"/>	<b>Recommendations to Government for Changes in the Law</b> <input type="checkbox"/>	<b>Recommendations to Government to Change Market Structure</b> <input type="checkbox"/>	<b>Recommendations for Changes to Government Policy</b> <input type="checkbox"/>	<b>Referral to Third Parties</b> <input type="checkbox"/>	<b>No Problems Found</b> <input checked="" type="checkbox"/>
<b>Duration:</b>	5 months											
<b>Source of idea for study:</b>	Own initiative/based on press releases											
<b>Outcome (tick relevant columns):</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	To collect information on possible cartel activities.											
<b>Link to report:</b>												