

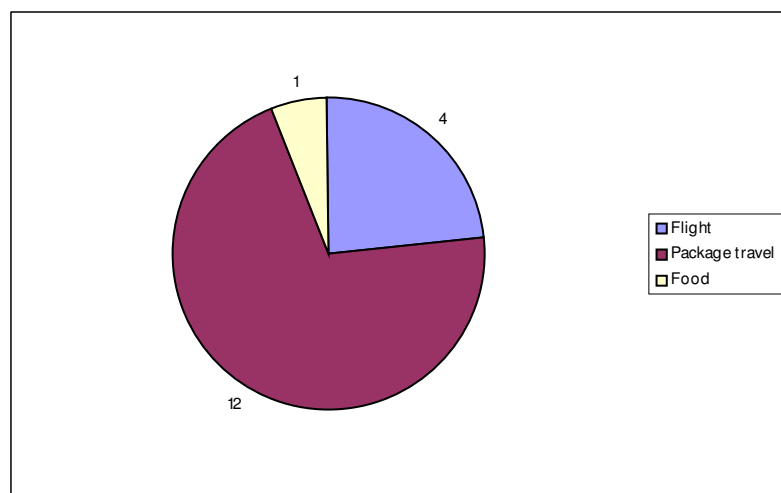
## Overview of rulings from 2005-2009 from the travel committee

The Ruling Committee in Travel Industry Matters is a joint project of the Consumers' Association of Iceland (NS) and the Icelandic Travel Industry Association (SAF). The committee operates in accordance with an agreement between these two parties and rules on consumer disputes with members of SAF (member-list available on SAF's homepage, [www.saf.is](http://www.saf.is)). Usually the concerning parties have tried to reach an agreement before a case is put before the committee, and in fact a condition for submitting a case is to have first complained in writing to the trader. The cost of submitting a case is 3.500 ISK (about 23€ according to the Central Bank of Iceland's exchange rate for September 6<sup>th</sup> 2010). The Committee consists of three representatives; a chairman appointed by the government, one from SAF and one from NS.

Since this committee is a very important resource for both Icelandic consumers and foreign travellers, ECC Iceland decided to take a closer look at its operations. Further information on the committee, its rulings and all data used for the purpose of this overview, is available in Icelandic on [www.ns.is](http://www.ns.is).

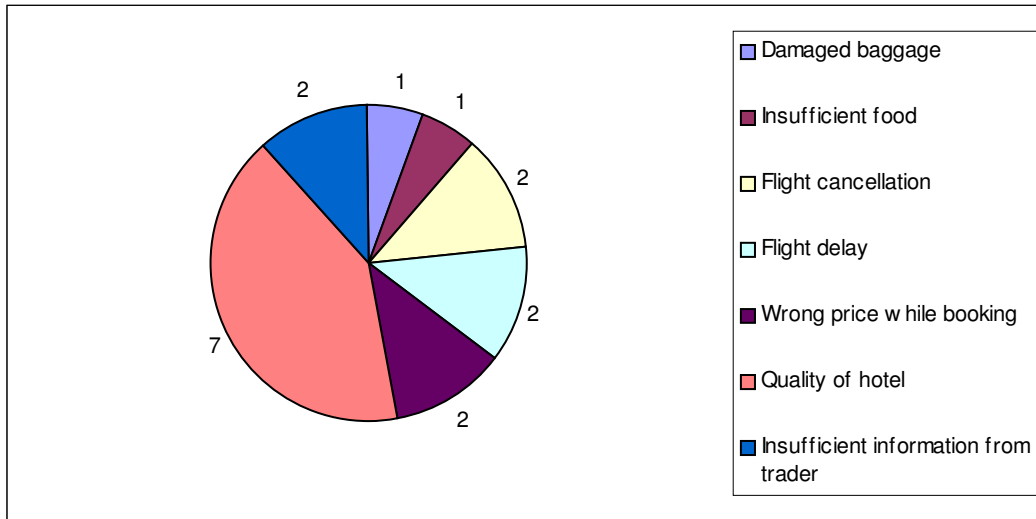
From 2005 to 2009 the committee ruled on 17 cases, but a few cases were submitted that were cancelled or reached an agreement before a ruling was made. During these 5 years it is therefore likely the committee actually received around 20 cases.

Among SAF's members are airlines, travel agencies, car rentals, hotels, restaurants and recreational services and the below picture represents the type of service that led to complaints being submitted.



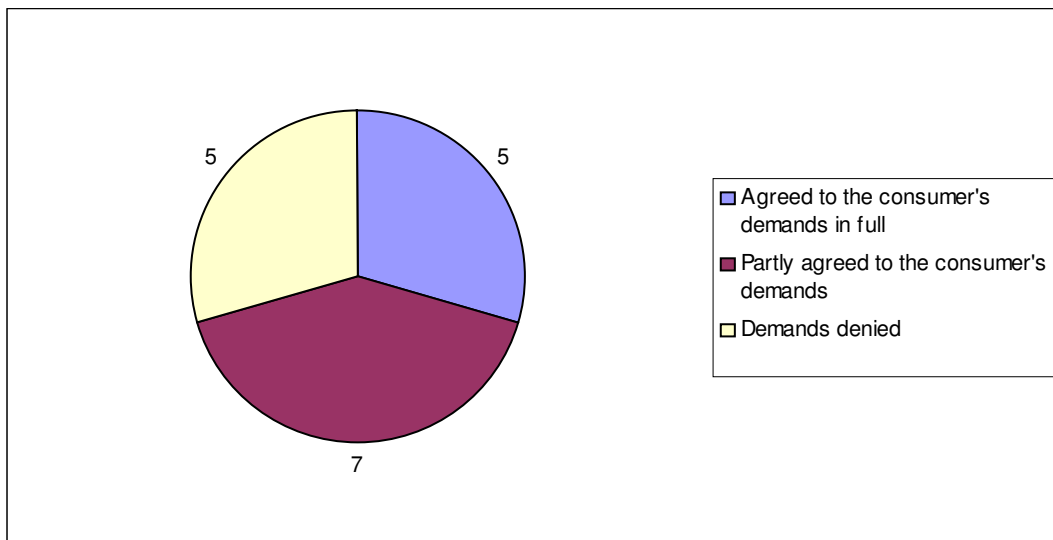
Type of product

Which part of the service consumers complained about varied?. In these 17 cases, consumers most often complained about accommodation, that was not as advertised or promised in the contract. Complaints about flight delays and cancellations also rank high in the list of complaints.



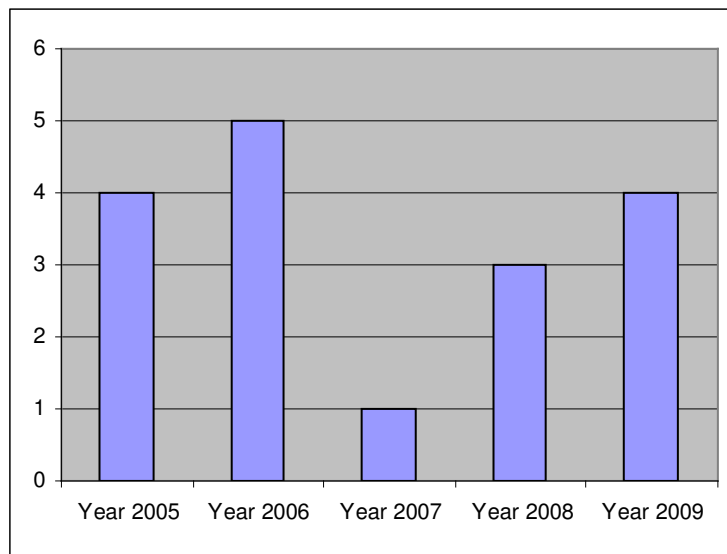
What was the problem?

Below is a representation of the resolutions reached in these 17 cases. As can be seen it is as common that consumers' demands are declined, as it is for them to be fully agreed to. The most common though, especially in cases where the committee finds that accommodation was unacceptable, is that the consumers' demands are partly met and compensation is awarded accordingly. In most cases, 9 of them in fact, the consumers demanded a discount of the services rendered, or compensation for damages they believed they had suffered due to the trader's non-compliance of the contract. In 6 cases the consumers demanded full reimbursement for a package travel dispute, and in two cases they demanded fulfilment, i.e. that the trader comply with the contract.



Decisions of the committee

In the picture below you can see the number of rulings by years. Even though the number of cases every year is not great, ECC Iceland considers this committee highly important for consumers, both native and foreign, who would otherwise have to take their case to the court system. The committee also provides important precedents for traders of services.



Number of decisions each year

The Ruling Committee in Travel Industry Matters is housed by the Consumers' Association of Iceland, where consumers can go if they need to submit a case. For foreign consumers not living in Iceland, more information on the committee and how to submit a case is available in email ([ns@ns.is](mailto:ns@ns.is) for the Consumers' Association of Iceland; [ena@ena.is](mailto:ena@ena.is) for ECC Iceland) or by phone (t: +354 545 1200).