

Drugo gradivo**Drugo gradivo**

Država članica: Slovenija

Naslov: Report on the work of the European Consumer Centre Slovenia 2019

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URL: <https://www.epc.si/pages/topics/porocilo-o-delu-epc-v-letu-2019-2.php?lang=SI>

Ključne besede: economic behaviour, transport, travel, liability

Členi direktive

Package Travel Directive, [link](#)

Uvodna opomba

Economic growth in recent years has affected consumer welfare, which has also been reflected in the growing demand (and thus supply) in the field of travel and transport, where a number of online booking agents, specialised platforms and new forms of marketing these services have emerged. However, in addition to that, many ambiguities regarding the liability of providers to consumers also occurred.

In 2019, the EPC network highlighted the problems of air passengers, partly due to the non-transparent pricing policy of low-cost airlines and the bankruptcy of two airlines: Thomas Cook and Adria Airways. The latter marked the work of EPC Slovenia.

Compared to previous years, the fact that stood out is that EPC Slovenia received almost three times more complaints from foreign consumers against Slovenian online providers and most of them were resolved successfully. According to a survey conducted among consumers who contacted the Slovenian EPC in 2019, 89% of users were satisfied with the EPC service.

Splošna opomba**Celotno besedilo**

Gospodarska rast v zadnjih letih je vplivala na blaginjo potrošnikov, kar se je odražalo tudi v naraščanju povpraševanja (in s tem ponudbe) na področju potovanja in prevoza, kjer so se pojavili številni spletni posredniki za rezervacije, specializirane platforme ter nove oblike trženja teh storitev na daljavo, skupaj s tem pa pogoste nejasnosti glede odgovornosti ponudnikov do potrošnikov.

V letu 2019 so v okviru mreže EPC izstopale težave potnikov v letalskem prometu, med drugim tudi zaradi nepregledne cenovne politike nizkocenovnih letalskih prevoznikov in stečaja dveh letalskih prevoznikov: družbe Thomas Cook in Adria Airways – slednji je precej zaznamoval delo EPC Slovenija.

V primerjavi s prejšnjimi leti je izstopal podatek, da je EPC Slovenija prejel skoraj trikrat več pritožb tujih potrošnikov zoper slovenske spletne ponudnike in jih večinoma tudi uspešno rešil. Po podatkih ankete, ki je bila izvedena med potrošniki, ki so v letu 2019 vzpostavili stik s slovenskim EPC, je bilo 89 % uporabnikov zadovoljnih s storitvijo EPC.

Več informacij o delu EPC v letu 2019 je dostopnih v poročilu.