



Press release

ACAVE warns of the increase in scams on holiday accommodation booking platforms and calls for more inspections

1. ACAVE associates register more and more cases of customers who go to travel agencies looking for security and guarantees in their accommodation reservations after being victims of a scam on one of these platforms.

August 4, 2022.- This week there have been new cases in the media about people scammed by false ads on vacation rental booking platforms. These are frauds with housing ads that do not exist and that platforms such as AIRBNB are not able to identify as fictitious. This results in the loss of money paid by customers in advance and arduous claim processes against the booking platform that is not always responsible for compensation.

ACAVE has noticed that this year cases of fraud have increased compared to 2022 according to the greater number of customers who go to travel agencies after having suffered some type of mishap or setback with the reservation of accommodation at a particular level. Jordi Martí, president of ACAVE, explains that *"there are more and more cases of customers who go to travel agencies to book their holiday accommodation because customers do not want to play it and prefer to have the guarantee of working with approved establishments. We are also seeing the habit of taking out travel and cancellation insurance grow."*

ACAVE asks holiday rental platforms and the competent tourist authorities in this matter to strengthen inspections on these platforms to prevent this type of scam from being perpetuated, because they damage the image of the Spanish tourism sector as a whole and generate distrust among national and international customers about the reliability of the companies that carry out their activity online.

About ACAVE

The Corporate Association of Specialized Travel Agencies (ACAVe) is the employers' association of statewide travel agencies based in Catalonia. ACAVe is the most representative Association in Spain with approximately **450 associates and around 1,000 points of sale throughout Spain**. Agencies of different types are part of the Association: holiday and corporate broadcasters, tour operators, coastal and city receptive, online and cruise agencies.

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