

February 2009

Thank you for contacting me with regard to the European City Guide.

I have received a number of complaints in the past about this issue of misleading advertising. I have written to Commissioner Kyprianou, the European Commissioner for consumer protection. The Commissioner is well aware of the conduct of these companies, including European City Guide, and has raised the issue with his colleagues, Commissioners Verheugen and McCreevy and they are exploring possible action to be taken against this practice in the future.

I have written to Trading Standards across the region to alert them to the situation and you might find it helpful to write to your local office. Advice remains that organisations should not give in to demands for payment. I have also made inquiries of the Spanish Permanent Representation to the EU in Brussels and I have written to the relevant authorities in Valencia.

I would suggest that you try contacting the UK European Consumer Centre (UK ECC). UK ECC provides information on your consumer rights in Europe and assists in cross-border disputes and may be able to help you.

[www.ukecc.net](http://www.ukecc.net)

[ecc@tsi.org.uk](mailto:ecc@tsi.org.uk)

08456 040503

With regard to the latest developments at European level, I attach a copy of Mr Busutill's report of which I am in full support and a copy of my recent press release setting out my views on the issue.

I hope you will find this information reassuring.

Giles Chichester MEP