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Round table
Lessons learned from CRS
Code of Conduct

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Lessons learned

1. **Market context** is important: Any Code of Conduct must reflect and address current and future market challenges
 - Currently CRS CoC has become obsolete and does not fit the purpose
 2. Establish clear objectives: protect **consumer choice** and **fair competition** in the airline ticket distribution market
 - This is currently seriously challenged : Limited transparency for consumers when comparing fares and unlevelled playing field
- “ (9) In order to **protect consumers’ interests**, it is necessary to present an **unbiased initial display** to users of a CRS and to ensure that **information** on all participating carriers is **equally accessible** in order not to favour one participating carrier over another.”*
- “ (10) The use of an unbiased display increases the **transparency** of transport products and services offered by participating carriers and enhances **consumer confidence**”*
3. **Enforcement** is critical

Recommendations for a competitive EU Seamless D2D multimodal market

Key enablers in multimodal transport

1. **Access to data/content** is a must to foster market development - Information should be transparent and easily accessible for consumers
2. Facilitate market access and protect **fair competition**
3. Encourage/incentivize **collaboration** amongst market players (public-private)

Key elements for a multimodal Transport Code of Conduct

1. Establish clear obligations for providers to make content available –protect Transparency
2. Ensure a level playing field (equal rules applicable to all players) and fair competition (on the merits)
3. Discourage discriminatory practices