

**Question for written answer E-003500/2020
to the Commission**

Rule 138

Roberta Metsola (PPE)

Subject: Refunds to consumers due to COVID-19

The COVID-19 outbreak has caused widespread disruption across the travel industry, particularly within the EU, where freedom of movement has been restricted to help combat the spread of the virus. This has had ripple effects in the arts, culture and sports sectors, with many events having been cancelled or postponed. Many consumers chose to purchase tickets for these events through licensed ticket exchange or ticket resale companies, including those operating online.

Many licensed companies operating within the EU have told their customers to either try to resell their tickets themselves or to hold on to them for use when the event in question is rescheduled.

While it is noteworthy that not all EU Member States have explicit rules regulating the re-sale of tickets and that regulation – where it exists – varies in strength, once a ticket has been resold, EU rules should apply.

Can the Commission provide clarity on consumers' rights in such scenarios?