

**Press release from the European Consumer Centre
(ECC) GIE of Luxembourg**

Record number of cases registered by the ECC Luxembourg in 2020

**In the context of COVID-19, the European Consumer Centre (ECC) has
handled a record number of cases, particularly in the tourism sector.**

After a very particular year 2020, it is time to take stock of the complaints that consumers have submitted to the ECC Luxembourg in 2020.

The ECC Luxembourg handled a record number of requests with a total of 4,779 files received in 2020. This figure represents an increase of more than 46% compared to 2019 (3,267 files).

Given the global context of the pandemic with the closure of borders and cancelled vacations, it is in areas related to tourism that the number of files has been the highest.

In particular, the ECC Luxembourg handled 1,022 files for cancelled flights, 357 files for package travels and 432 files for hotel, camping sites and similar reservations.

Karin Basenach, Director ECC Luxembourg: “The year 2020 has represented a real challenge for the ECC, both to ensure the processing of a number of complaints which almost doubled with the same number of staff, and to ensure the permanent adaptation of lawyers to the new legal rules related to the "Corona" situation. All this while also making the transition to teleworking and webinars. A successful challenge thanks to the ECC team. Thank you!”

The ECC Luxembourg is part of a network of 30 European Consumer Centres in the European Union as well as in Iceland, Norway and the United Kingdom (European Consumer Centre Network - ECC-Net).

The services of the ECC Luxembourg are free of charge. The ECC is financially supported by the European Commission, the Luxembourg State (Ministry of Consumer Protection) and the ULC.

You can contact the ECC Luxembourg for questions concerning European consumer law or in cases of cross-border disputes at the following address:

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