

Digital Services Act

February 17th, 2024 – December 31st, 2024

Hotels.com, L.P.

Introduction

Expedia Group leverages platform and technology capabilities across an extensive portfolio of businesses and brands to orchestrate the movement of people and the delivery of travel experiences on both a local and global basis.

At Expedia Group, we believe that travel is a force for good. When we power more travel, we unleash more opportunities to strengthen connections, broaden horizons and bridge divides.

In furtherance of our business, we take action to remove content that violates our terms of use, content guidelines or the law, and we welcome the insights of travelers and partners to assist us in identifying this conduct.

Overview

This report is issued by Hotels.com, L.P. (Hotels.com).

As required by Articles 15(1) and 24(1) of the Digital Services Act (DSA), this report offers insights into content moderation that Hotels.com has engaged in on its European points of sale between February 17th, 2024 and 31 December, 2024 (the Relevant Period).

The data provided in this report has been gathered across different databases and sources which may result in some inconsistencies in data reported. We have reported to the best of our ability based upon data available to us at the time of reporting and subject to data limitations and sources and methodologies that may change over time.

1. Information on the number of orders received

This section provides insight into the number of governmental orders to act against illegal content (Article 9 DSA) and to provide information (Article 10 DSA) issued by national judicial or administrative authorities that we have received during the Relevant Period.

Metric	Total number	Member States of the European Union ¹			
		DE	ES	FR	SE
Member State orders					
Number of orders to act against illegal content received	0	0	0	0	0
Number of orders to provide information received	14	1	4	2	7
Median time to inform the authority issuing the order of its receipt	0 ²	0	0	0	0
Median time to give effect to the order	2.5 days	N/A	N/A	N/A	N/A
Category of illegal content concerned					
Unsafe, non-compliant or prohibited products ³	14	1	4	2	7

2. Information on the number of notices submitted

This section provides insight into the number of notices submitted in accordance with Article 16 DSA.

The DSA specifically requires the identification of the number of notices submitted by trusted flaggers. Please note that no notices have been submitted by trusted flaggers during the Relevant Period.

Metric	Total number
Notices	
Number of notices received	258
Median time to take action on the basis of the notice	11 days
Number of actions taken on the basis of the law	258
Number of actions taken on the basis of the terms and conditions ⁴	0
Number of notices processed by using automated means ⁵	0
Category of illegal content concerned	
Discriminatory content	96
Intellectual property	1
Other	161

¹ We have listed only those Member States from which government orders were received and responded to. If a Member State is not listed, we did not receive an order from that state.

² Our process is to send an acknowledgment of receipt automatically.

³ We are required to categorise government data or removal orders by the type of illegal content concerned. We consider that the orders received to date, which broadly relate to regulatory compliance issues, and/or law enforcement matters, may all be categorised as relating to unsafe, non-compliant or prohibited products.

⁴ We consider that all actions are taken on the basis of the law.

⁵ All notices are subject to human review and therefore no notices were processed by using automated means.

3. Information about content moderation engaged in at our own initiative

This section provides insight into content moderation engaged in at our own initiative. For a description of the use made of automated tools, please see section 5 below.

- Summary of content moderation engaged in at our own initiative

We aim to provide a safe, welcoming, and inclusive platform for all customers and suppliers by ensuring all content complies with standards, guidelines, and our terms & conditions. To that end we use manual processes and automated tooling for content moderation. Potentially unacceptable content is quickly reviewed for removal and if we identify a pattern of misuse, we may also act against the supplier or customer account.

- Measures taken to provide training and assistance to persons in charge of content moderation

We provide moderators with regularly updated training that aligns to DSA framework, platform terms & conditions, content standards as well as other applicable regulations. Training equips moderators with the skills and knowledge to identify, assess, and resolve harmful or illegal content on the platform, as well as protocols to escalate complex cases and receive specialized assistance. Moderators are also trained on content decision documentation to enable oversight and any subsequent appeals.

Category of content	Number of measures taken ⁶
Data protection and privacy	42
Violence	114
Inauthentic content	7,881
Scope of platform service	36,033
Total	44,070⁷

4. Information on the number of complaints received

This section provides insight into the number of complaints received through internal complaint-handling systems pursuant to Article 20 DSA.

Metric	Total	Decisions taken	
		Restrictions reversed	Restrictions upheld
Number of complaints received	781	477	304
Median time for decision	1 day	N/A	N/A

A significant percentage of complaint volume was related to the listing descriptions that appear on our sites.

⁶ Measures taken may include visibility restrictions as well as suspensions of the provision of our service.

⁷ Of the total number of measures taken, 22,611 measures were taken following detection using automated means; the remaining measures were taken following detection using internal processes.

5. Information on any use made of automated means for the purpose of content moderation

This section provides insight into the use of automated means for the purpose of content moderation.

We use automated models for the purpose of content moderation, alongside human intelligence to review flagged content and to make content removal determinations. These models use various indicators to detect inappropriate content and suspect accounts, which is typically manually reviewed by specially trained teams. We have a high degree of confidence in the accuracy of our automated models and review.

6. Information on the number of disputes submitted to out of court dispute settlement bodies

No disputes were submitted to the out-of-court dispute settlement bodies referred to in Article 21 DSA during the Relevant Period.

7. Information on the number of suspensions imposed

This section provides information about the number of suspensions imposed pursuant to Article 23 DSA.

Metric	Total number
Number of suspensions enacted for the provision of manifestly illegal content	0
Number of suspensions enacted for the provision of manifestly unfounded notices	0
Number of suspensions enacted for the provision of manifestly unfounded complaints	0