

# EU Platform to Business Complaints Report

January 1 – December 31, 2024

## Introduction

For over twenty years, Expedia Group has helped travelers find the perfect place to stay as our travel partners grow their business. We are proud to help our European travel partners connect with millions of people whose purpose, taste and budget make their property the perfect place to stay.

With millions of properties across the globe, our success depends on our partners' success.

A key part of ensuring that success is keeping communication lines open and responding swiftly to our partners' concerns and complaints.

This report offers information on our professional independent lodging and activities partners in the EEA, the UK and Switzerland and the complaints they have submitted to Expedia Group from January 1 – December 31, 2024. We take complaints very seriously, and are continuously working to improve the partner experience.

## Overview

From January 1 – December 31, 2024, Expedia Group received a total of 3,289 complaints from lodging and activities partners in the EEA, UK and Switzerland. From the total number of cases, we were able to split complaints by topic across 6 key themes – Listing Content (10%), Listing Inventory & Settings (25%), Financial (19%), Reservation Management (17%), Technical Issues (29%) and Miscellaneous (<1%).

No cases were referred by partners to mediation or other external dispute processes, and all complaints were resolved.

The average time to resolution for the complaints during this time period was 2.7 days.

## Collection Process

The data above was collected from complaints lodged via our partner interface, Expedia Group Partner Central, as well as additional contact requests made by partners that were categorized as one of the 6 topics shown above.

We believe this to be the most accurate representation of our partner complaints for this time period.

