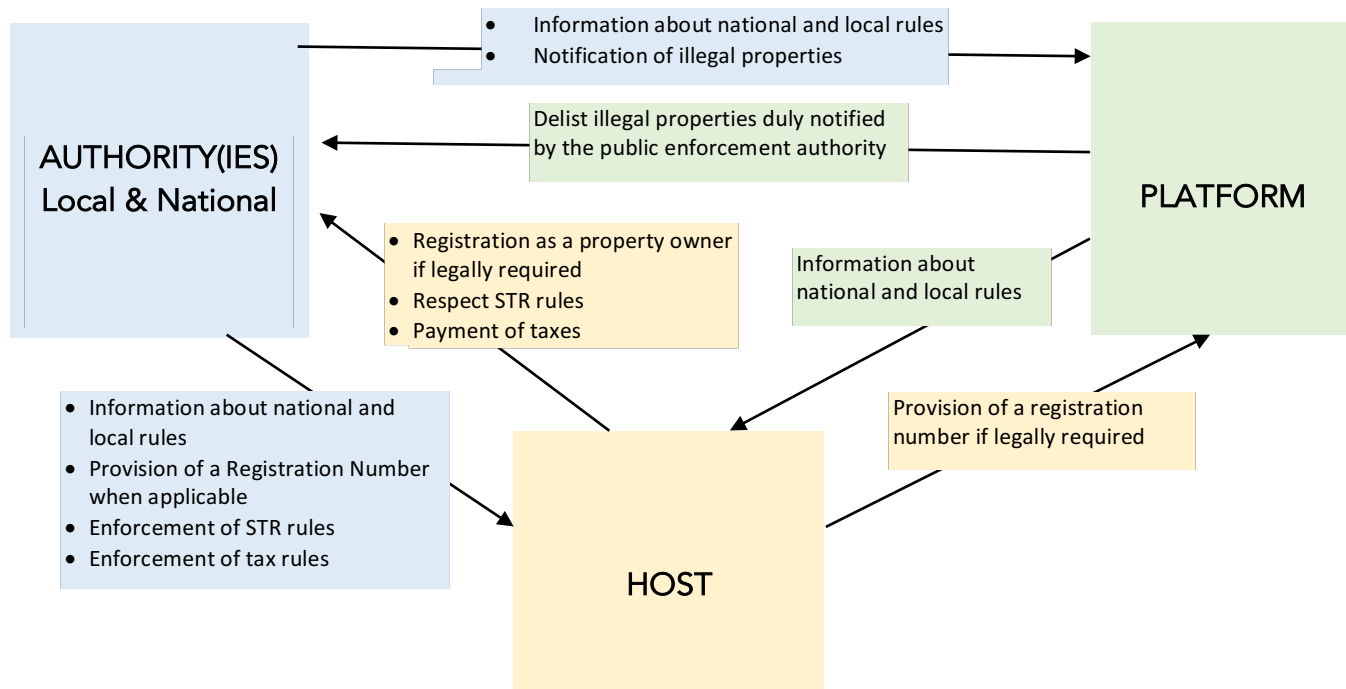


HIGH-LEVEL REGULATORY APPROACH FOR SHORT-TERM RENTAL

More than ever before, travellers book an apartment, a house or just a room for holidays and business purposes. The short-term rental sector needs a common approach and understanding across the EU to continue a sustainable growth for the benefit of all stakeholders, i.e., the hosts, the travellers, the industry and the society.

Three stakeholders having different roles and obligations:



Authority

- After consultation with all stakeholders in the private and public sector and an impact assessment, an authority may decide to adopt STR rules if necessary to address a local specific problem (e.g. housing shortage in a specific area of a city)
- Any STR regulatory scheme must include an online, simple and immediate registration process for the hosts to enable transparency to the authority for monitoring and enforcement purposes.
- Any STR rules (e.g., limitation of nights or safety obligations) must be proportionate and directly relevant to address the local problem identified.
- STR rules may choose to distinguish between peer and professional hosts (e.g., number of properties) if it helps to ensure proportionality of the regulatory measures imposed.
- The authority must inform the hosts and the STR platforms of the national and local rules applicable to STR activities.
- The authority has the responsibility to enforce STR and other tax and social rules, which apply to the hosts.
- The authority has the responsibility to notify the platforms of the illegal properties on their sites.

Host

- If legally required, the host registers his/her property with the authority concerned (local or national scheme).
- When listing his/her property on a platform, the host provides the registration number when applicable.
- The host declares his/her STR revenues to the tax authority and pays the city taxes to the city.
- If required by law, the host collects contact details of guests and provides them to the authority concerned for security purpose.

Platform

- The platforms inform the hosts of the national and local rules applicable when the host lists his/her property.
- The platforms provide information of STR rules to hosts.
- The platforms provide information to guests regarding the stay ("do's and don'ts" such as respect of the neighbours) and to the hosts regarding non-discriminatory behaviour vis-à-vis their potential guests.
- According to the e-Commerce Directive, the platforms remove illegal properties after duly notification by the enforcement authority.
- If legally required, the platform displays a field to enable the indication of the registration number of a property on its webpage to facilitate enforcement by the authorities and transparency towards the guests.
- The platforms take measures to tackle fraud on their websites and provide alert mechanism in case of concerns by users (guests and hosts).

✓ Compliance with the Services Directive

Restrictions to STR services only if necessary and proportionate

✓ Compliance with the eCommerce Directive

Respect of the notice and action provision regarding the platforms

✓ Compliance with consumer protection rules

Platforms respect their obligations vis-à-vis consumer (peer host and guests)
Contract between a professional host and a traveller covered