ONLINE TRAVEL PIRATES ANTI-CONSUMER SCAMS

Audit of scams and overcharges levied by

Online Travel Pirates (OTPs) on unsuspecting consumers

Completed Nov 2023



Online Travel Pirates Consumer Scams

Audit of OTP scams and overcharges (conducted Nov 2023)

	OTP OVERCHARGES - NOV 2023					
ОТР	PRODUCT	OTP PRICE	RYANAIR PRICE	OVERCHARGE		
KIWI · COM	Allocated Seats	€24.40	€5.50	+344%		
""opodo	Allocated Seats	€19.99	€5.50	+264%		
eDreams	Flight Change Fee	€105	€45	+133%		
lastminute.com	10kg Bag	€39.64	€18.39	+116%		
	OTP INVENTED CHARGES - NOV 2023					
KIWI · COM	"Processing" Fee	€30	€0	-		
"""opodo	"Cancellation" Fee	€60	€0	-		



Kiwi.com

Scam/Service	Ryanair	Kiwi.com
"Processing Fee"	€0	€30 overcharge
"Premium Service Support"	€0	€15 overcharge
Allocated Seats	€9.50	€39.40 overcharge (+315%)
Allocated Seats	€5.50	€24.40 overcharge (+344%)
20kg Bag	€23.49	€36.43 overcharge (+55%)
Priority Boarding	€16	€36.80 overcharge (+130%)

Edreams.com

Scam/Service	Ryanair	Edreams.com
"Standard Service Support"	Free	€7.99 overcharge
"Premium Service Support"	Free	€17.99 overcharge
Payment Fee	Free	€60 overcharge
Allocated Seats	€5.50	€19.99 overcharge (+267%)
Allocated Seats	€9.50	€23.99 overcharge (+153%)
Flight Change Fee	€45	€105 overcharge (+133%)
10kg Bag	€18.39	€38.73 overcharge (+111%)
20kg Bag	€23.99	€44.33 overcharge (+85%)
Priority Boarding	€16	€21 overcharge (+31%)

Lastminute.com

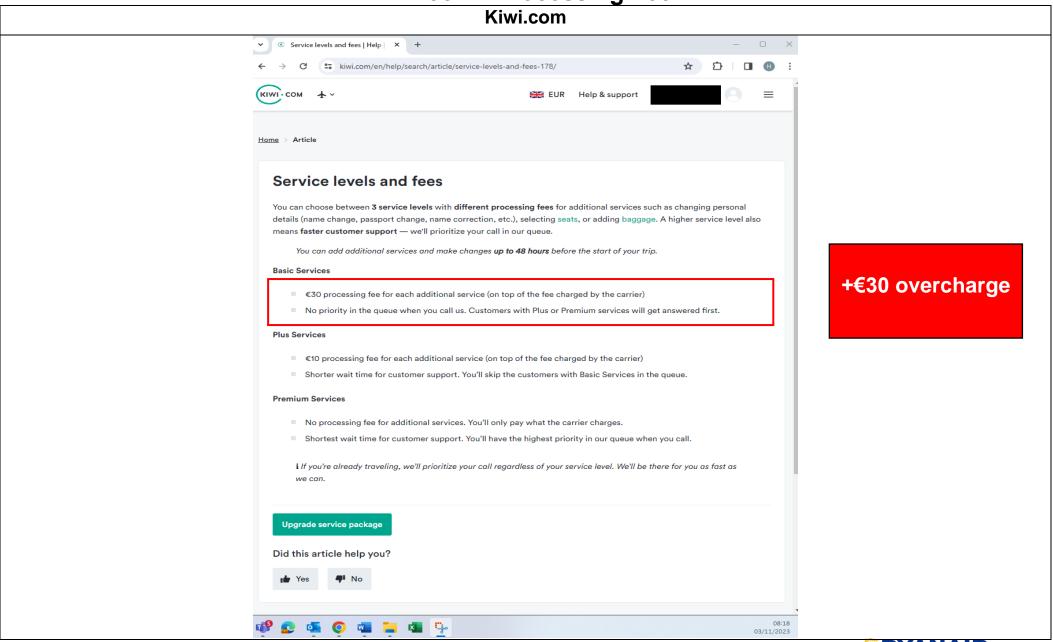
Scam/Service	Ryanair	Lastminute.com
Allocated Seats	€5.50	€23 overcharge (+318%)
Allocated Seats	€9.50	€22.50 overcharge (+137%)
10kg Bag	€18.39	€39.64 overcharge (+116%)
20kg Bag	€23.99	€45.24 overcharge (+89%)
Priority Boarding	€16	€19.10 overcharge (+19%)

Opodo.com

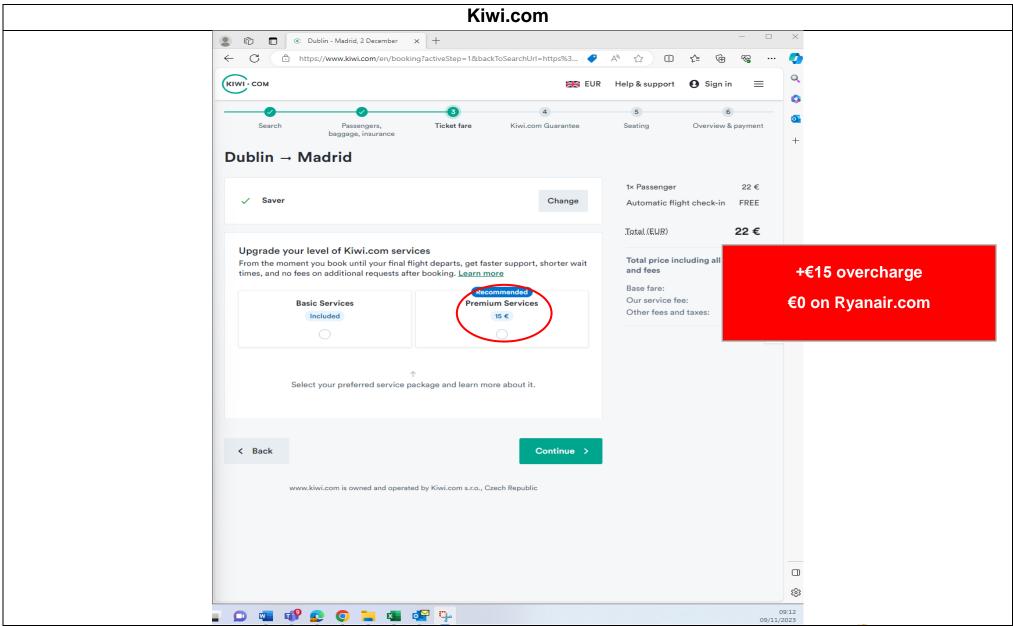
Scam/Service	Ryanair	Opodo.com
"Flight Cnx Fee"	Free	€60 overcharge
"Standard Service Support"	Free	€7.99 overcharge
"Premium Service Support"	Free	€17.99 overcharge
Allocated Seats	€5.50	€19.99 overcharge (+264%)
Allocated Seats	€9.50	€23.99 overcharge (+153%)
10kg Bag	€18.39	€38.73 overcharge (+111%)
20kg Bag	€23.99	€44.33 overcharge (+85%)
Priority Boarding €16		€21 overcharge (+31%)



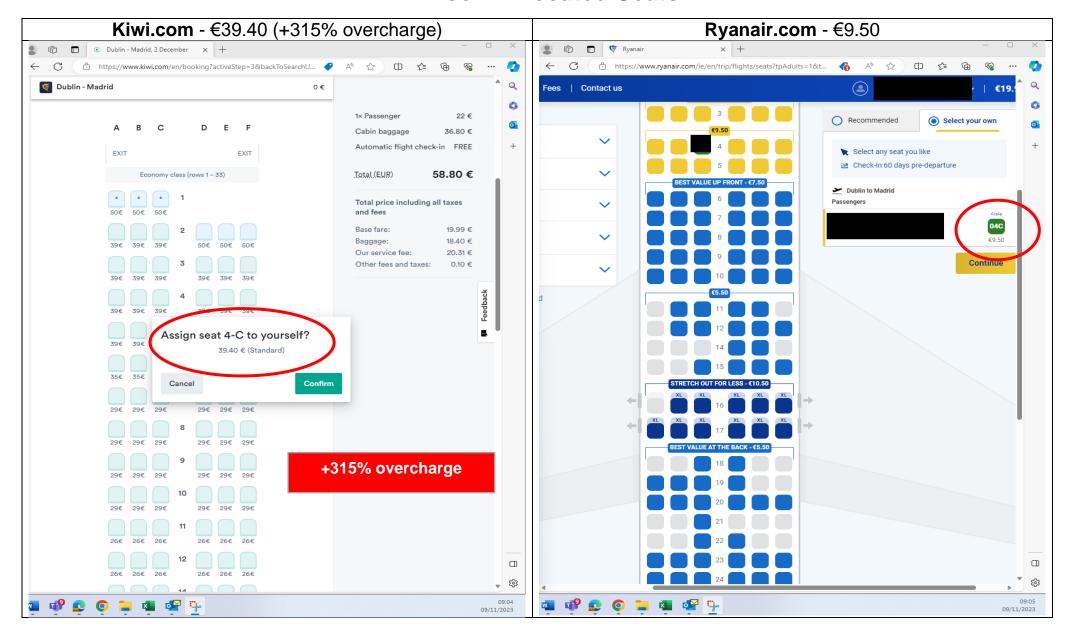
Kiwi.com "Processing Fee"



Kiwi.com "Service Support"

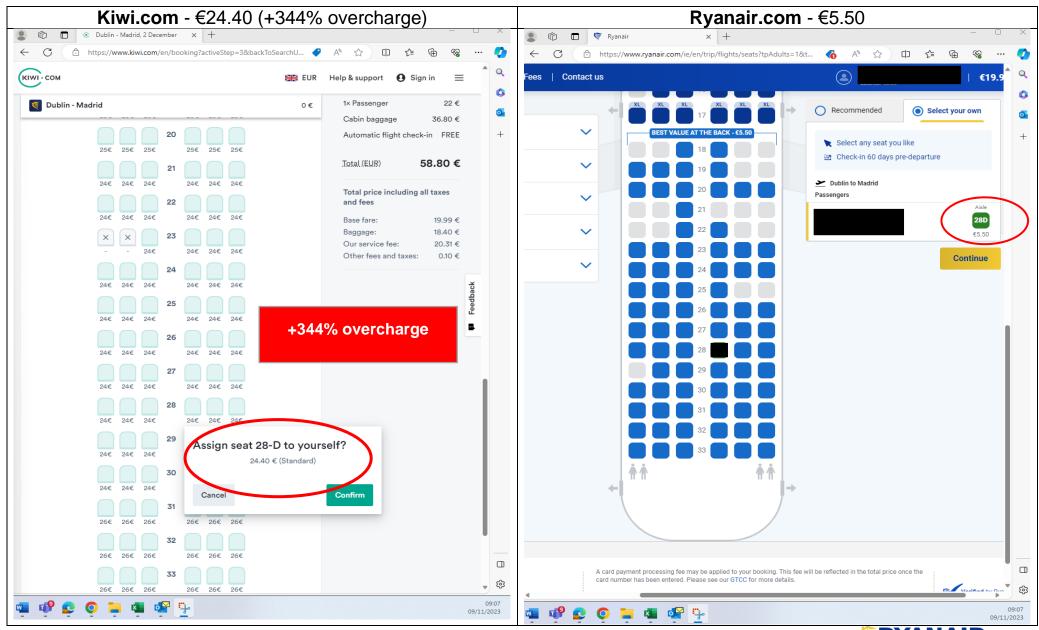


Kiwi.com Allocated Seats

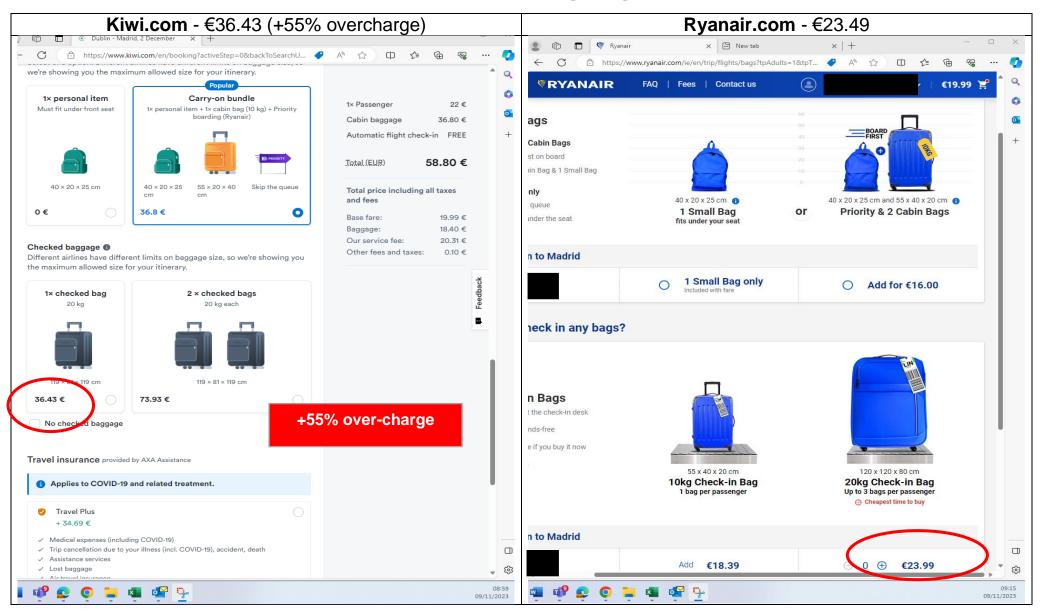




Kiwi.com Allocated Seats

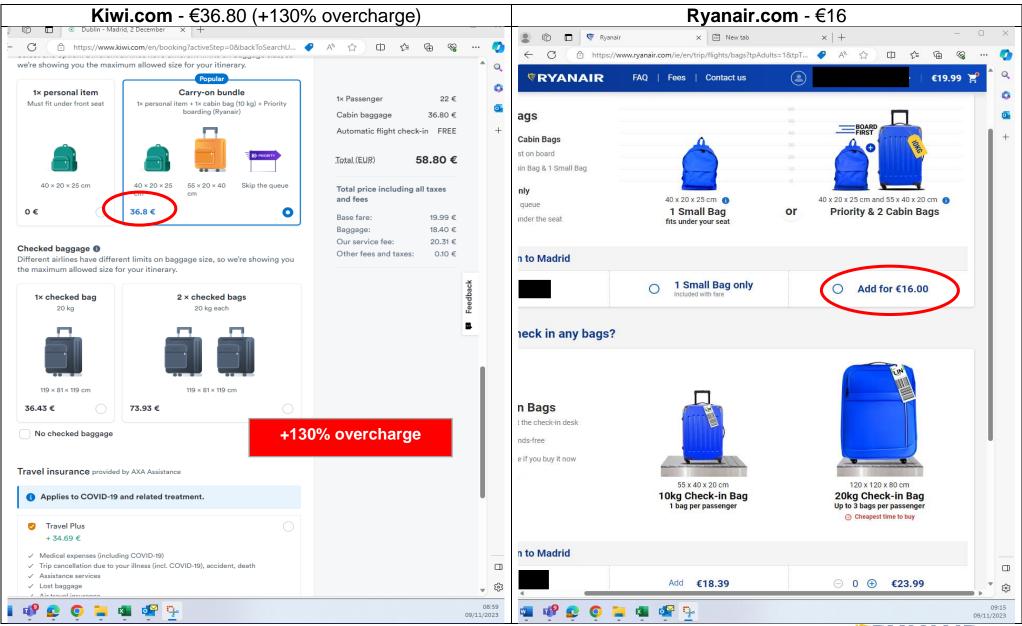


Kiwi.com 20kg Bag

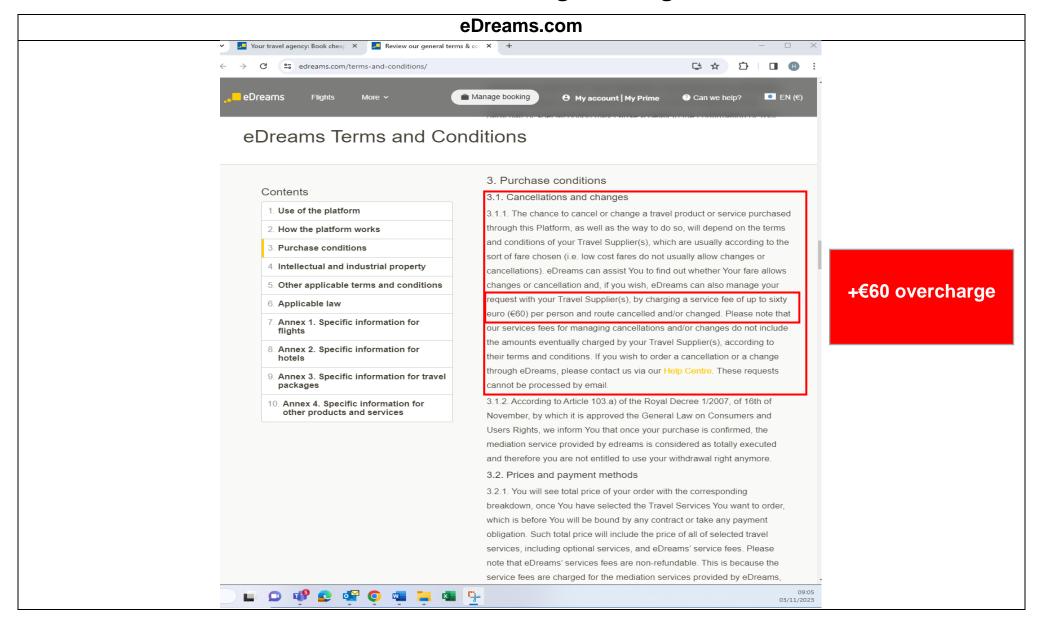




Kiwi.com Priority Boarding

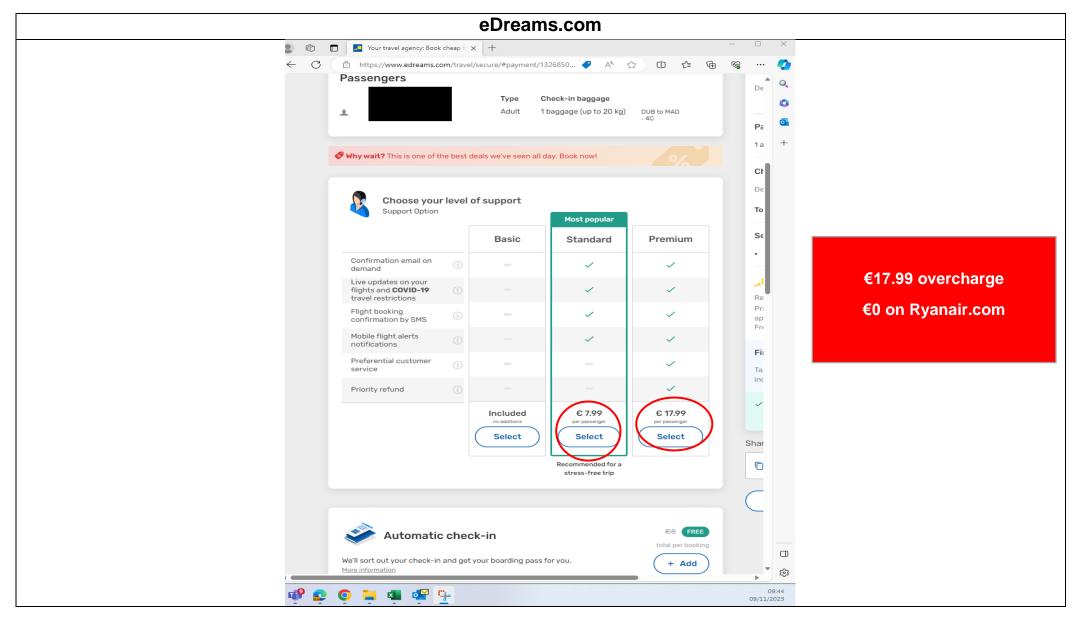


eDreams.com "Flight Change Fee"



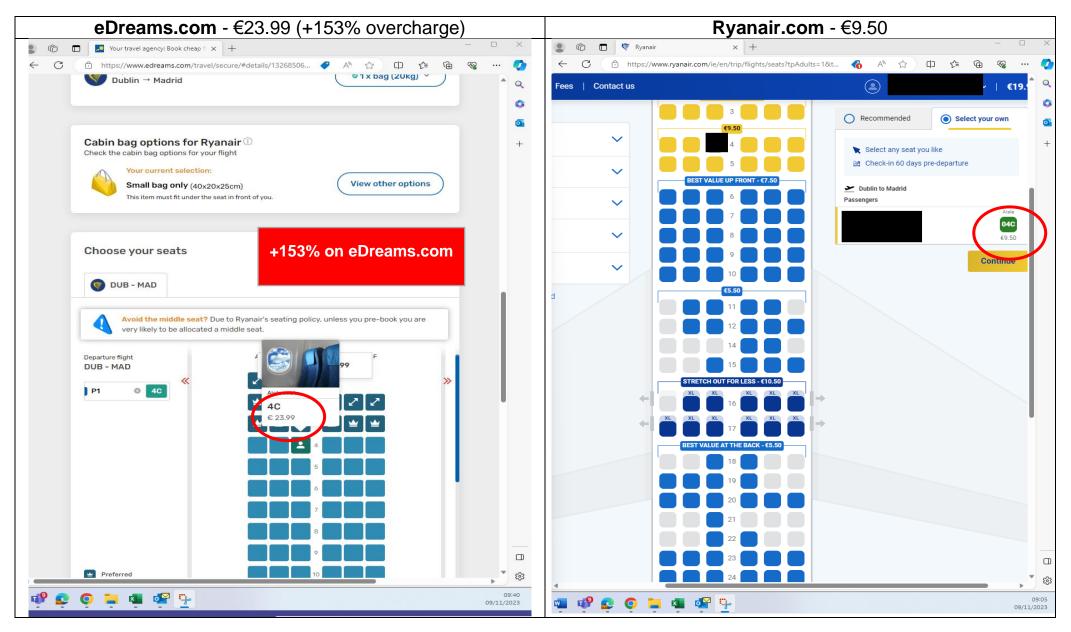


eDreams.com "Service Support"



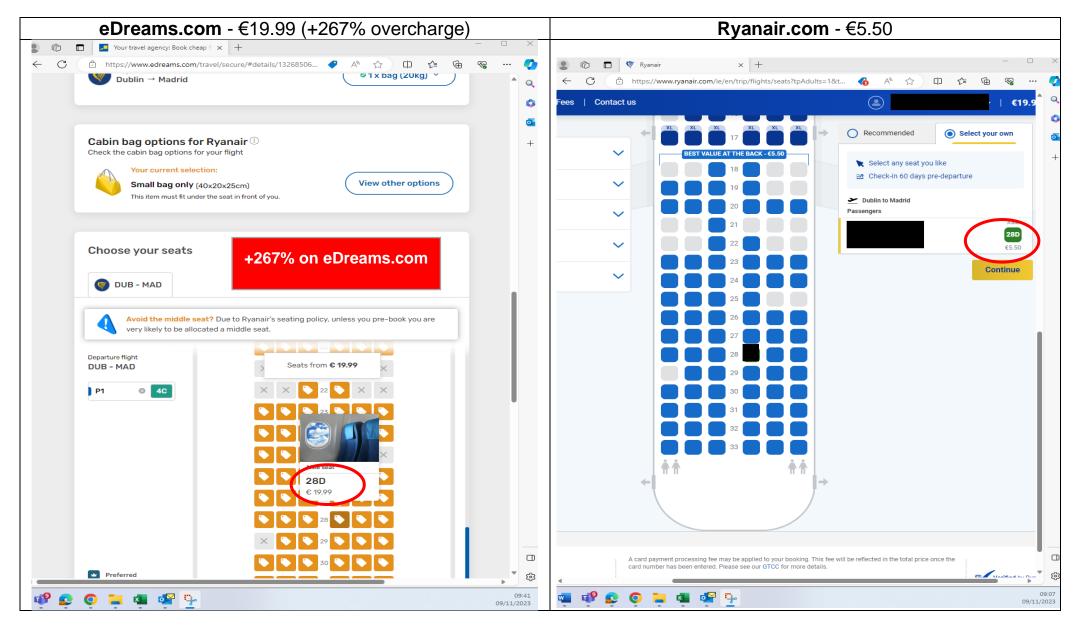


eDreams.com Allocated Seats



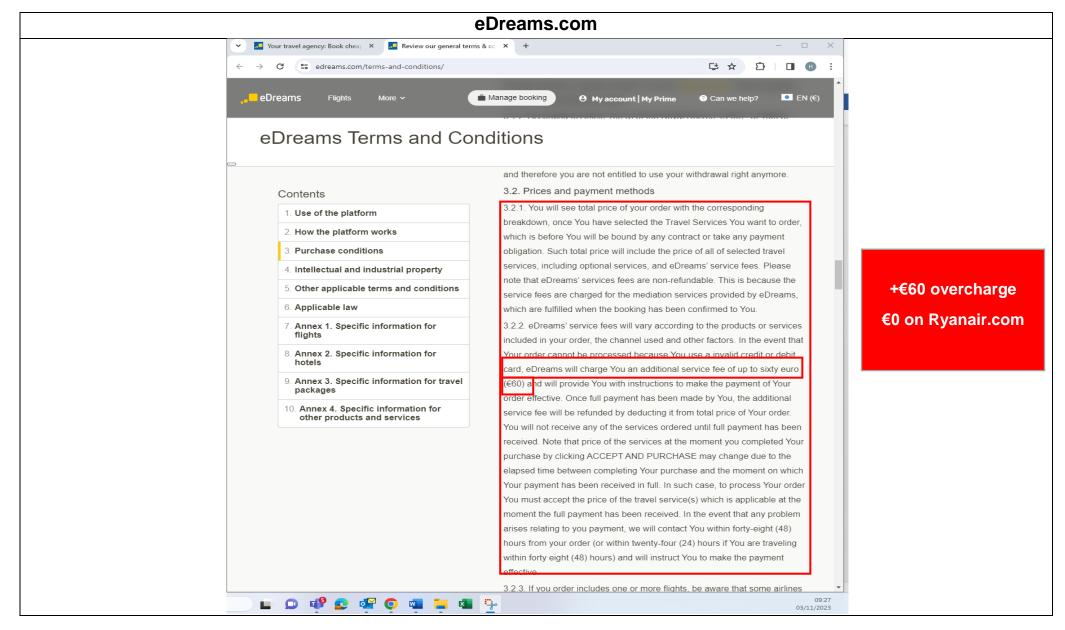


eDreams.com Allocated Seats



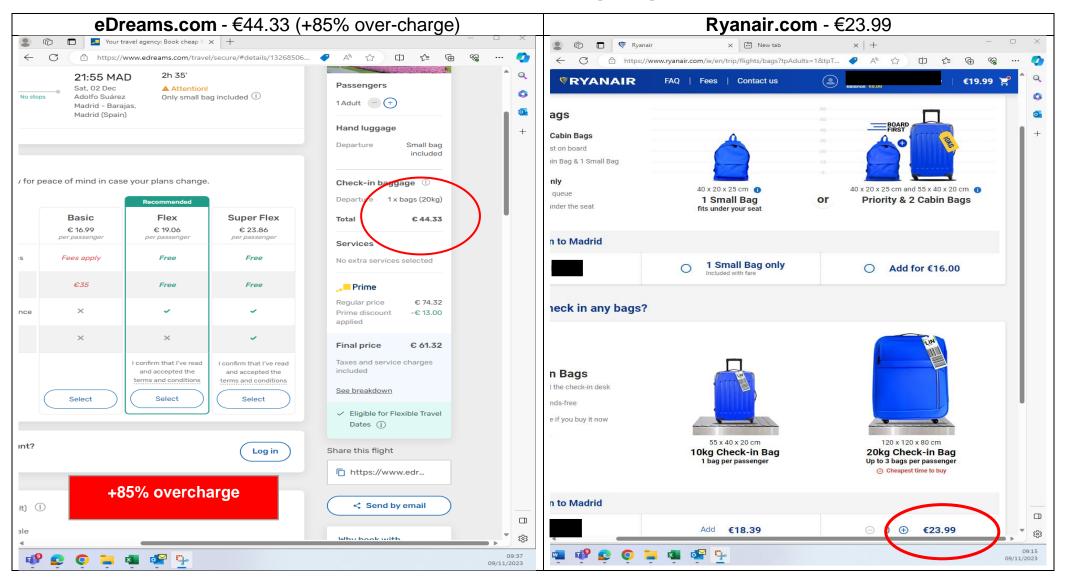


eDreams.com "Failed Payment Fee"



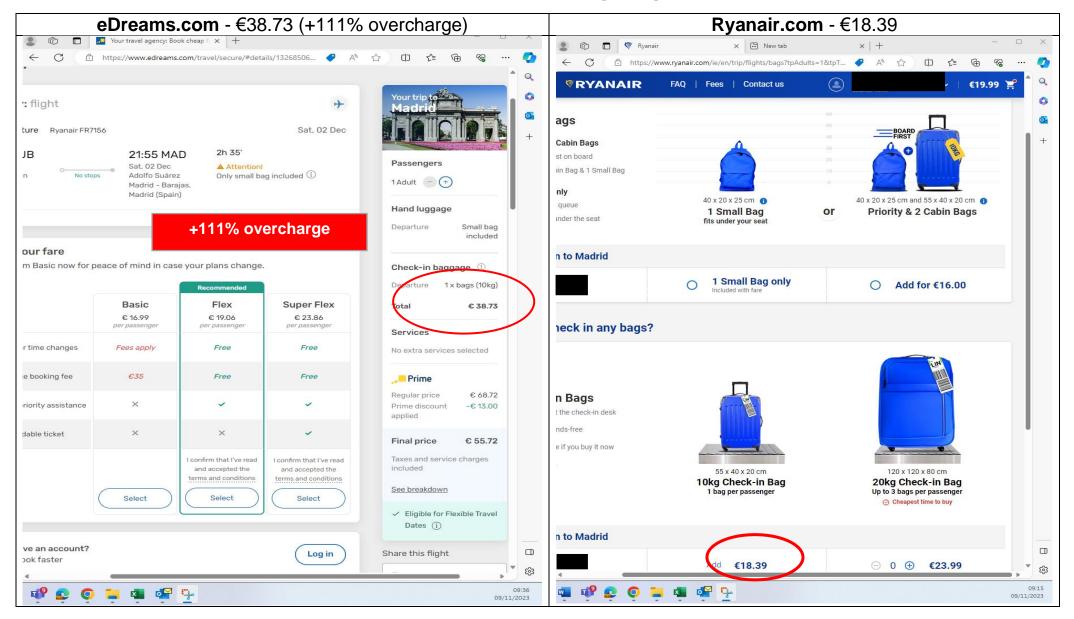


eDreams.com 20kg Bag



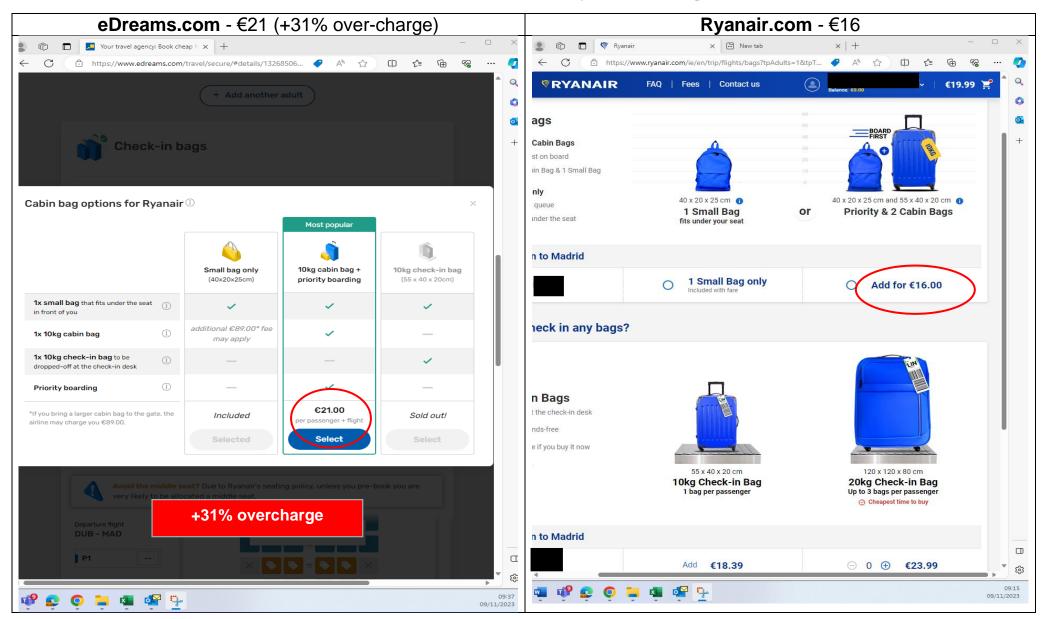


eDreams.com 10kg Bag



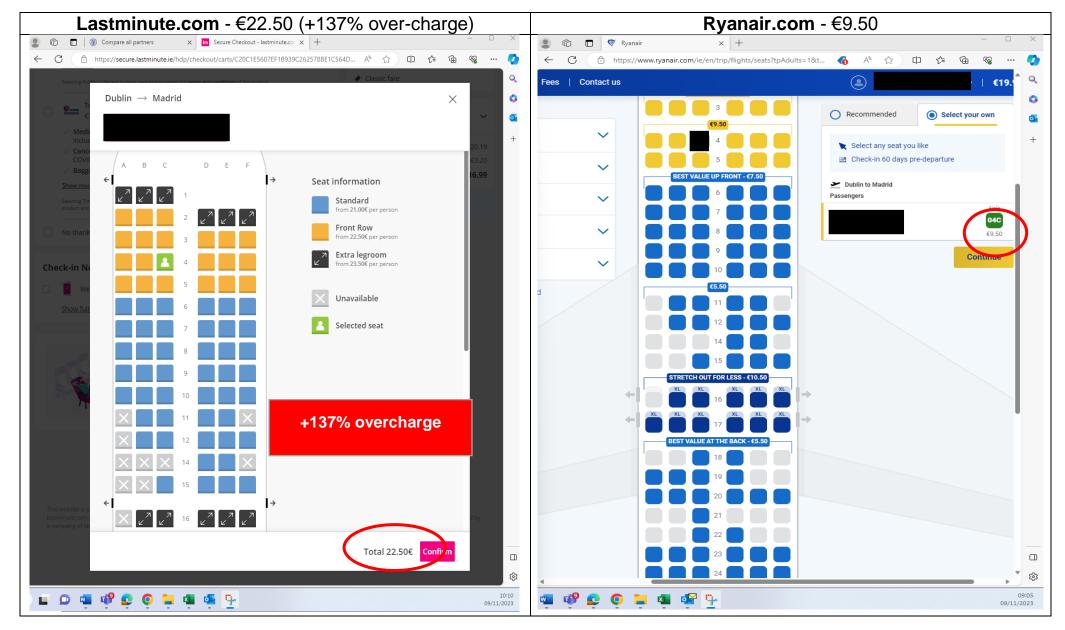


eDreams.com Priority Boarding



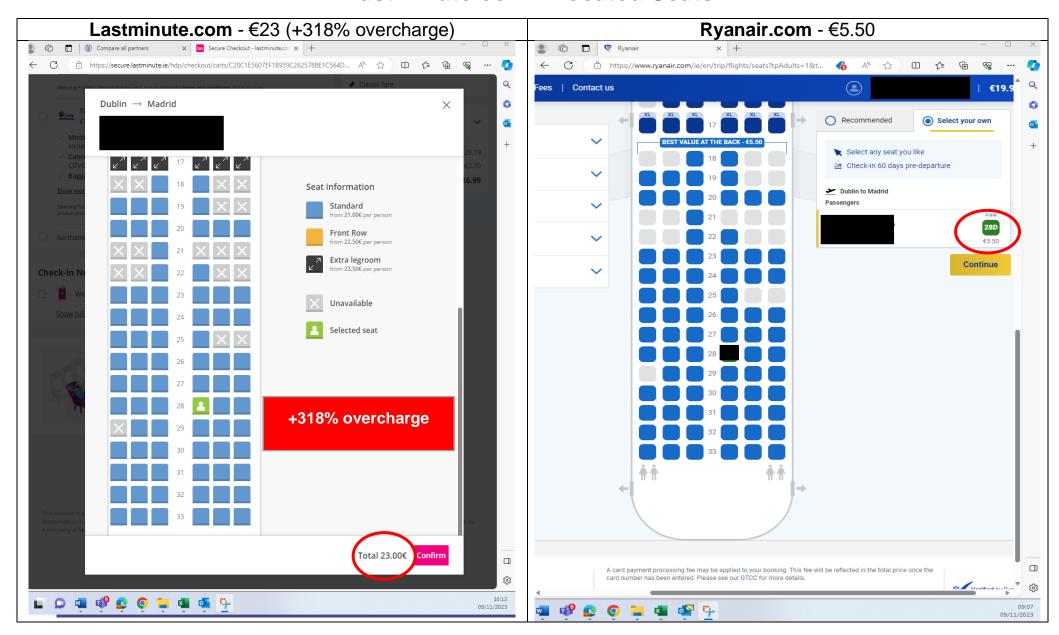


Lastminute.com Allocated Seats



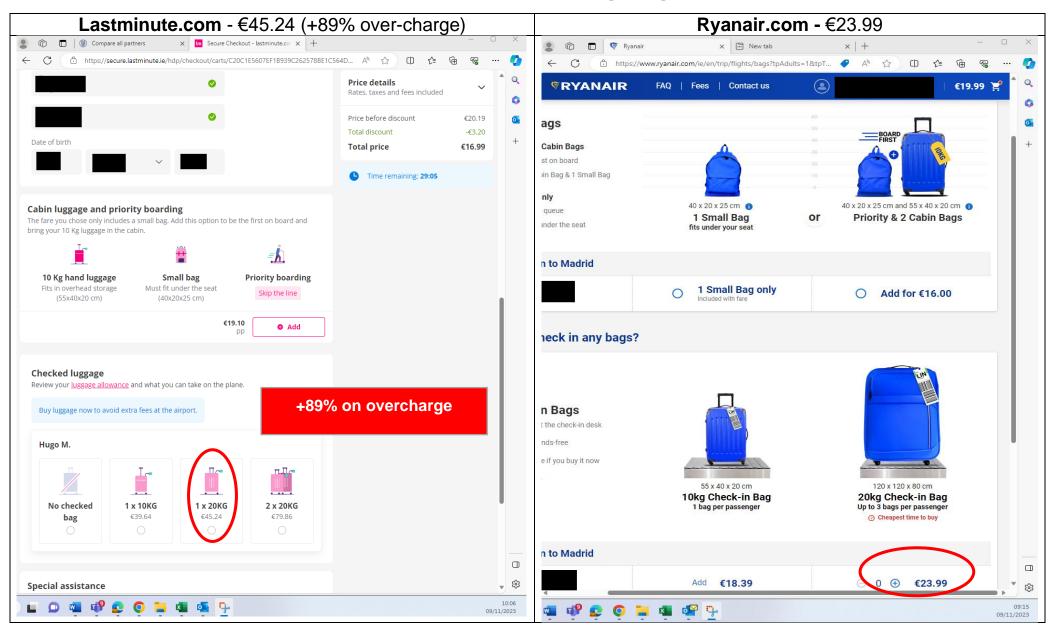


Lastminute.com Allocated Seats

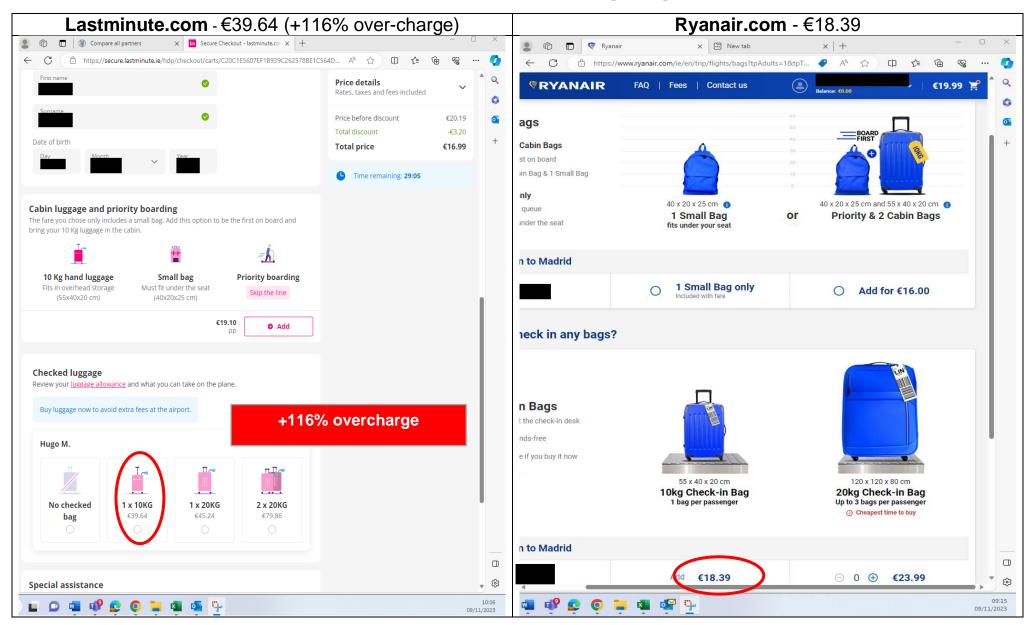




Lastminute.com 20kg Bag

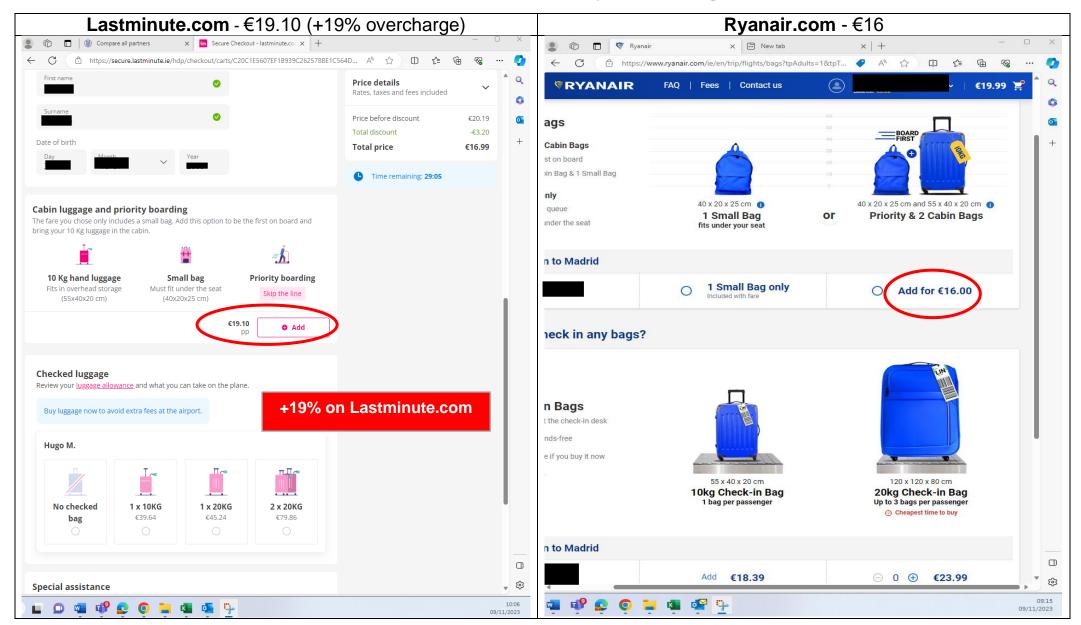


Lastminute.com 10kg Bag



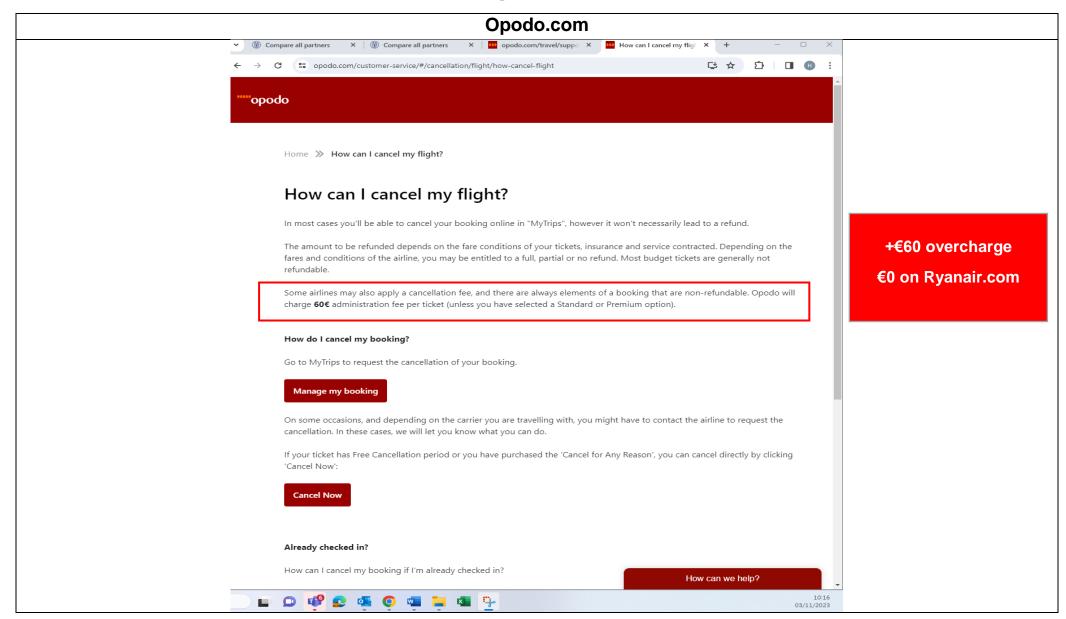


Lastminute.com Priority Boarding



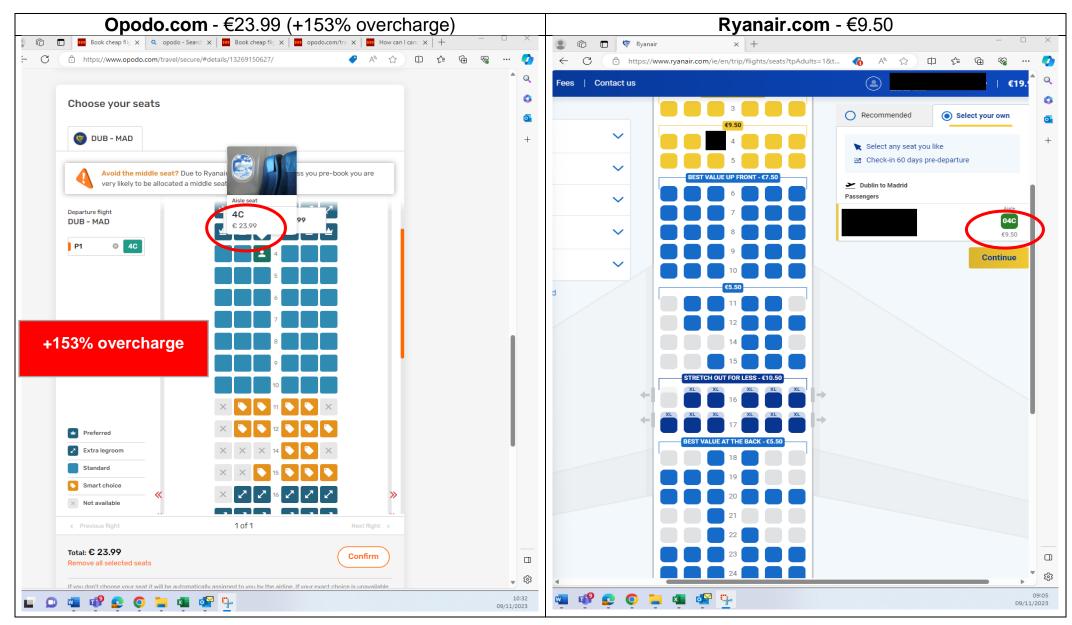


Opodo.com "Flight Cancellation Fee"



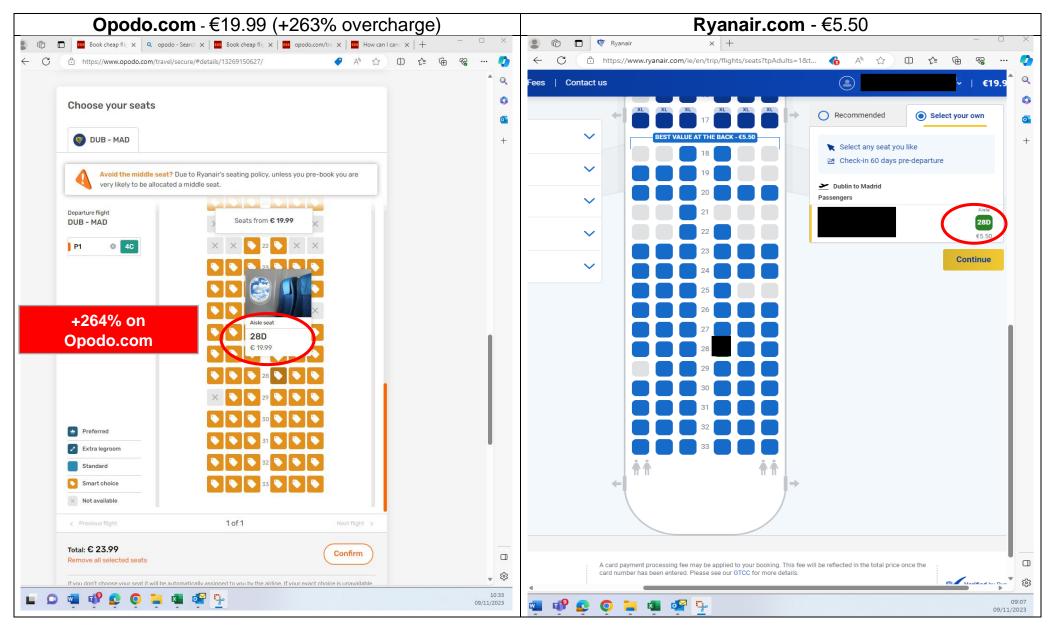


Opodo.com Allocated Seats



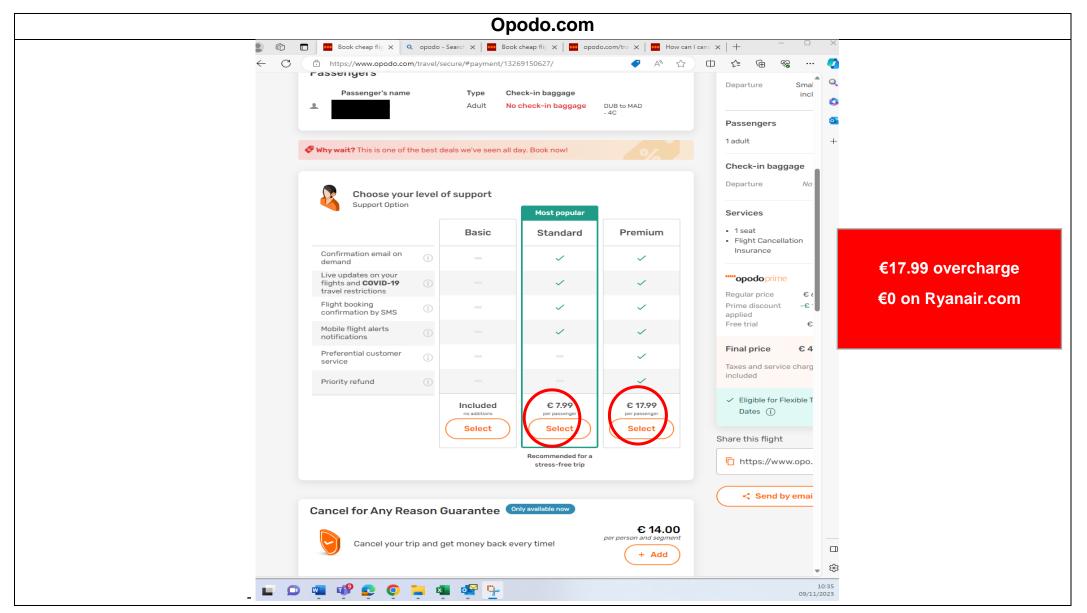


Opodo.com Allocated Seats



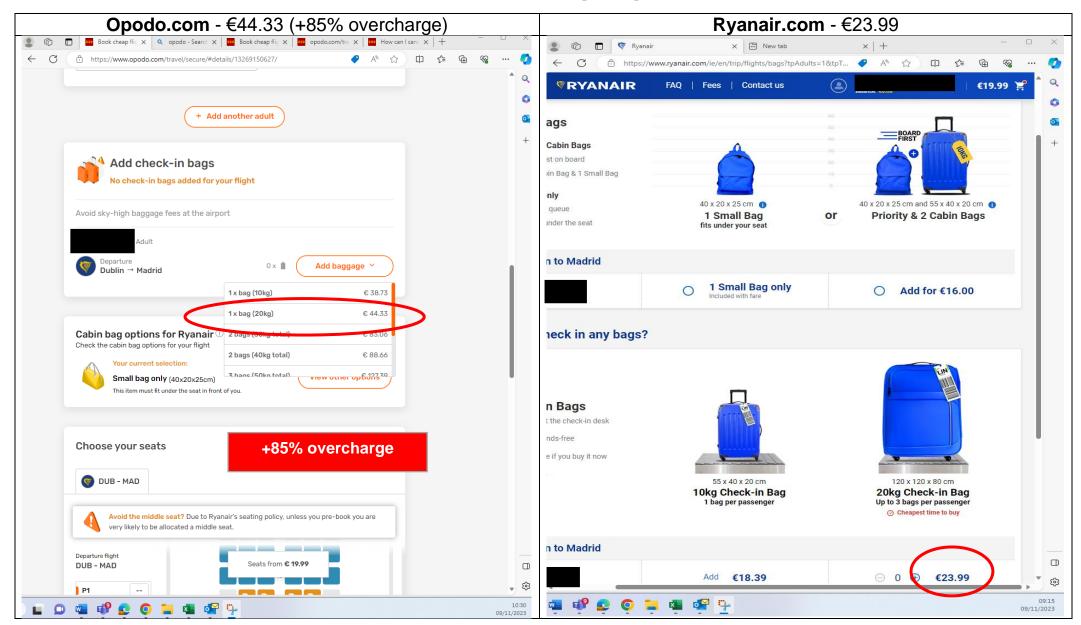


Opodo.com "Service Support"



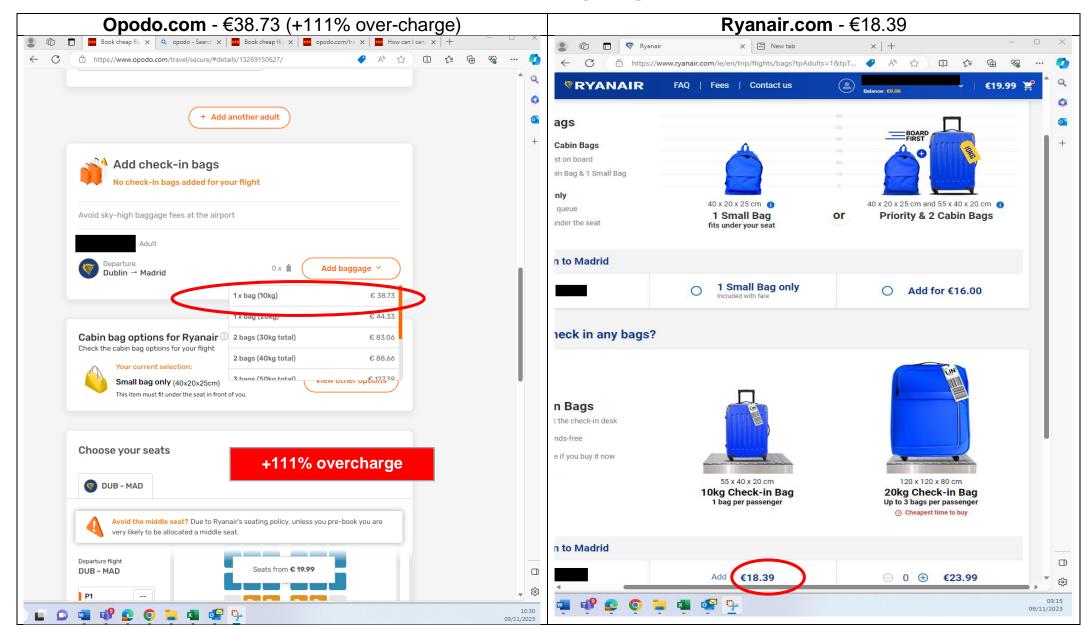


Opodo.com 20kg Bags





Opodo.com 10kg Bags



Opodo.com Priority Boarding

