

Frequently Asked Questions

1. Which hotels are eligible to participate?

All hotels with their registered seat in any European country (including Northern Ireland hotels) that were listed on Booking.com at any time between 2004 and 2024 are eligible to participate. There are no further requirements for participation.

2. What are the costs / risks for participating hotels?

The participating hotels bear neither costs nor cost risks. These will be fully borne by a litigation funder who will only receive a share of the profits in the event of success.

3. What do I have to do to participate?

You only need to register here www.mybookingclaim.com and will then be guided through the onboarding process. Essentially you will have to provide basic information about your hotel(s), sign (electronically) an assignment agreement, and upload your Booking.com- invoices.

4. What further obligations do I have if I participate?

Your co-operation is in principle limited to providing the basic information about your hotel(s) and uploading your Booking.com-invoices. That's it. We do not expect that any further input will be required from your side.

5. Do I have to worry about reprisals from Booking.com?

No. It would be illegal for Booking.com to sanction your hotel – in whatever manner – for participating in this initiative. Also, in a similar collective action brought by approximately 2000 German hotels back in 2020, Booking.com showed respect for the hotels' legal action (although disagreeing with the merits of course). Finally, it is expected that several thousand hotels from all over Europe will participate in this initiative. It is not in Booking.com's commercial and strategic interest to risk its (ongoing) business relationship with these hotels.

6. What amount of damages can be expected?

The specific amount of damages will have to be calculated by competition economists, usually on the basis of comparative market models taking into account all market circumstances. According to initial estimates, Booking.com's commissions may have been inflated by at least 30% as a result of the best price clauses. Hence, your compensation could amount to 30% of the total commission's paid by your hotel(s) to Booking.com between 2006 and 2024 plus interests (less the amount attributable to the litigation funder).

7. How long will the process take?

Comparable previous initiatives from the past year were settled out of court and rather swiftly. We will strive to achieve a similar result in the case at hand. However, whether it will be possible to settle the present case swiftly will largely depend on Booking.com and is thus out of our control. If necessary, all measures have been taken to enforce your claims, even in the context of a costly and lengthy legal dispute in court. It is important for you that interest on damages is already running in your favour, so that a longer duration of proceedings also leads to higher interest claims for you. In case of a judicial proceeding, we expect this case to be closed in 5 years at the latest.