

Airline tickets

Crackdown on ticket websites

▲ The EU recently announced that it will crack down on websites that give misleading information on the sale of airline tickets.

In the week of 24th to 28th September the EU's Consumers Commission monitored 447 websites across 15 EU countries and found that 50 per cent of them were giving misleading information relating to price indications, contract terms and clarity of proposed conditions. The EU's Consumer Commissioner Meglena Kuneva said that the companies that had broken the law had been contacted and they had four months to correct their websites or clarify their position. She commented, "Whether you are in Brussels or Barcelona or Munich or Manchester, consumers deserve clear and fair pricing and no hidden surprises in the small print of contract terms. We discovered that about 50 per cent of airline ticket selling websites are currently letting Europe's consumers down...I am issuing the strongest possible warning to companies to take swift action

to put their house in order. Once the January deadline expires I will not hesitate to go further and name and shame companies which are still breaking the law." A survey by the Spanish consumer watchdog also found that seven out of 12 airlines ticket websites that it had monitored were giving misleading information. The Spanish authorities said that the websites were guilty of: advertising the price of the ticket initially without airport taxes and additional fees; offering tickets free or at a low price but such tickets are unavailable when the consumer wants to buy them; tick boxes for insurance or additional services are ticked yes by default; trapping the consumer into buying unwanted items or being included on spam mailing lists; general terms of sales are not provided in the language version used by the consumer during the booking procedure - or not available at all in any language; and no information is given about the rights and procedures of cancellation, transferability and ability to change dates.

Missing teenager

Consternation in Lanzarote



▲ While there has been no police links made at all to the death of Yulisa Pérez and that of two other young women murdered and found near the same area within the last 12 months, local people are worried and many young women in the area are now terrified to go out alone.

Yulisa an 18 year old was originally from the Dominican Republic, and had been working as a trainee hairdresser in the area, and living with her family. Her body was found on waste ground in the Arganda Alta

The bodies of all three women were discovered near the island capital

district on the outskirts of the Island capital Arrecife. While police had no suspects in custody as we go to press

Yulisa's stepfather was forced to spend at least one night in police custody after a mob tried to lynch him, following rumours concerning Yulisa's death. Police say he has not been arrested and was taken in for his own safety, but police are following up leads and viewing CCTV from various points in the area which is being reviewed by officers.

19 year old Cathaysa Rodríguez Rodríguez disappeared in November of last year and her body was subsequently found in the trunk of a car near where Yulisa's

body was found. 22 year old Yasmila Arrocha disappeared in May of this year. The body of the young mother was found battered to death close to the same region in May of this year, and while a suspect in that case subsequently committed suicide, people are now wondering about any links between the crimes. Some media sources reported in the last week that a special team of officers had been sent to the Canaries from Madrid in the light of the growing number of abductions of young people over the past year or so.

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CENTRO COMERCIAL EL MIRADOR

ISLAND CONNECTIONS

Circulation controlled by: **PPD**
Distribución Gratuita

Publisher & Proprietor

Tina Straub, Joe Schacher
Island Connections S.L.
C.I.F. B-38748315
Printed by Artes Gráficas del Atlántico S.A.
Dep. Legal: TF-287/93

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Daily News Site
<http://www.newscanarias.net>

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