

12 July 2022

[REDACTED]
[REDACTED]
[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

Official Information Act #21.201 - Response

1. We refer to your request received on 13 June 2022 for further information in relation to complaints received by the Commerce Commission (**Commission**) about misleading currencies displayed to consumers when booking accommodation with Airbnb.¹ The scope of your request is:
 - 1.1 what currencies have been shown to those consumers?
 - 1.2 have any of the consumers paid in those currencies?
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).

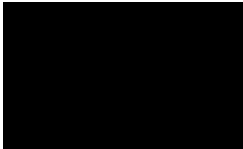
Our response

3. We have decided to grant your request.
4. The Commission has received nine complaints which allege that Airbnb charged consumers in US dollars when booking through the New Zealand website. The earliest complaint was received in November 2015 and most recent in January 2021.
5. In response to paragraph [1.2] of your request, we confirm all nine complaints state that payment was taken by Airbnb in US dollars.

¹ On 10 June 2022 our Communications team advised: *The Commerce Commission has received a small number of contacts from consumers about misleading currencies displayed when booking accommodation - the latest being in January 2021. We are currently investigating Airbnb, and assessing whether Airbnb Ireland UC's standard form consumer contract contains terms that could be considered unfair. We will continue to follow with interest the outcome of the ACCC proceedings.*

6. In August 2020, the Commission contacted Airbnb to remind it of its obligations under the Fair Trading Act 1986 in relation to price representations connected to the issue of advertising in NZ dollars but charging in US dollars.
7. As previously advised, the Commission has a current investigation into whether Airbnb's standard form consumer contract contains terms that could be considered unfair.
8. Please note the Commission will be publishing this response to your request in the OIA register on our website.² Your personal details will be redacted from the published response.
9. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely



OIA and Information Coordinator

² <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>