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## 글로벌 호텔 예약 사이트 ‘아모마닷컴(AMOMA.com)’ 폐업 소비자 피해 우려

- 신속한 호텔 예약 확인 및 신용카드 차지백 신청 필요 -

최근 글로벌 호텔 예약사이트 ‘아모마닷컴(AMOMA.com)’이 폐업함에 따라 소비자들의 피해가 예상된다. 한국소비자원에 관련 소비자불만이 접수되고 있으며 인터넷 카페 등을 통해 피해 사례가 확인되고 있다.



이에 한국소비자원(원장 이희숙)은 동 사이트로 인한 소비자피해가 확산되지 않도록 소비자들에게 신속한 조치를 당부했다.

### [ 소비자불만 사례 ]

**(사례1)** A씨는 2019.4.26. 아모마닷컴 사이트에서 11월 신혼여행을 위해 아프리카 세이셸 소재 호텔 4박을 예약하고 3,752,620원을 신용카드 결제함. 동년 9.14. 아모마닷컴 사이트의 서비스 중지 메일을 받고 호텔에 확인하였으나 예약이 확정되지 않았다고 함. 이에 신용카드사에 연락했으나, 결제일로부터 4개월 이상 지나 처리가 어렵다고 함.

**(사례2)** B씨는 2019.3.1. 아모마닷컴 사이트에서 12월 여행을 위해 스페인 바르셀로나 소재의 호텔을 예약함. 그러나 며칠 전 아모마닷컴 사이트로부터 서비스 중지 안내 메일을 받음. 이후 호텔측에서도 예약이 취소되었다는 메일이 발신되어 신용카드사에 연락했으나, 결제일로부터 6개월 이상 지나 처리가 어렵다고 함.

한국소비자원은 ‘아모마닷컴(AMOMA.com)’을 통해 호텔을 예약한 소비자들에게 ▲예약한 호텔에 연락해 예약이 유효한지 확인할 것, ▲호텔 예약이 되어 있지 않거나 취소된 경우, 예약 시 사용한 신용(체크)카드사에 연락해 차지백 서비스\*를 신청할 것, ▲여행자 보험에 가입한 경우 해당 보험사에 예약 취소에 따른 보상이 가능한지 확인할 것, ▲관련 피해가 원만하게 해결되지 않는 경우 ‘국제거래 소비자포털 (corssborder.kca.go.kr)’에 도움을 요청할 것을 당부했다.

\* 국제거래에서 소비자가 피해를 입은 경우 신용카드사에 이미 승인된 거래를 취소 요청할 수 있는 서비스

☆ 메일 제목 : Cease trading notification

☆ 보낸 사람 : AMOMA.com <no-reply@amoma.com>

○ Cease trading notification

2015-09-14 (수) 08

발신처 : AMOMA.com (no-reply@amoma.com)

받는사람

#### Cease trading notification

Your bookings will probably be cancelled by our suppliers.

Ladies and Gentlemen, Dear Clients,

Since its creation, AMOMA has always strived, with success, to find the best value for money for its customers.

Entities that claim to act as "price comparators" are, in effect, media agencies that redirect consumers to entities like ours against paying a cost per click. These media agencies are sometimes owned by companies operating in the same segment as ours, which has a negative impact on free competition. They are currently in a dominant position in the market and we think that this is to the detriment of the end consumers. Indeed, having taken their place that is theirs today, these entities unilaterally impose unsustainable financial conditions for us, because we work at the fair price to benefit our customers, not to benefit these media agencies.

The result is a market concentration in which only a very small circle of major Online Travel Agencies can survive. You probably also know that the public authorities are currently opening investigation procedures against these entities, notably in Australia, Spain - and most recently, as reported in the press, in the United States.

However, these commercial practices that are unilaterally imposed on us make the continuation of our activities impossible. We therefore regret to have to inform you of the cessation of our activities, with immediate effect.

For those who have booked rooms via our website:

- Contact the reserved hotel to inquire about the provision of the service.
- Contact your payment institution or your travel insurance.

While we regret to have to announce the above, we send you, Ladies and Gentlemen, Dear Clients, our best regards.

#### Cese de actividad

Su reserva va a ser probablemente cancelada por nuestros proveedores.

Señoras, Señores, Estimados Clientes,

### [메일 전문]

WHILE WE REGRET TO HAVE TO ANNOUNCE THE ABOVE, WE SEND YOU, LADIES AND GENTLEMEN, DEAR CLIENTS, OUR BEST REGARDS.

YOUR RESERVATION WILL PROBABLY BE CANCELED BY OUR SUPPLIERS.

LADIES, GENTLEMEN, DEAR CLIENTS,

SINCE ITS CREATION, AMOMA HAS ALWAYS STRIVED, SUCCESSFULLY, TO FIND THE BEST VALUE FOR MONEY FOR ITS CUSTOMERS.

ENTITIES THAT CLAIM TO ACT AS "PRICE COMPARATORS" ARE, IN PRACTICE, MEDIA AGENCIES THAT REDIRECT CONSUMERS TO ENTITIES LIKE OURS IN EXCHANGE FOR PAYMENT FOR THE COST OF THE CLICK. THESE AGENCIES ARE SOMETIMES OWNED BY COMPANIES THAT OPERATE IN THE SAME SEGMENT AS OURS, WHICH HAS A NEGATIVE IMPACT ON FREE COMPETITION. THEY ARE IN A DOMINANT POSITION IN THE MARKET AND WE THINK THAT THIS IS DETRIMENTAL TO THE END CONSUMERS.

IN FACT, AFTER HAVING TAKEN THEIR PLACE TODAY, THESE ENTITIES UNILATERALLY IMPOSE UNSUSTAINABLE FINANCIAL CONDITIONS, BECAUSE WE WORK AT THE LOWEST POSSIBLE PRICE TO BENEFIT OUR CLIENTS, NOT TO BENEFIT THESE MEDIA AGENCIES.

THE RESULT IS A MARKET CONCENTRATION IN WHICH ONLY A VERY SMALL NUMBER OF THE MAIN ONLINE TRAVEL AGENCIES WILL BE ABLE TO SURVIVE. THEY MAY ALSO KNOW THAT PUBLIC AUTHORITIES ARE OPENING INVESTIGATION PROCEDURES AGAINST THESE ENTITIES, PARTICULARLY IN AUSTRALIA, SPAIN, AND MORE RECENTLY, AS REPORTED IN THE PRESS, IN THE UNITED STATES.

HOWEVER, THESE UNILATERAL COMMERCIAL PRACTICES THAT ARE IMPOSED ON US PREVENT US FROM CONTINUING WITH OUR ACTIVITIES. THEREFORE, WE REGRET HAVING TO INFORM YOU OF THE CESSATION OF OUR ACTIVITIES, EFFECTIVE IMMEDIATELY.

FOR PEOPLE WHO HAVE RESERVED ROOMS THROUGH OUR WEBSITE:

- . CONTACT THE RESERVED HOTEL TO KNOW THE AVAILABILITY OF THE SERVICE.
- . CONTACT YOUR PAYMENT INSTITUTION OR TRAVEL INSURANCE COMPANY.