

Wizz Air has been fined HUF 307 million

The airline misled its passengers at several points

Budapest, 3 August 2024 – Wizz Air made commercial communications about the essential features of its automatic check-in service in breach of the professional diligence requirement, and the airline failed to disclose that consumers could buy "extra services" separately as part of some of its service packages, thereby steering consumers towards more expensive packages, the Hungarian Competition Authority (GVH) has revealed. The GVH's Competition Council imposed a fine of around HUF 307 million on the company for violating the prohibition of unfair commercial practices. Wizz Air made several commitments to the Hungarian Competition Authority during the procedure, but these were not accepted by the Competition Council, in view of their doubtful feasibility and the previous and ongoing proceedings.

In early 2023, the Hungarian Competition Authority (Gazdasági Versenyhivatal – GVH) [launched a competition supervision procedure](#) against Wizz Air Hungary Zrt. for allegedly implying significant information on its online platforms to influence ticket buyers towards more expensive options.

The Hungarian Competition Authority found that between November 2018 and May 2024, the airline failed to disclose - or did not communicate in a timely manner - that consumers could also choose to purchase certain additional services (Wizz Priority, checked baggage) separately when they opted for the basic service. In effect, the company has steered consumers towards more expensive packages that include these services as standard. The GVH also found that, from December 2019, the airline had engaged in commercial practices regarding the content and limits of the automatic check-in service that breached the duty of care.

Considering the above practices, the GVH's Competition Council imposed a total fine of HUF 307 million 824 thousand on the airline for violation of the prohibition of unfair commercial practices.

Wizz Air offered several commitments to the GVH during the procedure. The commitments would have included, among other things, consumer compensation and an IT upgrade for the booking process. In its assessment of the commitments, the GVH's Competition Council primarily considered that the legal qualification of the infringed conduct was in the public interest and also found it highly doubtful that the commitments would have achieved the original purpose of the procedure and that they could have been implemented effectively and efficiently without risking other failures. In addition, [Wizz Air has already been sanctioned](#) by the GVH for its unlawful commercial activities and [there are ongoing proceedings](#) for allegedly withholding important information from passengers. On this basis, the GVH's Competition Council could not accept the airline's commitments.

The Hungarian Competition Authority has been closely monitoring the domestic aviation market in recent years. In October 2022, the national competition authority carried out a [comprehensive sweep](#) of airline websites in Hungary and of popular Hungarian price comparison websites. Csaba Balázs Rigó, President of the GVH, has [sent a warning](#) to the managers of several low-cost airlines operating in Hungary, including Wizz Air, about the ongoing disruptions in air transport in order to protect passengers.

In the case that has just been closed, the GVH reiterates its strong call to airlines to always publish their ticketing information transparently and in an easily understandable way. [In addition, the Competition Authority advises consumers](#) to always exercise caution when planning their travel and booking their tickets, and to be aware of the exact details of each service and the advantages and disadvantages of each package.

Official registration number of the case: **VJ/1/2023**.

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