

21st August 2018

**PUBLIC WARNING STATEMENT ISSUED BY THE DIRECTOR GENERAL (CONSUMER AFFAIRS) WITHIN
THE MALTA COMPETITION AND CONSUMER AFFAIRS AUTHORITY**

The Director General (Consumer Affairs) hereby issues this Public Warning Statement in accordance with Article 8 of the Consumer Affairs Act (Cap.378 of the Laws of Malta), by means of which she hereby informs the public that:

The Office for Consumer Affairs (hereinafter “the Office”) is in receipt of an appreciable number of complaints against the following company:

A.P.C. TRAVEL BUREAU LIMITED (C 16100)

Such complaints are related to issues concerning pre-paid bookings which allegedly have not been honoured, despite promises from the company’s end to rectify the situation. A number of complaints were also received at the Malta Tourism Authority, and both entities are collaborating on this matter to assist consumers.

In view of these circumstances, the Office is due to further analyse and to consider taking any necessary measure/s in accordance with the relevant provisions of the Consumer Affairs Act against A.P.C. Travel Bureau Limited.

The Director General (Consumer Affairs) would also like to highlight that the licence for A.P.C. Travel Bureau Limited has been revoked by the Malta Tourism Authority and an Enforcement Notice was served on the 2nd August 2018 wherein the taking of new bookings for travel was prohibited with immediate effect and that existing bookings with APC Travel Bureau Limited had to be honoured. This following repeated warnings by the Malta Tourism Authority and the recommendation by the Insolvency Fund Managing Board of the same Authority.

Any complaints or concerns with regards to this Company are to be addressed to the Office for Consumer Affairs on info@mccaa.org.mt, on free phone 8007 4400 or on 23952000. Alternatively, one can register the complaint online on <https://mccaa.org.mt/home/complaint> or visit the MCCA premises at Mizzi House, National Road, Blata l-Bajda between 8.00am and 12.30pm from Monday to Friday.

Josephine Borg
Director General (Consumer Affairs)