

----- Original Message -----

From: [Alla Dolce Vita B&B and Suites ROMA](#)

To: Peter.Schonewille@ec.europa.eu ; Arnaud.BOUIN@ec.europa.eu ; Lina.VATENAITE@ec.europa.eu ; momchil.sabev@ec.europa.eu ; Laetitia.LECESNE@ec.europa.eu ; Carine.Molle@ec.europa.eu ; COMP-F1-MAIL@ec.europa.eu ; Markt-E2@ec.europa.eu ; jean.bergevin@ec.europa.eu ; TAXUD-UNIT-D3@ec.europa.eu
Cc: [Expedia Hotel Assistenza Italia](#) ; press@expedia.com ; Privacy@customercare.expedia.com ; ir@expedia.com ; customercare@travel.expedia.it ; [Marta Coccia](#) ; Isotgiu@expedia.com ; londonpr@Expedia.com ; [*Expedia Market Management, Italy \(EEM\)](#) ; hotelrelations@tripadvisor.com ; annullamento-it@tripadvisor.it ; vendite@tripadvisor.it ; privacy@tripadvisor.it ; [TripAdvisor](#) ; privacy@tripadvisor.com ; kaufert@tripadvisor.com ; support@tripadvisor.com ; content_integrity@tripadvisor.com ; assistanceEMEA@expedia.com ; gtrotto@tripadvisor.com ; listingsupport@tripadvisor.com ; nsteinberg@tripadvisor.com ; [Robert O'Neill](#) ; [Lorenzo Brufani](#) ; [Silvia Scrofani](#) ; [Passoni, Fiorella](#) ; infomilan@edelman.com ; michele.maschio@edelman.com ; [Tetti, Sara](#) ; leonardo.valente@edelman.com ; expedia@fischerappelt.de ; edruon@hopscothch.fr ; mcumunel@hopscothch.fr

Sent: Wednesday, October 12, 2011 1:56 AM

Subject: EXPEDIA-TRIPADVISOR: COMPLAINT TO EUROPEAN COMMISSION - DENUNCIA ALLA COMMISSIONE EUROPEA (Ott 2011)

ENG: Dear Mr. Shonewille and to whom may concern of the European Commission bodies, please read the attached report.

...and this new: http://www.synhorcat.com/IMG/pdf/FAIRNESS_ON_INTERNET.pdf?PHPSESSID=bf8879d698890d17dc9e8530413f0124

<http://www.connexionfrance.com/Expedia-Tripadvisor-Hotels-com-false-availability-damages-Synhorcat-Lefebvre-DGCCRF-13057-view-article.html>

Waiting for your feed-back

Best regards
 Dr. Vasco Petrucci

PS. This complaint will be forwarded to Journalists, Tour Operators, Media and Tourism operators and will be soon published.

"Alla Dolce Vita" B&B & Suites

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RECIPIENTS: European Commission bodies, Tour Operators, journalists and local institutions, EXPEDIA-TRIPADVISOR INCLUDED!

This letter-complaint is a public act that MUST generate an interest in media that target the publication of the TRUTH and who have an interest not only to listen to the press offices of large companies.... proving to accept the challenge and demonstrating a real INDEPENDENCE!!!! (Especially that last note addressed to the journalist of CANALE 5 Andrea Pamparana, owner of the television program "Special Outraged", who has not even deigned to answer my mail denouncing the behavior of opaque TG 5 in a news on Internet use by the Italians, which opened on display on the page TripAdvisor.it ... to the question whether it was subliminal advertising, has not yet received any reply !!!!)

Dear Mr. Shonewille,

thank you for your e-mails and for your attention to this issue shown along our telephone conversation, and for your proactive behavior.

First of all I want to amend the referral to the law cited: European Law 2008, implemented in Italy on the 07th July 2009 with n° 88 published in the Official Gazette No. 161 of July 14, 2009.

Specifically: Directive 2003/58/EC of the European Parliament and of the Council of 15 July 2003 amending Directive 68/151/EEC as regards disclosure requirements in respect of companies.(art. 42)

I apologize for the mistake in citing the correct European law source, but I would have expected more cooperation in focusing the problem, seen its description offered in the many e-mails sent to all the persons who have been contacted before (and here contacted again).

As European Citizen, trying to contact European Institutions to highlight and report a "problem", would be very, very valuable to receive a proactive attitude instead of receiving official communications regarding what is the area of competence and what is not (as you can see, didn't help me so much: nearly one year elapsed with no results !!!).

I understand that the structure of the European Commission is made of single independent units and each of them is in charge of a specific field, but this CANNOT become a problem when you receive a "generic" complaint regarding a potential abuse and / or infringements of the laws.

I am doing and writing to you too, trying to defend and protect my activity, which is damaged, and trying to bring you the voice of a large community (tourism operators: owners and managers of hotels, B&Bs, all sort of holiday places to stay, restaurants, and all related tourism activities),and trying to honor my civil sense of being EUROPEAN CITIZEN watching and touching the abuses of extra EU multinational companies which are present in our market!

The issue described is not simple and identifiable in a single legal case, so as to involve a single unit of the European Commission.

Let's suppose that my previous e-mails were not clear enough to help the readers to understand the problem...so, I will expose the problem, again and as clear as possible, so to see if some of the units of the EU Commission will "feel" to be touched by the problem.

Expedia (<http://www.expedia.com/Home.htm>) is one of the bigger company in the global tourism market which owns and controls many other companies in the same market : <http://www.expediainc.com/>

Expedia sells rooms (and other tourism services, generating profits for billions of US dollars every year)

EXPEDIA owns TRIPADVISOR.(<http://www.tripadvisor.com/>)

Tripadvisor is a "supposed" web 2.0 platform where, whoever wants to write a review on a place to stay, a restaurant or any other tourism service, can publish it for free.

Travelers express their pleasure or not for services received, sharing their experiences with other travelers: THIS IS GREAT and this is a REAL true indicator of quality that can help choosing the right hotel, B&B or restaurant, avoiding the danger to make a bad choice. End of the fairy tale. :-)

...up to here...no problem, if....unfortunately, THERE IS AN IF !!!! the platform were INDEPENDENT, TRANSPARENT and LAW-ABIDING!

TRIPADVISOR, being owned and controlled by EXPEDIA (http://www.tripadvisor.com/pages/about_us.html), IS NOT INDEPENDENT, and this, DOES NOT guarantee the absence of a conflict of interests.

Why? easy to prove!

Tripadvisor sells “on line” reputation which boosts the sales of the room.

To appear "shining" and to be the "top of quality" on Tripadvisor is equal, for a tourist activity, to be sold much better, thanks to the web-site's credibility gained, (I prefer to define it: stolen) since 2003.

On Tripadvisor's home page is clearly written " TripAdvisor LLC is not a booking agent and does not charge any service fees to users of our site "this is not 100% true!

The screenshot shows the TripAdvisor website in a Windows Internet Explorer browser window. The address bar displays "http://www.tripadvisor.com/". The page content includes a search bar, a list of travel recommendations (e.g., "Best Beach Vacations", "Trip to Europe"), and a section titled "World's most trusted travel advice®". At the bottom, there is a disclaimer: "© 2011 TripAdvisor LLC All rights reserved. TripAdvisor Terms of Use and Privacy Policy. * TripAdvisor LLC is not a booking agent and does not charge any service fees to users of our site... (more) TripAdvisor LLC is not responsible for content on external web sites. Taxes, fees not included for deals content." This disclaimer is circled in red. A large red checkmark is drawn on the right side of the page, pointing towards the disclaimer. The browser window also shows a taskbar at the bottom with several open applications, including "Reviews of Hotels, F...", "TripAdvisor - Windo...", and "BOZZA denuncia all...".

All the booking engines offered on Tripadvisor, when a potential traveler, looks for availability of a place to stay among those listed, BELONG or are linked commercially to EXPEDIA (which is a booking agent 100% !)
To ascertain this is sufficient go on Tripadvisor, search for a place to stay and ask for availability.

This means that EXPEDIA, gains a lot of money from the traffic generated by Tripadvisor which ...writes clearly, LYING, to be only a platform which publishes reviews and, absolutely is not working like a booking agent...

Up to here...the "only" problem would be the conflict of interests...but there is much more to say...

EXPEDIA-TRIPADVISOR allows to whoever wants to write a review, to write whatever, remaining completely anonymous and above all, WITHOUT certifying that the author of the review has spent her/his holiday in the property reviewed!!!

Whoever can write a review without even seeing the hotel, the B&B, the restaurant.

....don't you believe to this?!...let's try it, it's easy!

Register on Tripadvisor with a name of fantasy and a brand new e-mail address, and prepare to create the magic!!!!

Yes this is a magic(!), because Expedia-Tripadvisor has just celebrated 50 millions reviews !!!!!(but none of them admit that nobody in this world is capable to distinguish REAL GENUINE REVIEWS, from fake negative and fake positive reviews). and this is a FACT, not a fairy tale!

From this, arises another "little problem": the content published, even if sold as reliable, is NOT.

Just imagine that the official slogan (even registered as copyright) of the web-site was : "Get the Truth. Then go"
...hahahaha!!!! (please browse internet searching for tripadvisor logos and you'll find even this below attached).



And my Dears, this is one of the most ridiculous lie through which Expedia has won the favour and the trust of the travelers (of course deceiving them), who browse internet before choosing a place to stay.

According to how Expedia-Tripadvisor web-site is built and operates can be found two kinds of FAKE reviews:

1) FAKE POSITIVE (written by the owners and managers themselves

<http://www.timesonline.co.uk/tol/travel/news/article6583450.ece>)

2) FAKE NEGATIVE (written by anonymous cowards who most of the times write because they didn't receive a discount (and unfair competitors, who all have the aim to damage the reputation)

Up to here...the "only" problemS are: the conflict of interests and the information' reliability published on this platform which is a misleading advertising and unfair competition.

Who benefits from this theater, you're probably wondering ...

To get the answer let's analyze numbers, first...

A booking agent usually, ask for an agency fee between 12 and 18% of the value of the booking generated. (this is an average on the tourism market).

But...EXPEDIA, reaches to ask over 30% of the whole value of the booking generated.... and this before taxation....just like having a company partner who is going to share around 50% of the net income, but without sharing the risks of the activity...and someone has described this like a mafia!!!!

In a free market, usually the operators are FREE to choose the partners to work with, basing the decision on the conditions OFFERED by them...please correct if this is wrong!

With EXPEDIA-TRIPADVISOR this is NOT possible!

If you are a tourism operator, you **ARE OBLIGED** to be listed on Tripadvisor and so to accept their conditions because they list your business without asking your permission.

They (Tripadvisor) say that this is a big opportunity for your business, because it is for free (!) and you have the chance to reply to travelers reviews to show that you take care and pay attention to their complains, but... only following and being in line with their editorial guidelines: you cannot write to the reviewer that is lying, that the information published it's fake, that you have received a blackmail to obtain a discount on the daily fare, that you are not accepting Expedia-Tripadvisor, that you are ready to defend and protect your good name and reputation in front of the court, denouncing the liar!

THIS IS DISGUSTING!!!!

So you are obliged to take part in this FAKE, ILLEGAL, ABUSIVE mechanism, WITHOUT EVEN HAVING THE CHANCE TO DEFEND YOURSELF AGAINST ATTACKS OR UNFAIR COMPETITION!

...and if you ask to be cancelled from their database, THERE IS NO WAY to be removed!

If you ask to know who is the author of the libelous review, they do not reply. (or they simply refuse to reveal the real identity of the author).

If you ask to remove the libelous content, even producing evidences of the falsity of it, they do not reply.

Up to here...the "only" problemS are: the conflict of interests, the information' reliability published on this platform, and the fact that there is an operator which imposes conditions more closer to a monopoly instead of a free market.

Are you wondering why? Easy to prove!

With the excuse to propose the web-site like "the mouth of truth", they want to pilot the bookings flow to the accommodations that accept to pay over 30% of the value of the booking!

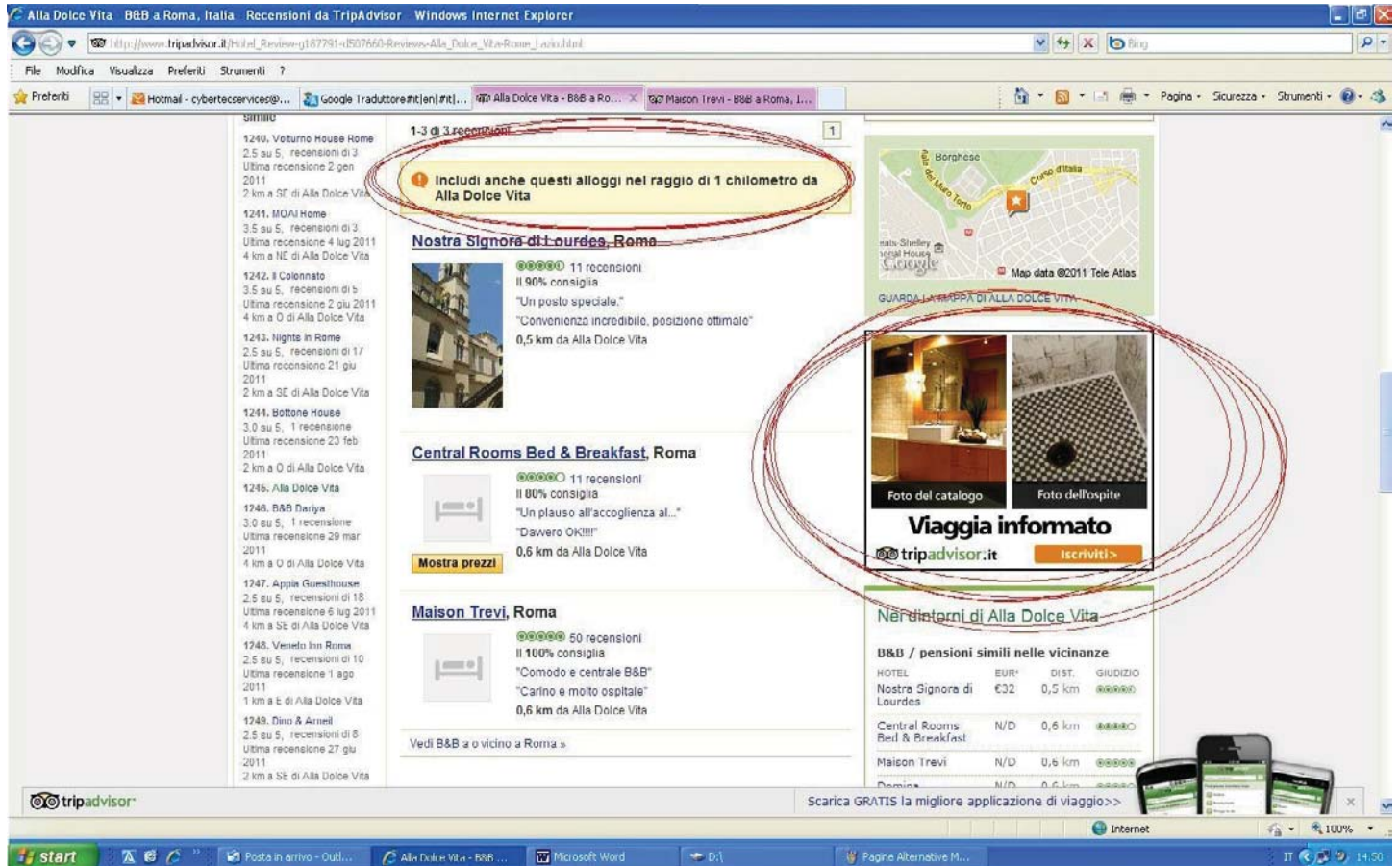
And to reach this goal, obviously, they:

- 1) certify the published contents as if they are reliable, without a transparent procedure of checks(whoever can write whatever)
- 2) publish fake and libelous contents in order to STEAL reputation and visibility to the businesses which not agree with their commercial conditions
- 3) allow misleading advertising letting the competitors closer to EXPEDIA publish FAKE POSITIVE reviews.

As highlighted, to better reach this dirty goal, they list ALL the businesses, properties and activities with a good visibility and reputation.

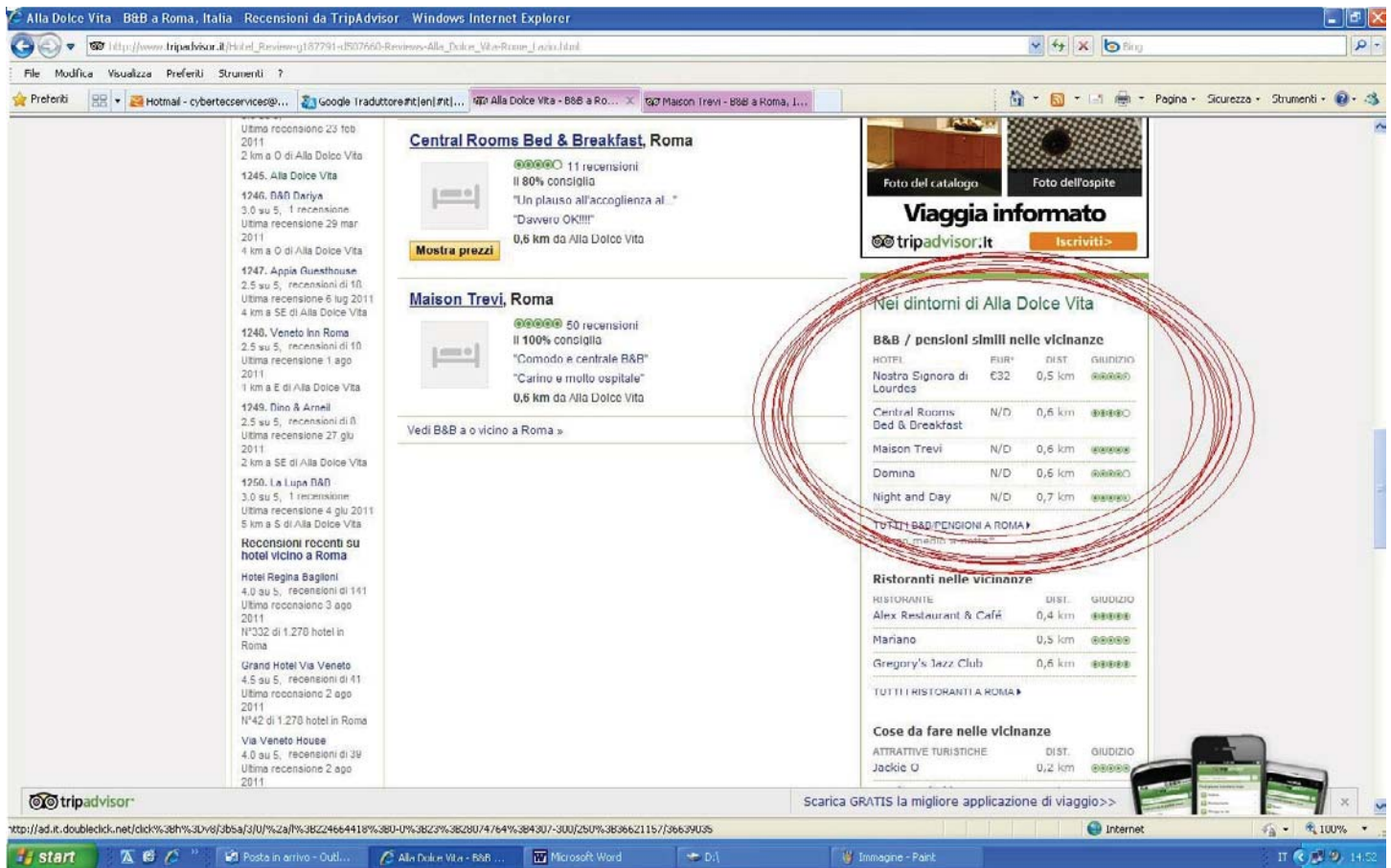
ATTENTION: ALL , means all the activities which have ALREADY a concrete POSITIVE reputation known in the market and built with honest and serious work made for years, not only the ones which already have signed a commercial agreement with one of the many web-sites, or company, belonging to EXPEDIA.!

So **EXPEDIA-TRIPADVISOR is stealing** REAL reputation to tourism activities, exploiting names and brands, with the goal of piloting the potential buyers to other places to stay, close to the one identified, offered and listed with distance in metre, but which pay agency fee to Expedia.



In the page screen-shot above, you can even see on the right a misleading negative representation of the property, (what is officially shown by the owner, and what is the reality shown in a picture regarding the shower, shot by a potential traveler) with pictures NOT belonging to it, but placed under the map, and so letting the unsuspecting reader to think that this visual information regards the property.

Below to this FAKE graphic representation , on the right column are shown, another time, the alternative places to stay (see in details the screen shot below.



Obviously, the competitors listed on the page of the **bad and ugly** property shown (eg. My property, "Alla Dolce Vita"), have their own page on Tripadvisor, where appear GREAT and DESERVING to be booked, and where in the section dedicated to the alternative places to stay, are listed ONLY other places to stay, except "Alla Dolce Vita"

Competitor Maison Trevi

Maison Trevi B&B a Roma, Italia - Recensioni da TripAdvisor - Windows Internet Explorer

http://www.tripadvisor.it/Hotel_Review-g187791-d1874678-Reviews-Maison_Trevi-Roma_Lazio.html

File Modifica Visualizza Preferiti Strumenti ?

Hotmail - cybertecservices... Google Traduttore#en|en|it... Alla Dolce Vita - B&B a Roma... Maison Trevi - B&B a Roma...

4.0 su 5, recensioni di 358
Ultima recensione 4 ago 2011
N°299 di 1.278 hotel in Roma

Hotel Julia
3.5 su 5, recensioni di 229
Ultima recensione 4 ago 2011
N°512 di 1.278 hotel in Roma

Hotel Memphis
4.0 su 5, recensioni di 104
Ultima recensione 4 ago 2011
N°188 di 1.278 hotel in Roma

Hotel Morgana
4.0 su 5, recensioni di 397
Ultima recensione 5 ago 2011
N°135 di 1.278 hotel in Roma

Barberini Hotel
4.0 su 5, recensioni di 150
Ultima recensione 3 ago 2011
N°157 di 1.278 hotel in Roma

Stendhal Hotel
4.5 su 5, recensioni di 243
Ultima recensione 4 ago 2011
N°105 di 1.278 hotel in Roma

White Hotel
4.0 su 5, recensioni di 167
Ultima recensione 3 ago 2011
N°280 di 1.278 hotel in Roma

Hotel De l'etra
4.0 su 5, recensioni di 294
Ultima recensione 5 ago 2011
N°205 di 1.278 hotel in Roma

clitacroc Normandia, Francia
5 recensioni

Il B&B e' collocato molto bene al centro di Roma e si puo' quindi girare tutta la zona a piedi. L'accoglienza e' stata molto piacevole e la struttura e' molto curata, pulita e decorata con gusto. Mi sono trovata molto bene in questa piccola struttura familiare dove il rapporto...

leggi tutto

Questa recensione è stata utile? ☐ Sì

Problemi con questa recensione?

mon1408 marsa alam
2 recensioni

“Bello e comodo”
★★★★★ Recensita il 29 marzo 2011

Abbiamo trascorso un bellissimo week end lungo (da venerdì a domenica) a Roma. La camera era spaziosa (triplo) sempre pulita e con arredamenti nuovi e silenziosa. Ci siamo trovati molto bene sia per la posizione che si trova in centro, quindi vicino a tutto quello che si vuole visitare. Se torneremo a Roma sicuramente torneremo alla maison trevi. Lo consiglio vivamente a...

leggi tutto

Questa recensione è stata utile? ☐ Sì

Problemi con questa recensione?

AntoGiann Torino, Italia
1 recensione

“Semplicemente...PERFETTO!”
★★★★★ Recensita il 10 marzo 2011

Inizialmente avevamo prenotato alla piccola maison, nei giorni successivi alla prenotazione una ragazza molto gentile ci ha comunicato che avremmo alloggiato alla Maison Trevi. Non era la prima volta che visitavo roma ed alloggiavo in hotel, ma devo dire che tra tutti è l'unico che consiglierai vivamente. L'atmosfera familiare rende il soggiorno ancora più piacevole, la posizione è ottima in...

Questa recensione è stata utile? ☐ Sì

Problemi con questa recensione?

HOTEL tripadvisor

23 RECENSIONI & OPINIONI AL MINUTO

Nei dintorni di Maison Trevi

B&B / pensioni simili nelle vicinanze

HOTEL	EUR*	DIST.	GIUDIZIO
Central Rooms Bed & Breakfast	N/D	0,0 km	★★★★★
Night and Day	N/D	0,2 km	★★★★★
Fellini Inn Rome	N/D	0,2 km	★★★★★
Nostra Signora di Lourdes	€32	0,3 km	★★★★★
Adriano e Felice - Rooms in Rome	N/D	1,5 km	★★★★★

TUTTI I B&B/PENSIONI A ROMA

Ristoranti nelle vicinanze

RISTORANTE	DIST.	GIUDIZIO
Alex Restaurant & Café	0,3 km	★★★★★
Il Ferro, Caffetteria, Tavola Calda, Enoteca Spec Alimenti	0,3 km	★★★★★
Gregory's Jazz Club	0,4 km	★★★★★

TUTTI I RISTORANTI A ROMA

Scarica GRATIS la migliore applicazione di viaggio >>

start Posta in arrivo - Out... Maison Trevi - B&B a Roma... Microsoft Word D:\ Immagine - Paint Internet 100% 14:40

Competitor Nostra Signora di Lourdes

Nostra Signora di Lourdes - Pensione a Roma, Italia - Recensioni da TripAdvisor - Windows Internet Explorer

http://www.tripadvisor.it/Hotel_Review-g187791-d2597980-Reviews-Nostra_Signora_di_Lourdes-Roma_Lazio.html

File Modifica Visualizza Preferiti Strumenti ?

Hotmail - cybertecservices... Google Traduttore#en|en|it... Alla Dolce Vita - B&B a Roma... Maison Trevi - B&B a Roma... Nostra Signora di Lourdes - Pensione a Roma...

3.5 su 5, recensioni di 277
Ultima recensione 4 ago 2011
N°620 di 1.278 hotel in Roma

L'Hotel Cinquantatre
4.0 su 5, recensioni di 190
Ultima recensione 4 ago 2011
N°295 di 1.278 hotel in Roma

Stendhal Hotel
4.5 su 5, recensioni di 243
Ultima recensione 4 ago 2011
N°105 di 1.278 hotel in Roma

Hotel dei Borgognoni
4.0 su 5, recensioni di 222
Ultima recensione 2 ago 2011
N°173 di 1.278 hotel in Roma

Hotel Modigliani
4.5 su 5, recensioni di 503
Ultima recensione 2 ago 2011
N°44 di 1.278 hotel in Roma

La Residenza
4.5 su 5, recensioni di 184
Ultima recensione 31 lug 2011
N°60 di 1.278 hotel in Roma

Hotel Suisse
4.5 su 5, recensioni di 88
Ultima recensione 25 lug 2011
N°165 di 1.278 hotel in Roma

Esplora il mondo. Su TripAdvisor trovi recensioni e informazioni su oltre

nogilvie Washington, D.C.
3 recensioni

On our last trip to Rome, price was so reasonable per person and location so fabulous that we will stay...

leggi tutto

Questa recensione è stata utile? ☐ Sì

Problemi con questa recensione?

LAC2713 update New York
1 recensione
2 voti utili

“Great place to stay in Rome”
★★★★★ Recensita il 3 marzo 2010

2 persone pensano che questa recensione sia utile

Google Traduttore

I chose this place because of its location and it was perfect for me. It's a very short walk (down...

leggi tutto

Foto di 1

Questa recensione è stata utile? ☐ Sì

Problemi con questa recensione?

NJolsygir San Diego, California
25 recensioni
76 voti utili

“Worked for us!”
★★★★★ Recensita il 11 luglio 2009

9 persone pensano che questa recensione sia utile

Google Traduttore

My husband and I stayed at the convent of Le Suore di Lourdes in May of 2009. We chose it...

leggi tutto

Foto di 10

Questa recensione è stata utile? ☐ Sì

Problemi con questa recensione?

“Great place to stay”
★★★★★ Recensita il 3 aprile 2009

Nei dintorni di Nostra Signora di Lourdes

B&B / pensioni simili nelle vicinanze

HOTEL	EUR*	DIST.	GIUDIZIO
Domina	N/D	0,2 km	★★★★★
Night and Day	N/D	0,3 km	★★★★★
Fellini Inn Rome	N/D	0,3 km	★★★★★
Maison Trevi	N/D	0,3 km	★★★★★
Central Rooms Bed & Breakfast	N/D	0,3 km	★★★★★

TUTTI I B&B/PENSIONI A ROMA

Ristoranti nelle vicinanze

RISTORANTE	DIST.	GIUDIZIO
Gregory's Jazz Club	0,1 km	★★★★★
Alex Restaurant & Café	0,2 km	★★★★★
Wang Fu	0,3 km	★★★★★

TUTTI I RISTORANTI A ROMA

Cose da fare nelle vicinanze

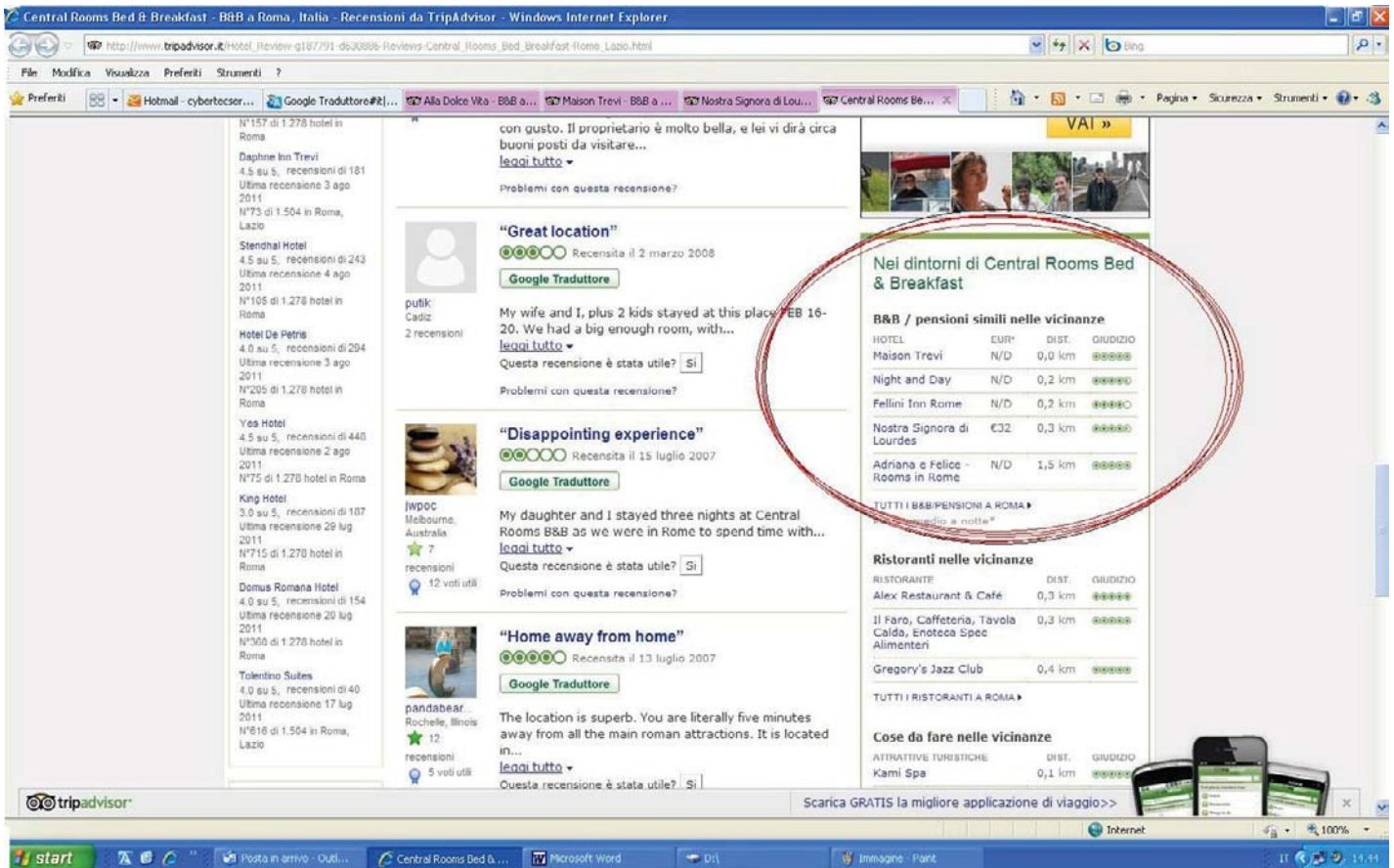
ATTIVITÀ TURISTICHE	DIST.	GIUDIZIO
Suede and Skin	0,0 km	★★★★★
Via Rasella	0,2 km	★★★★★
Kami Spa	0,3 km	★★★★★

TUTTE LE COSE DA FARE A ROMA

Scarica GRATIS la migliore applicazione di viaggio >>

start Posta in arrivo - Out... Nostra Signora di Lou... Microsoft Word D:\ Immagine - Paint Internet 100% 14:47

Competitor Central Rooms



The above attached screen-shots prove, indisputably, that the information published is not balanced and reciprocal, and that there is one property named "Alla Dolce Vita" which is kept on having its reputation stolen and blackmailed in favour of competitors far between 0,5 km and 0,6 km, and which have direct, or indirect, commercial agreement with EXPEDIA.

...and the more you pay to Expedia, the more you sell (you can agree to have a commercial fee of 20%, but if you are so "convinced and persuaded" to give a PREMIUM fee to Expedia of even over 30%, like a magic, you will receive tons of booking requests).

This is possible because EXPEDIA/TRIPADVISOR controls (destroy, create, build, renew, rejuvenates, plasticizes, manipulates, regenerate) the "ON LINE" REPUTATION.

For this reason, if the tourism activity agrees to this "divine law" and accept to work with EXPEDIA (to pay the agency fee out of proportion), its reputation will be shining all over the galaxy, if not... the apocalispe will take the unfortunate!

WARNING: I, like thousands of other operators, we are in favor of the reviews, when expressed by REAL travelers or REAL customers who do not hide in anonymity to report falsehood!

The reviews have a value too important to leave in the clutches of greedy EXPEDIA, who abuses it endangering the credibility of those who work seriously and professionally getting the right feedback from customers.. EXPEDIA is emptying the value of this wonderful tool!

How? ... Making the genuine reviews indistinguishable from the fake reviews!

Reviews are controlled and published according to logics which are light years far from a FREE, INDEPENDENT and TRANSPARENT web 2.0 platform.

EXPEDIA-TRIPADVISOR is blackmailing the ones who do not accept this logic, publishing only negative FAKE reviews which destroy the real reputation, and stealing potential travelers, thanks to unfair competition produced trough FAKE POSITIVE reviews written by the competitors themselves, or written by public relations companies,

which offer their paid service to "manufacture" brand new shining super positive reviews.... and someone have also speculated that Expedia itself, is proposing this service through companies, introducing themselves with unsuspected names....

So I am asking to be removed from Tripadvisor and to remove the fake negative libelous reviews published on my activity, but this is not possible.

This phenomenon shows some abuses and crimes, and I think this is not a subjective point of view.

- 1) I want to exercise my right to know in advance if my activity is going to be listed in a database for commercial purpose
- 2) I want to exercise my right to obtain the cancellation from this database, if I don't share the conditions and rules.
- 3) I want to report that the FAKE positive reviews, "offered for free " on Tripadvisor, are misleading advertising which embody unfair competition.
- 4) I want to report that Fake negative reviews written by anonymous have to be cancelled, and to know who is the author to protect my reputation and to ask for a compensation to be paid by the autor and by the publisher.
- 5) I want to report that EXPEDIA-TRIPADVISOR is producing fake unreliable commercial information to the potential buyers.
- 6) I want to report EXPEDIA-TRIPADVISOR to practice action to limit fair competition and to limit the free market.

NOTE: UNFAIR COMPETITION between the single tourism activities and againts other Tour Operators which see the decline of their market share, compared to a growth of Expedia. due to its unfair and illegal practices.

After communicating to you those information, is it possible that the European Commission still DOES NOT see any infrinment of the law?

Is it possible that the Europaen Commissione DOES NOT note misleading advertising?

Is it possible that the European Commissione DOES NOT note the unfair competition ?

Is it possible that the European Commission DOES NOT note that a company without a legal representative in Europe (Tripadvisor), could NOT pay a single penny of taxes regarding the HUGE profit generated in EUROPE?

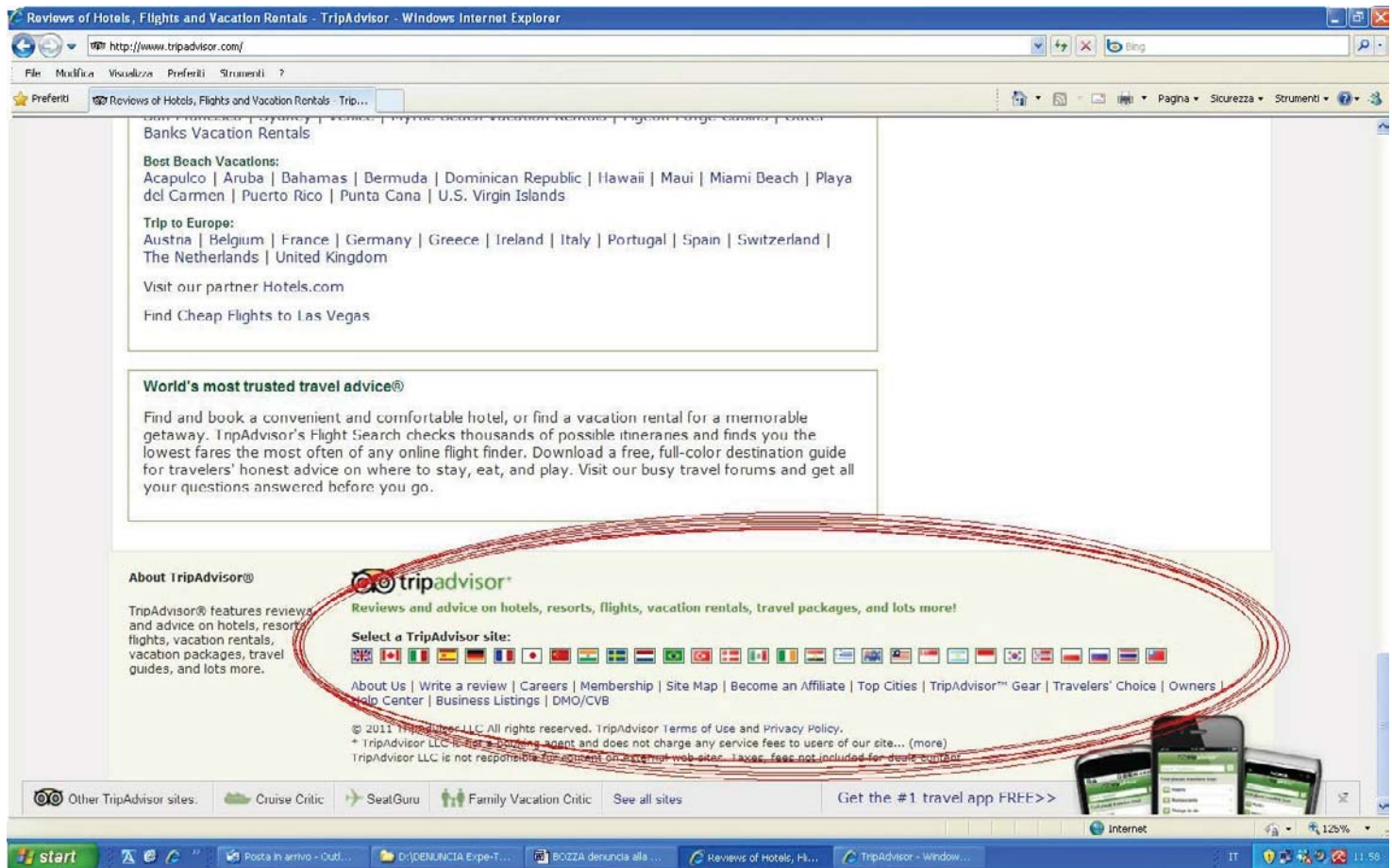
Expedia-Tripadvisor is keep on behaving unlawfully because the istitutions are not reacting to those facts above described.

As requested many times, I (... writing for many) want to know who are the responsables of the offices in charge to detect the infringements of the law, above described, who should act accordingly .

WE WANT TO KNOW THE LOCAL HEAD OFFICE AND LOCAL RESPONSIBLES, (WHICH SHOULD BE PUBLICLY DECLARED ACCORDING TO LAW) , SO TO ENABLE OUR LAWYERS TO START WORKING TO OBTAIN OUR RIGHTS RESPECTED: TO BE CANCELLED FROM THEIR ABUSIVE DATABASE, AND TO OBTAIN THE FINANCIAL COMPENSATION FOR THE HUGE DAMAGES PRODUCED BY EXPEDIA-TRIPADVISOR.

And please, just don't let me receive the information that the extra- european company, with a server outside european territory, is NOT under the european jurisdiction: THIS IS NOT CORRECT IN THIS CASE.

Infact EXPEDIA, has bought and manage TRIPADVISOR with distinctive internet web domains belonging to european countries (see the screen shot below www.tripadvisor.it, www.tripadvisor.sp, www.tripadvisor.de, www.tripadvisor.fr etc. Etc.)



This means that whoever is the company managing a european web domain, MUST declare a LOCAL office and LOCAL responsables , above all if they work like PUBLISHER!

My Dears, even though this FACT is not evaluated in proper consideration, and even though the European Commission DOES NOT see any infringement of the law, this means that whoever can "work" like EXPEDIA.

I mean, whoever, can buy a server outside Europe, let's imagine in a fiscal heaven, and then buy local european web domains, offering a "supposed" web 2.0 platform, where are going to be published information "generated" by anonymous contributors...all kind of information on the most sensitive institutions, politicians, bankers, editors, entrepreneurs, companies and private citizens.

If this will be possible, Mr. Assange and Wikileaks have found the perfect solution and, in this case, many other "innovators" could have the chance to say many "different" truths... let's prepare to a huge change!!!!

Waiting for your official reply, best regards

Vasco Petruzzi

"Alla Dolce Vita" B&B & Suites

Via Lombardia 14 (angolo/at the corner with VIA VENETO)

00187 ROMA

Sito web: www.alladolcevita.it

E-mail: info@alladolcevita.it

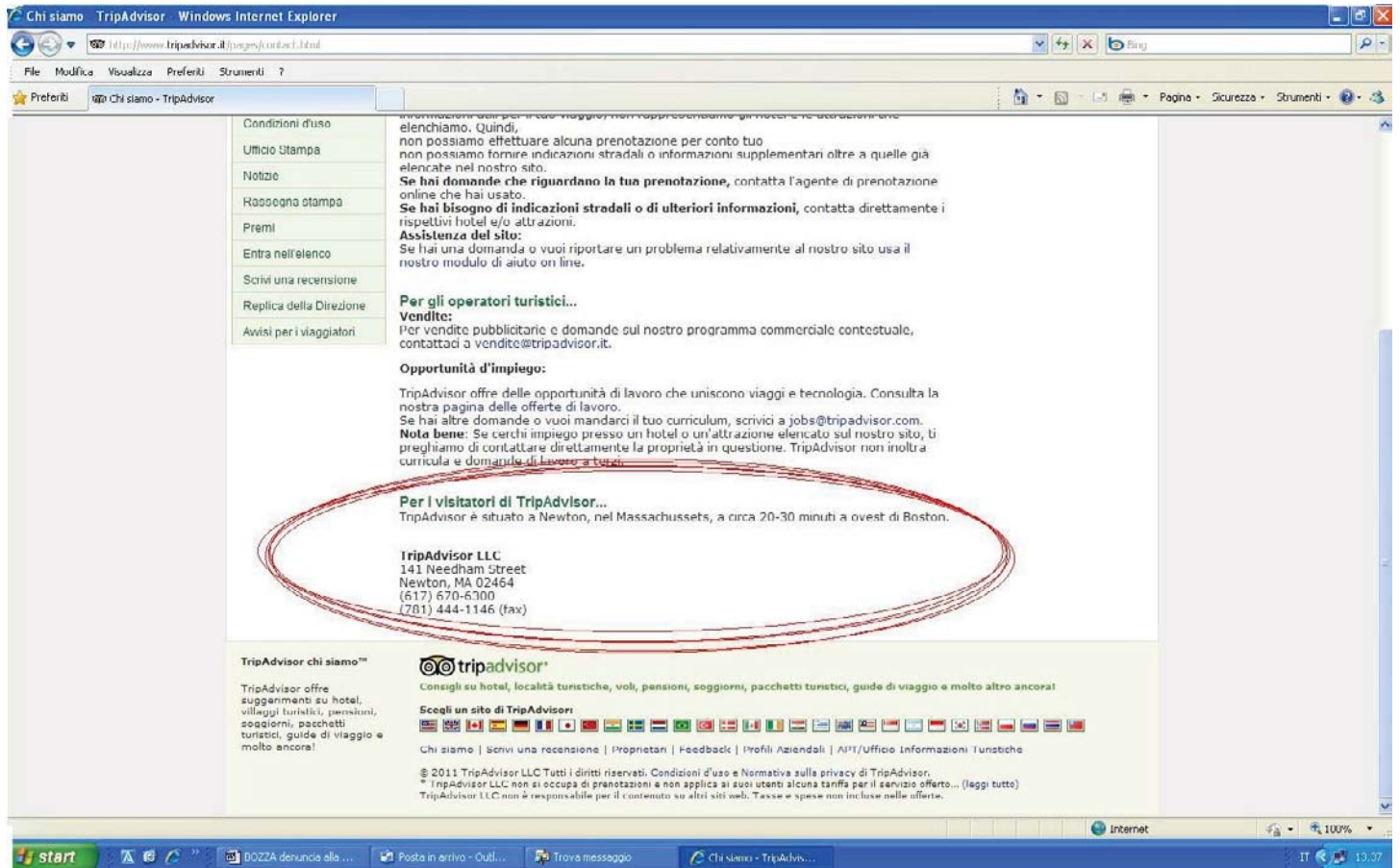
Tel. +393473859186 ; +393487060660

Fax. +39065921538

PS.

I also report this event, to better highlight the reality described internationally (<http://tripadvisor-warning.com/>), that Expedia-TripAdvisor is a real criminal conspiracy, built to steal fame and reputation to honest operators, in order to drive bookings to unfair competitors and conniving with Expedia, who pay "protection money" requested, and that they "produce" self-referential Reviews.

The site Tripadvisor.it is totally abusive and unlawful, being owned by a company outside Europe that does not declare a local office and local responsables, merely to publish as a reference, the only American office.



But at the end of 2008, almost magically, appeared at last a local Italian contact: The Press Office of TripAdvisor.it (!)

Fighting since 2004, when it was published the first FAKE and negative review on the account of my B & B "Alla Dolce Vita", I took the opportunity to write also this reference, requiring the usual things: delete from their archive, and demand to know the local manager to sue and obtain appropriate compensation.

In various communications exchanged with Mrs. Scrofani and the Director Mr. Brufani, representatives of the Competence Communication of Milan (<http://www.competencecommunication.com/>), I pointed out that the image offered on Tripadvisor, of the B & B "Alla Dolce Vita", besides being a fake, negative and defamatory information, was not even describing the true customer satisfaction, which appreciates my B&B since the end of 2000: in other words were never published real and positive reviews written spontaneously by our true guests.

Against this, the Mrs Scrofani showed, however, that this was possible, by publishing a FAKE POSITIVE review on behalf of B & B 'Alla Dolce Vita', without ever having even seen the front door ...

And all this to push me to accept the system, trying to bribe me, to make me desist from continuing to attack Expedia-Advisor.

Of course, to this dirty trick I have never bowed and I will never bow: I am, and I will remain, an entrepreneur always independent and I will compete on the market without illegal means and aiming for excellence as the only true competitive advantage.

Everything I have reported is evidenced by documentation and some of which I enclose with indisputable probative value:

----- Original Message -----

From: [Silvia Scrofani](#)

To: "'Alla Dolce Vita" B&B and Suites ROMA'

Sent: Thursday, April 16, 2009 2:15 PM

Subject: I: La tua recensione su Alla Dolce Vita è stata pubblicata

Come vede proprio ieri ho scritto e messo online la mia recensione sulla sua struttura.

E' positiva e ... ora è online sul sito.... Quindi come vede TripAdvisor pubblica velocemente e in modo trasparente anche le recensioni positive su La Dolce Vita :-)

Cordialmente

Silvia Scrofani

Da: TripAdvisor [<mailto:assistenzamembri-it@e.tripadvisor.it>]

Inviato: giovedì 16 aprile 2009 13.49

A: scrofani@competencecommunication.com

Oggetto: La tua recensione su Alla Dolce Vita è stata pubblicata



La tua recensione è stata pubblicata su TripAdvisor

Grazie per aver scritto una recensione! I tuoi amici viaggiatori apprezzano molto la tua opinione.

Alla Dolce Vita: Da non perdere... Un soggiorno confortevole e rilassante"

15 April 2009

Vuoi aggiungere delle foto?

[Pubblica le foto del tuo viaggio](#) - mostra ad altri viaggiatori com'era veramente.

In seguito alla tua recensione, abbiamo aggiunto Roma alla tua mappa dei viaggi!

Quali altre località hai visitato? [Segnala sulla mappa!](#)



Ti ringraziamo nuovamente per il tuo contributo,

Il Team di TripAdvisor



[Vai a TripAdvisor](#) | [Normativa sulla Privacy](#) | [Contattaci](#)

Non rispondere direttamente a questa e-mail. Questa e-mail è stata spedita da un indirizzo di sola notifica e non accetta posta in entrata. Per informazioni o assistenza, [contattaci](#).

TripAdvisor LLC, 141 Needham Street, Newton, MA 02464, USA.

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This scandal must be brought to the attention of all institutions, which are called upon to take action to secure justice and rights trampled, and to the media which truly want to produce real, transparent and fair information.

REAL QUALITY DOES NOT NEED EXPEDIA.

----- Original Message -----

From: Peter.Schonewille@ec.europa.eu

To: info@alladolcevita.it

Cc: Arnaud.BOUIN@ec.europa.eu ; Lina.VATENAITE@ec.europa.eu ; Momchil.SABEV@ec.europa.eu

Sent: Thursday, July 28, 2011 4:33 PM

Subject: RE: D114139 - HT.1558 (K.a. of Mr.Faull, Mrs Molle, Mr. Sebev Momchil, Mrs McCallum, Mr. Jean Bergevin - EUROPEAN COMMISSION) Ares(2011)246684

Dear Mr Petruzzi,

My colleagues of the indirect tax infringement unit informed me that they have already sent you their answer on Directive 2008/8/EC on 26 April 2011. I attach a copy of their letter.

I hope that this answers your email of today to me and my colleagues.

Your underlying question seems to be not about a VAT Directive, but: "A website of a US company publishes information about my business which is not correct. Is there any law on the basis of which I can force the US company to correct the information?". This might be an issue for the Italian data protection agency. You can find a guide on data protection in Italian via the following link:

http://ec.europa.eu/justice/policies/privacy/docs/guide/guide-italy_it.pdf

It includes the address of the Italian data protection agency.

Kind regards,

Peter Schonewille

Peter Schonewille

Legal Officer

Control of the application of EU legislation and state aid/direct taxation

Directorate-General Taxation and Customs Union

European Commission

SPA 3, 6/77

B-1049 Brussels

Belgium

Phone: + 32 2 295 59 19

Fax: + 32 2 296 97 07

Email: peter.schonewille@ec.europa.eu

From: SCHONEWILLE Peter (TAXUD)

Sent: Thursday, July 28, 2011 1:45 PM

To: 'info@alladolcevita.it'

Cc: BOUIN Arnaud (TAXUD); VATENAITE Lina (TAXUD); SABEV Momchil (TAXUD); TAXUD UNIT D3; GRAPPIOLO Roberta (TAXUD)

Subject: FW: D114139 - HT.1558 (K.a. of Mr.Faull, Mrs Molle, Mr. Sebev Momchil, Mrs McCallum, Mr. Jean Bergevin - EUROPEAN COMMISSION) Ares(2011)246684

Importance: High

Dear Mr Petruzzi,

Further to our telephone conversation I forward your email to my colleagues in the unit competent for indirect tax infringements, who are responsible for any infringements of Council Directive 2008/8/EC of 12 February 2008, amending Directive 2006/112/EC as regards the place of supply of services, since it appears that this Directive is the subject of your enquiry, and not the "EU 88/2008 law" that you mention in your email of 18 July.

For questions on data protection in the European Union I refer you to the website of the European Commission's Directorate-General Justice:

http://ec.europa.eu/justice/policies/privacy/index_en.htm

I hope that this information is useful for you.

Kind regards,

Peter Schonewille

Peter Schonewille

Legal Officer

Control of the application of EU legislation and state aid/direct taxation

Directorate-General Taxation and Customs Union

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