

Quality

SERVICES IN THE INTERNAL MARKET AND THE EUROPEAN HOSPITALITY QUALITY SCHEME

Directive [2006/123/EC](#) of the European Parliament and of the Council of 12 December 2006 on services in the internal market

Objective

In order to achieve a “genuine” internal market for services by 2010, the Directive aims to remove barriers to the freedom of establishment for service providers in Member States and barriers to the free provision of services between Member States. It also aims to increase the choice offered to recipients and improve the quality of services for consumers and businesses.

Relevance for the hospitality industry

The Directive is relevant to the sector for various reasons (see sheet on the Directive on services in general). Inter alia, the Directive encourages Member States to induce providers and professional associations to draw up quality charters.

State of progress

Adopted. Member States shall bring into force the laws, regulations and administrative provisions necessary to comply with this Directive by 28 December 2009.

Content

To ensure that providers supply services of a certain quality, the Directive is calling for the establishment of and the participation in quality charters or labels drawn up by service providers and/or professional organisations, on a voluntary basis. Information on the meaning and the criteria of such quality labels should be easily accessible.

For a detailed summary of the Directive you can visit the [SCADPlus](#) website (European Commission).

HOTREC position

In 2007 HOTREC launched its [European Hospitality Quality scheme \(EHQ scheme\)](#), which is an umbrella scheme. It serves as a reference model at European level for national and regional quality schemes offering 3 different levels based on simple criteria. The EHQ scheme aims at ensuring and improving the quality of services in the hospitality sector. This initiative is in full line with the Directive, which is calling for the establishment of and the participation in quality charters or labels, on a voluntary basis, drawn up by professional bodies at Community level.

The quality schemes of the following 3 countries have been accredited so far under the EHQ scheme: Switzerland, Hungary and Germany. Establishments accredited under these schemes are entitled to use the EHQ logo, in addition to the labels of the national schemes, for marketing purposes.

HOTREC member associations are opposing any attempt by the public authorities or the standardisation bodies at European or international level to impose a European-wide or world-wide standard on hospitality service quality. The quality of service shall be market driven.

See also:

[Introduction to the EHQ scheme](#)

Official reference

Directive [2006/123/EC](#) of the European Parliament and of the Council of 12 December 2006 on services in the internal market, O.J. L 376 of 27.12.06

See also:

Own-initiative report by the European Parliament ([T6-0575/2007](#)) on a renewed EU Tourism Policy: Towards a stronger partnership for European Tourism