

Booking.com's response

15 February 2019

Business & Human Rights Resource Centre invited Booking.com to respond to a report by Amnesty International that alleges that in doing business with illegal Israeli settlements, Booking.com is contributing to, and profiting from, the maintenance, development and expansion of illegal settlements. The report also alleges that in doing so, Booking.com is contributing to sustaining a discriminatory regime that systematically violates the human rights of Palestinians.

- [“Destination: Occupation: Digital tourism and Israel’s illegal settlements in the Occupied Palestinian Territories.” 30 January 2019](#)
- [Destination: Occupation webpage](#)

Booking.com sent the following response:

“Amsterdam, 15 February 2019

Booking.com is a private limited liability company, incorporated under the laws of the Netherlands, having its corporate seat in Amsterdam. Booking.com operates an international online reservation platform through which participating accommodations can make their rooms available for reservation and through which visitors of its website can make reservations at such accommodations. Booking.com does not buy or (re)sell any rooms nor does it operate as a travel or tourist agency.

Our mission at Booking.com is to empower people to experience the world. The Booking.com website and mobile apps are available in over 40 languages, offer more than 28 million total reported listings, and cover more than 130,000 destinations in 228 countries and territories worldwide. Booking.com permits all accommodations worldwide to register themselves on Booking.com’s website and to offer their accommodations to travelers, where this is in compliance with legislation applicable to Booking.com and its operations. Where clearly defined and applicable laws or sanctions prohibit us from offering our services, we fully comply with such restrictions. Booking.com is of the view that it does not provide “services and utilities supporting the maintenance and existence of settlements, including transport”, as referenced in paragraph 96 of the Report of the International Fact-Finding Mission on Israeli Settlements in the Occupied Palestinian Territory.

Everything we do in terms of how we display information on [Booking.com](#) is focused on the customer and always in accordance with applicable law. Our geographic labeling of properties gives full transparency to customers about where an accommodation is located and we continuously update and optimise this information. By marking properties concerned as being in 'Israeli settlements' we provide transparency to anybody looking (or not looking) for accommodations in these territories.”

