



Issue: Galileo Ireland's refusal to allow access to its computerised travel reservation system

Relevant provision: Section 5, Competition Act 2002 and Article 82, EC Treaty

Outcome of investigation: Case closed in January 2006 when the Competition Authority received undertakings from Galileo Ireland.

Outline of case

The Competition Authority received a complaint from a travel technology developer, in March 2003, alleging that Timas Ireland, trading as Galileo Ireland, had unjustifiably refused access to its computerised reservation system. Galileo Ireland operates the computerised reservation system used by most travel agents in Ireland. It was alleged that the refusal to allow the complainant access to Galileo Ireland's computerised reservation system was preventing the development of new technology for the travel industry that would enable travel agents to search more effectively and efficiently for information, such as airfares, on behalf of their customers.

The Competition Authority investigated this complaint primarily as a possible abuse of a dominant position, in breach of Section 5 of the Competition Act, 2002, and Article 82 of the Treaty establishing the European Union. The Competition Authority agreed to conclude its investigation without recourse to legal proceedings having received legally binding commitments from Galileo Ireland to deal with future requests for access to its computerised reservation system in an open, transparent, proportionate and non-discriminatory manner. Galileo Ireland asserted that its behaviour was not in breach of the Competition Act and denied that the facts alleged in the complaint were true. Nevertheless, in the interest of resolving the investigation, Galileo Ireland offered to give undertakings to the Competition Authority.