

Information release

Consumer Affairs Ministry Investigates VTC Platforms for Possible Price Hikes During Emergency Situations

The Ministry will assess whether ride-hailing services violated consumer protection regulations during the recent nationwide power outage.

Madrid, May 29, 2025 — The Ministry of Social Rights, Consumer Affairs and the 2030 Agenda, through the Directorate General for Consumer Affairs, has launched a preliminary investigation in response to complaints filed by users regarding potential price increases by ride-hailing platforms (VTC services) during the widespread power outage that affected much of the country in April.

The action, led by Minister Pablo Bustinduy, focuses on those autonomous communities where a state of national or civil protection emergency was officially declared. In such contexts, current legislation explicitly prohibits companies operating under dynamic or personalized pricing models—such as VTC platforms—from increasing fares in response to temporary spikes in demand during situations of urgency, risk, or need.

This prohibition was introduced at the end of 2024 through an amendment to the General Law for the Protection of Consumers and Users. The reform, promoted by the Ministry following severe weather events caused by a DANA storm in Valencia in October, was enacted via Royal Decree approved by the Council of Ministers. It modified Article 20.1.c of the consolidated text of the [General Consumer Protection Law](#) to prevent companies from raising prices during emergencies that compromise the welfare of consumers.

Any price increase during an officially declared emergency may constitute a serious violation of consumer protection laws and could result in fines of up to €100,000 or six times the amount of any illicit profit gained. The current investigation aims to gather the necessary information to determine whether any irregularities occurred and, if so, to initiate appropriate sanctioning procedures.

Source: [Ministry of Social Rights, Consumer Affairs and the 2030 Agenda](#)