PRESS RELEASE

**The Czech Trade Inspection Authority detected further cases of consumer discrimination in the second quarter
of this year**

(Prague, 27 August 2025) **During the second quarter of this year, the Czech Trade Inspection Authority checked whether traders discriminate against consumers. It carried out a total
of 22 inspections. Of this number, 11 inspections, i.e. 50%, found violations of legal regulations, of which 2 were qualified by suspicion of some form of discriminatory behaviour.**

In the period from 1 April to 30 June 2025, the Czech Trade Inspection Authority carried out a periodic inspection action focused on compliance with Section 6 of Act No. 634/1992 Coll., on Consumer Protection, i.e. on checking whether sellers discriminate against consumers. The inspections also included verifying the fulfilment of other obligations of sellers arising from the legislation, compliance with which is the subject of the supervision activities of the CTIA. **Suspected violations of the provisions of Section 6 of Act No. 634/1992 Coll.**, which prohibits sellers from discriminating against consumers in the sale of products or provision of services, (i.e. prohibits less favourable treatment in comparable situations of different persons on the basis of their race, ethnic origin, nationality, gender, sexual orientation, age, disability, faith, religion or world view, or other reason), **were qualified by inspectors in a total of 2 inspections (9.09% of the total number of inspections carried out).**

**These were the following cases of discrimination:**

* **a consumer with an assistance dog was repeatedly denied entry to the shop**,
the inspection carried out in the presence of a consumer with the assistance dog found that the inspected person did not allow the consumer, accompanied by the assistance dog,
to purchase food after entering the shop;
* **the club operator posted a notice on the club's official social media profile about a "security measure" that showed signs of discriminatory behavior by excluding people with non-Czech citizenship from the club's circle of visitors.** The measure was presented in the Instagram post as an effort to ensure safety and peace of mind for visitors, while explicitly stating that it was not directed against any particular nationality, yet the very fact of selecting customers by nationality could create a feeling of exclusion among certain groups of people and lead to a violation of equal treatment of consumers.

In addition to the specific focus on discrimination, the inspection action also included verification of compliance with other provisions of the applicable legislation. With regard to the obligations arising from Act No. 634/1992 Coll., on Consumer Protection, the most frequent, **in 5 cases, violation of the provisions of Section 12 was qualified**, as the sellers did not inform the consumer about the prices of the products or services offered in accordance with the price regulations. In addition, **in 2 cases, deficiencies in compliance with the principles of fairness of sale** within the meaning of **Section 3(1)(a) were found**, and also **in 2 cases, the use of unfair commercial practices** under Section 5a(1) was found, where the seller failed to provide the consumer with essential information.

On the basis of the detected breaches of legal regulations within the supervisory competence of the CTIA, **16 fines in the period from 1 April 2025 to 30 June 2025 in the total amount of CZK 255,000 became final, of which 5 fines in the total amount of CZK 183,000 were imposed in connection with proven discriminatory behaviour.** In some cases, the fines are cumulative.

The Czech Trade Inspection Authority includes inspections focused on some form of discriminatory behaviour towards consumers in its regular inspection activities. Due to the seriousness of the impact on consumers, this issue will continue to be given due attention by the CTIA.