

PRESS RELEASE

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The summer inspections have started – Restaurants, festivals, and taxi services are being inspected

The National Authority for Trade and Consumer Protection (NATCP), in cooperation with the government agencies under its professional supervision, has launched a nationwide series of inspections in anticipation of the peak summer tourist season. The inspections will continue through the end of summer and will cover the hospitality venues most frequently visited by tourists, festivals and various cultural events, as well as companies providing private taxi services. The inspections will address food safety, hygiene, and consumer protection.

The focus of the authorities' efforts is on ensuring compliance with legal requirements for specific tourism services and identifying commercial practices that unfairly influence consumer behavior. Government agencies are examining, among other things, the accuracy of scales, price labeling, the availability of electronic and cash payment options, and whether adequate information is provided regarding the redemption of vouchers.

Food safety and hygiene inspections of food service establishments will also play a central role in the summer inspections, with particular focus on the Lake Balaton region, where increased traffic poses heightened risks. The inspections will cover festivals, beaches, ice cream shops, and other tourist hotspots. During the inspections, experts comprehensively assess general hygiene conditions, the proper storage, traceability, and use of raw materials, as well as compliance with personal hygiene standards and the provision of regular training for employees.

Special attention is paid to the technical and hygiene conditions of temporary sales locations, as well as the compliance of food composition, including the use of imitations (substitute products) and colorants. Verifying allergen labeling is also a priority, as protecting consumer health is paramount.

At the same time, the authority is also conducting increased inspections of companies providing private taxi services, including test purchases. The fare schedule, price information, and the taximeter, as well as the proper application of the fare, are particularly important aspects of these inspections.

The investigations launched by the NATCP are also justified by the violations observed last year. In 2025, staff from the consumer protection authority inspected a total of 734 retail establishments during the summer season; violations were found in 205 of these cases, meaning the rate of non-compliance was 28%. The most common complaints concerned the accuracy of scales (an 18% violation rate), but violations related to the customer ledger and the failure to display the selling price or unit price each accounted for 12% of the total. During the proceedings, consumer protection fines totaling 5 million forints were imposed.

In addition, in the area of food safety, as a result of nationwide inspections of beach buffets, festivals, and ice cream shops in 2025, 356 products, totaling 1,195 kilograms, were withdrawn from circulation. These cases led to 217 proceedings, and the total amount of fines imposed exceeded 37 million forints.

In addition, government agencies conducted 155 inspections related to private taxi services last year, and inspectors found some form of irregularity in one out of every five cases, while one out of every three test purchases required the initiation of official proceedings.

The purpose of the investigations ordered by the NATCP is to protect consumers' health and financial security, strengthen trust in services, and encourage businesses to operate in compliance with the law.

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National Authority for Trade and Consumer Protection