The travel industry is the second-most fraud-prone sector after retail. On average, hotels lose 5-6% of their annual revenue to fraud. In 2021, travel and leisure industry fraud rates soared to 155.9%. Fraud costs the International Air Transport Association (IATA) US$858M a year. Major airlines are targeted 37% more than lower-cost carriers.

Credit card fraud

One third of all credit card fraud cases come through the hotel industry. These can be perpetrated by employees, guests or third-party vendors. Common credit card fraud schemes include false account credits, use of skimming devices and fraudulent credit cards.

Data breaches

Several high-profile data breaches have hit the travel industry in the past years. Such cyberattacks can lead to loss of reputation and consumer trust, as well as hefty fines from information rights organisations. Staggering amounts of client information are leaked during a data breach, from personal details to payment data.

Booking frauds

Holiday booking frauds are on the rise. Fake booking websites, bogus travel agents and active false marketing has become more sophisticated, making this type of fraud harder to detect.

With PayPal, payments are processed more securely and successfully. PayPal’s proprietary mix of data, models and tools help keep your business and consumers safe.

Our security measures are:
- Available 24/7, with real-time transaction monitoring
- Compliant with national and international laws
- Easily integrated into your e-commerce site
- Routinely ensure your operating systems are updated. Strong firewalls, data backup practices, anti-malware software and ad-blockers should be enforced.
- Employees across the organisation should also undergo training to ensure they are able to detect and avoid phishing.

Find out how PayPal can help grow and protect your business.