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1. [Home \(https://www.gov.uk/\)](https://www.gov.uk/)
2. [Consumer protection \(https://www.gov.uk/topic/competition/consumer-protection\)](https://www.gov.uk/topic/competition/consumer-protection)

Collection

Consumer protection guidance

Information for consumers and businesses on their rights and responsibilities under consumer law.

From:

[Competition and Markets Authority \(/government/organisations/competition-and-markets-authority\)](/government/organisations/competition-and-markets-authority)

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For information on how the Competition and Markets Authority uses its consumer powers to address problems in markets, visit our [consumer protection enforcement guidance](https://www.gov.uk/government/publications/consumer-protection-enforcement-guidance-cma58) (<https://www.gov.uk/government/publications/consumer-protection-enforcement-guidance-cma58>).

Some of this guidance was originally published by the Office of Fair Trading (OFT) and has been adopted by the CMA board.

Consumer law changed on 1 October 2015, as the [Consumer Rights Act](https://www.gov.uk/government/publications/consumer-rights-act-2015) (<https://www.gov.uk/government/publications/consumer-rights-act-2015>) came into force.

Consumer law for businesses

General guidance for businesses on complying with consumer law and making sure their contract terms are fair.

- [Competition and consumer laws for business: OFT911 \(/government/publications/competition-and-consumer-laws-for-business\)](/government/publications/competition-and-consumer-laws-for-business)
 - 1 October 2008
 - Guidance
- [How to write fair contracts: information for businesses \(/guidance/how-to-write-fair-contracts\)](/guidance/how-to-write-fair-contracts)
 - 23 March 2016
 - Guidance
- [Unfair contract terms: CMA37 \(/government/publications/unfair-contract-terms-cma37\)](/government/publications/unfair-contract-terms-cma37)
 - 31 July 2015
 - Guidance

Cancelling goods or services

- [Cancelling goods or services: guide for consumers \(/government/publications/cancelling-goods-or-services-guide-for-consumers\)](/government/publications/cancelling-goods-or-services-guide-for-consumers)
 - 2 March 2016
 - Guidance

Car rental

- [Renting a car: what to look out for \(/government/publications/renting-a-car-advice-for-consumers\)](/government/publications/renting-a-car-advice-for-consumers)
 - 23 March 2016
 - Guidance
- [Selling car rental: advice for businesses \(/government/publications/selling-car-rental-advice-for-businesses\)](/government/publications/selling-car-rental-advice-for-businesses)
 - 29 March 2018

- Guidance

Care homes

- [Care homes: short guide to consumer rights for residents \(/government/publications/care-homes-short-guide-to-consumer-rights-for-residents\)](/government/publications/care-homes-short-guide-to-consumer-rights-for-residents)
 - 16 November 2018
 - Guidance

Children's online games

- [Buying features in online games: advice for parents and carers \(/government/publications/buying-features-in-online-games-advice-for-parents-and-carers\)](/government/publications/buying-features-in-online-games-advice-for-parents-and-carers)
 - 4 June 2015
 - Guidance

Heat networks

- [Heat networks: Advice for customers and the industry \(/government/publications/heat-networks-advice-for-customers-and-the-industry\)](/government/publications/heat-networks-advice-for-customers-and-the-industry)
 - 23 July 2018
 - Guidance

Higher education

- [Higher education: guide to consumer rights for students \(/government/publications/higher-education-guide-to-consumer-rights-for-students\)](/government/publications/higher-education-guide-to-consumer-rights-for-students)
 - 12 March 2015
 - Guidance
- [Higher education: consumer law advice for providers \(/government/publications/higher-education-consumer-law-advice-for-providers\)](/government/publications/higher-education-consumer-law-advice-for-providers)
 - 12 March 2015
 - Guidance

Letting residential property

- [Consumer protection law for lettings professionals: CMA31 \(/government/publications/consumer-protection-law-for-lettings-professionals\)](/government/publications/consumer-protection-law-for-lettings-professionals)
 - 3 October 2019
 - Guidance

Online dating

- [Online dating: what to look out for \(/government/publications/online-dating-what-to-look-out-for\)](/government/publications/online-dating-what-to-look-out-for)
 - 13 June 2018
 - Guidance

- [Online dating and consumer law: advice for business \(/government/publications/online-dating-consumer-law-advice-for-business\)](/government/publications/online-dating-consumer-law-advice-for-business)
 - 13 June 2018
 - Guidance

Online gambling

- [Online gambling promotions: advice for gamblers \(/government/publications/online-gambling-promotions-advice-for-gamblers\)](/government/publications/online-gambling-promotions-advice-for-gamblers)
 - 29 August 2018
 - Guidance
- [Online gambling promotions: do's and don'ts \(/government/publications/online-gambling-promotions-dos-and-donts\)](/government/publications/online-gambling-promotions-dos-and-donts)
 - 29 August 2018
 - Guidance

Online hotel booking

- [Online hotel booking: principles for businesses \(/government/publications/online-hotel-booking-principles-for-businesses\)](/government/publications/online-hotel-booking-principles-for-businesses)
 - 26 February 2019
 - Guidance

Online reviews and endorsements

- [Online reviews and endorsements: advice for businesses \(/government/publications/online-reviews-and-endorsements-advice-for-businesses\)](/government/publications/online-reviews-and-endorsements-advice-for-businesses)
 - 4 March 2016
 - Guidance
- [Social media endorsements: guide for influencers \(/government/publications/social-media-endorsements-guide-for-influencers\)](/government/publications/social-media-endorsements-guide-for-influencers)
 - 23 January 2019
 - Guidance

Secondary ticket websites

- [Secondary ticketing websites: advice for consumers \(/government/publications/secondary-ticket-websites-advice-for-consumers\)](/government/publications/secondary-ticket-websites-advice-for-consumers)
 - 5 March 2015
 - Guidance

Supermarket and food pricing

- [Unit pricing: information for consumers \(/government/publications/unit-pricing-information-for-consumers\)](/government/publications/unit-pricing-information-for-consumers)
 - 16 July 2015

- Guidance

Published 31 March 2014

Last updated 5 June 2014 [+ show all updates](#)

1. 5 June 2014

'Unfair contract terms: materials for businesses' added to 'Unfair terms guidance' section.

2. 31 March 2014

First published.

Related content

- [Consumer protection enforcement guidance: CMA58 \(/government/publications/consumer-protection-enforcement-guidance-cma58\)](#)
- [Unfair contract terms: CMA37 \(/government/publications/unfair-contract-terms-cma37\)](#)
- [Consumer Rights Act 2015 \(/government/publications/consumer-rights-act-2015\)](#)

Explore the topic

- [Consumer protection \(/topic/competition/consumer-protection\)](#)

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