



Strike! It's the word on everyone's lips and the European Consumer Centre has been busy advising worried passengers about their rights. At time of writing, it is not 100% certain that the proposed Aer Lingus strike will proceed on August 21st/22nd but even if it does not, it is an opportune time to remind consumers of their rights under EC Regulation 261/2004.

Our customer query this month comes from a person concerned about buying tickets for the Rugby World Cup online.

If you have had an issue with a purchase from another EU country, please contact us on 01 8090600 or at info@eccdublin.ie. For information on your consumer rights in a European context, see www.eccdublin.ie.

Rosaleen Quinlan

Editor

1. What's bothering you?

I'm due to travel with Aer Lingus during the strike- what should I do?

2. Consumer query of the month

Should I buy a ticket from a non-official agent?

1. What's bothering you?

I'm due to travel with Aer Lingus during the strike- what should I do?

As well as checking with the airline with regard to their contingency plans, you should also be aware of your rights as air passenger.

Regulation 261/2004 governs passenger rights in the event of delay, cancellation or denied boarding. Key points for worried passengers include the following:

If your flight is delayed by 5 hours or more or is cancelled you are entitled to:

1. a full refund of the unused portion of your ticket if you decide not to travel **OR**
2. re-routing to your final destination.

If you opt for **Option 1.** you should bear in mind that if you accept a refund, you cannot claim compensation for any subsequent costs (i.e. a new flight with another airline).

If you arrive at the airport and your flight is delayed by at least 2 hours, you must be provided with written information regarding your entitlements which may also include free meals, refreshments etc. depending on the length of your delay.

For details, see http://www.eccdublin.ie/topics/air_travel.html

You should also check the details of your travel insurance which may cover strike situations.

2. Consumer question of the month

Should I buy a ticket from a non-official agent?

Question:

I want to buy a ticket online for the Rugby World Cup I'm worried that it's not through the official agent though-I'm tempted but not sure if this is a good idea?

Reply:

The ECC strongly advises fans to only purchase tickets for any event through the official ticket agent. This information is available through the official event website. The terms and conditions of sale should always be carefully checked, particularly with regard to refund in the event of cancellation etc.

Fans should also bear in mind that official Rugby World Cup tickets will be personalised with a name and a code as added security measures. If you buy from unofficial sources you run the risk of being denied entry to this event.

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