



Travelling by air can be difficult for people with a disability, those who have an injury or even for those who need a bit of extra help due to their age. New EU legislation now in force in Ireland which offers improved access to air travel.

Our consumer query is from a person who has a problem with a car bought in the UK. See below for advice.

If you have had a problem with a purchase of goods or services from another EU country, please contact us on 01 8090600 or at info@eccireland.ie. For information on your consumer rights when buying something in another European country, see www.eccireland.ie.

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Editor

1. Air travel gets easier for those with reduced mobility

Since July 27th 2008, a new regulation has been in place which offers better access to air travel for those with a reduced mobility. Now, both airlines and airports have a legal obligation to assist customers who need some help when getting their flight.

The definition of 'reduced mobility' extends to any person whose mobility is reduced due to any physical, intellectual disability. It includes temporary disabilities and disability due to age.

Airports are now obliged to provide designated information points both inside and outside the terminal building. They must also provide assistance to persons with disabilities or reduced mobility e.g. help with movement between check-in and departure gate. Airlines must also provide necessary assistance e.g. the acceptance of guide dogs in the cabin of the airplane or the acceptance of electric wheelchairs. If you have a disability or have reduced mobility and need some assistance, you should contact the airline at least 48 hours in advance. All assistance must be provided free of charge. For

more information, see

http://www.aviationreg.ie/Persons_of_Reduced_Mobility_PRM_the_Commissions_Role/Default.136.html

1. I bought a car from a person in the UK last week. Now I've discovered that it needs €5k worth of repairs and the seller refuses to pay. What are my rights?

If you buy a car in a private sale, your rights are extremely limited. Consumer legislation applies to transactions made between a business and a consumer, not between individual consumers. While consumer protection legislation generally does not cover private sales, there is still a requirement on a seller to give you accurate and truthful information to any questions that you ask. However, there is no obligation on the private seller to offer up any information freely.

If you have been, or believe you have been, supplied with dubious information that has led to your loss of €5k as a result, you should consider taking legal advice to see if you can recoup your loss. In the future, consider buying from a dealer, in which case consumer law would protect you, or at least have a thorough check carried out on the car by an experienced professional.

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