



The European Consumer Centre network published its second report on Air Passenger Complaints last week in Brussels. While complaints from consumers have almost doubled, there is little sign of progress from the airlines. See below for more.

Our consumer query this month comes from a person concerned about renting a car for the Christmas holidays.

If you have had a problem with a purchase from another EU country, please contact us on 01 8090600 or at [info@eccdublin.ie](mailto:info@eccdublin.ie). For information on your consumer rights in a European context, see [www.eccdublin.ie](http://www.eccdublin.ie).

Happy Christmas to all!

**Rosaleen Quinlan**  
Editor

### **1. What's bothering you?**

#### **I heard something on the news about a new ECC report. What's in it?**

The second ECC Air Passenger Complaints report was launched last week by the ECC network. It found that the number of complaints relating to air passenger rights has almost doubled (96%) while the areas that consumers complain most about remain the same- luggage problems, cancelled flights and delays.

Recurring issues include airlines' failure to provide information on air passenger rights in the event of a delay or cancellation, along with a lack of 'up front' assistance to delayed passengers. There is still a serious issue of non-compliance with EU law in this area and, among 33 other recommendations, the ECC has recommended that enforcement be undertaken. To read the report see [www.eccdublin.ie/news/whats\\_new](http://www.eccdublin.ie/news/whats_new).

If you are flying over the Christmas holidays, do remember your rights. For more information see our website at [http://www.eccdublin.ie/topics/air\\_travel.html](http://www.eccdublin.ie/topics/air_travel.html)

If you do have an unresolved problem with an airline based in Europe, perhaps we can help. Contact us on 01 8090600 or at [info@eccdublin.ie](mailto:info@eccdublin.ie).

## 2. Consumer query of the month

**I'm hiring a car in Lanzarote during the Christmas holidays. What should I look out for?**

We are regularly contacted by Irish tourists who have had bad experiences with car rental companies abroad, but also by an almost equal number of visitors who have encountered problems with Irish companies on their holidays in Ireland

Legislative protection for these consumers is poor so it is vital that consumers bear the following advice in mind:

- Compare all costs when deciding on a rental company. Extras such as fuel charges, child seats etc. may vary considerably.
- Be careful when using online car rental comparison and booking sites. Remember that that your agreement is with the car rental company itself and not the web agent. The liability of the web agent may be limited to any fee charged by them.
- Inspect the vehicle carefully with a car rental company employee present both during the pick-up and return stages. Before leaving, request a written statement that the car was returned in good working order.
- Accidents happen, and you may be held liable, even if not at fault. Check the excess on the Collision Damage Waiver (CDW) and read the terms and conditions carefully.
- If you are involved in an accident, notify the car rental company immediately, and obtain an official police statement confirming responsibility.

If you do have a problem with a car rental company in Europe, and cannot resolve it yourself, perhaps we can help. **Contact us on 01 8090600 or at [info@eccdublin.ie](mailto:info@eccdublin.ie).**

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**Disclaimer:** Whilst every effort is made to ensure accuracy, the European Consumer Centre cannot be held responsible for matters arising from any errors or omissions contained in this publication. The information provided is intended as a guide only and not as a legal interpretation.