



EUROPEAN CONSUMER CENTRE IRELAND

European Consumer News

July 2010

This month's e-bulletin deals with your rights when on holidays and what to do if things go wrong when you travel. If you have a problem with a purchase from another EU country, please contact us on 01 8090600 or [click here](#). For information on your consumer rights in Europe, see www.eccireland.ie

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Surviving the Summer with ECC Ireland

Despite the recession, the Irish appetite for travel shows no sign of abating. A recent [EU survey](#) shows that Irish people are among the top three European nationalities to plan to visit another EU country in 2010, and among the least likely to consider taking their holidays at home.

With value for money more important than ever, ECC Ireland has prepared a [Summer Survival Kit](#) to help consumers avoid unnecessary costs and hassle while on holidays in Europe this summer. Knowing your rights and entitlements can make the difference between coming home with happy memories or having to face a hefty bill.

Before you go

If you are travelling to another European country, in order to avail of healthcare in the public system of the EU, European Economic Area, or Switzerland, make sure you get a European Health Insurance Card. Depending on your destination, and the type of service contracted (e.g. package holidays or independent travel arrangements) you might consider whether travel insurance is necessary.

If booking accommodation, remember that you are better protected if you pay by credit card. If paying online check that the site is secure (padlock symbol at the bottom right of the webpage and an <https://> URL address).

Getting there

If your flight is cancelled or significantly delayed EU legislation states you must be given a choice between re-routing to your final destination or a refund. While awaiting a re-routed or a significantly delayed flight, you should receive care and assistance from the airline. It should provide you with meals and refreshments and hotel accommodation, if an overnight stay becomes necessary. If this is not provided and you incur expenses make sure you keep receipts.

Don't be scammed....

Everyone lets their guard down on holidays but it pays to be extra vigilant to ensure that you avoid scams. Be wary if you win a prize on a free scratch card. To claim your prize you may have to attend a holiday club presentation involving high pressure selling techniques designed to get you to sign up to a holiday club for which the prices can be exorbitant. Another scam requires you to call a premium rate number or pay an administration fee in order to claim your 'prize'.

For more tips on how to save money and holiday safely click here for ECC Ireland's [Summer Survival Kit](#).

These are just some of the scenarios that consumers may face but we are aware that other unforeseen situations can arise when abroad and that consumers might therefore require further orientation and assistance. If this is the case for you [contact us](#).

2. I booked my holiday accommodation online and have discovered that the online agent has gone bust. What can I do?

Firstly, check the email confirmation you received when making the booking and contact the hotel directly to ensure that the booking is still in existence. If not, you should contact your bank or your credit card issuer if you paid by this means of payment, to see if your transaction can be charge-backed, which may allow you to recover the money paid. If the trader is based in Ireland, please contact the [National Consumer Agency](#) for further advice. If the trader is based in another EU/EEA country, please [contact us](#).

If you want more information about this or any other cross-border consumer issue you can contact us on 01 8090600 or at www.eccireland.ie.

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