



Have you ever been approached on the street when on holidays, given a scratch card and then won a holiday or case of wine? Then were you then invited to attend a prize giving which really turned out to be an aggressive sales pitch for a holiday club? If so, you will be glad to hear that the European Commission recently launched proposals to amend existing legislation so that you will be better protected when buying timeshare and holiday clubs. Find out more here.

Our consumer query comes from a woman who wants to know if an airline should have given her information on her entitlements when she suffered a delay of more than 4 hours.

Tina Leonard
Acting Editor

1. What's bothering you? – New protection against timeshare and holiday clubs

2. Consumer query of the month – Should an airline give me information on my rights when a flight is delayed?

www.eccdublin.ie: European consumer rights online

1. What's bothering you? – New protection against timeshare and holiday clubs

The European Commission has proposed new rules that will give more protection to consumers when buying timeshare or holiday club products, and will replace the current, outdated legislation.

The proposal includes:

- Extending the cooling off period to 14 days
- A prohibition on taking a deposit before the cooling-off period is up
- Will include short and long contracts
- Will include holiday clubs and property such as caravans or boats which are excluded under current rules.

This is very positive news and welcome by ECC Dublin who first called for an amendment to current timeshare legislation in 2002. At that time ECC Dublin had 414 complaints with Irish consumers losing thousands of euro in bogus holiday club contracts. Complaints have decreased and last year (2006) 44 complaints were received by ECC Dublin. Nevertheless, new legislation is crucial in order to ensure no consumers will get fleeced in the future by rogue traders working in the holiday industry.

For more information go to:

http://ec.europa.eu/ireland/press_office/news_of_the_day/timeshare_en.htm

2. Consumer question of the month – Should an airline give me information on my rights when a flight is delayed?

A consumer's flight was delayed for four hours and then cancelled. During that time the airline did not give her any information about her entitlements. She received a sandwich but wondered about other refreshments and even compensation. Should the airline have given her more information?

Yes they should. Under EC Regulation 261/04, the airline is legally obliged to provide full information on entitlements for delay, cancellation and denied boarding in the event of one of these things occurring. This rule is in place so that you will know what you should get and so that you can ask for it if you don't.

For more information on your entitlements when flying go to:
http://www.eccdublin.ie/topics/air_travel.html

To read *Lazy Larry's Guide to Consumer Rights on Holidays in Europe* (pdf file) go to:
http://www.eccdublin.ie/publications/leaflets/subject_guides/Lazy_Larry_Guide.pdf

If you wish to email your consumer queries to us please do so to info@eccdublin.ie

The European Consumer Centre is funded by the European Commission and the National Consumer Agency.

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.