



EUROPEAN CONSUMER CENTRE IRELAND



# LAZY LARRY'S



**Guide to Consumer Rights  
on Holidays in Europe**

## In the Airport

- Avoid paying excess; check weight of luggage before you go
- Save red faces; bring proper ID
- Be seen be safe; carry liquids on board in a clear plastic bag
- Need to know basis; airlines must inform you of your rights if flight is delayed, cancelled or you are denied boarding due to overbooking



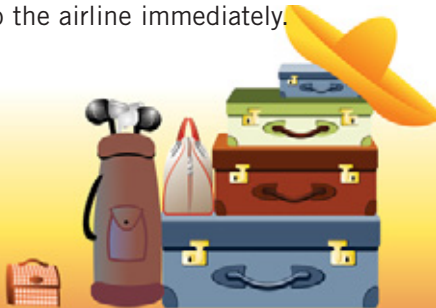
# Shopping

- Avoid free scratch cards; you could end up losing money by joining a Holiday Club
- Be careful what you buy and where you buy it especially digital cameras, camcorders etc.
- Receipts; keep safe in case you need them later.
- If goods become faulty you have up to 2 years to seek redress from the seller.



# Homeward Bound

- Luggage; Fill out a Property Irregularity Report (PIR) if your luggage is damaged or goes missing **AND**
- Write a formal letter of complaint to the airline immediately.



**If you have problems on your package holiday contact your Tour Representative to allow him or her to resolve the issue.**

# Medical Emergencies while on Holiday

- In case you need to visit Accident & Emergency make sure you have your European Health Insurance Card. You can get one from your local Health Centre or on [www.ehic.ie](http://www.ehic.ie).



For more information on your  
consumer rights in Europe  
log on to; [www.eccdublin.ie](http://www.eccdublin.ie)



**ENJOY YOUR  
HOLIDAYS IN EUROPE!**



**T: 01 8090600**  
**[www.eccdublin.ie](http://www.eccdublin.ie)**

ECC Dublin provides free information on consumer rights in Europe and assists consumers with cross-border disputes. The Centre is funded by the European Commission and the National Consumer Agency. ECC Dublin is a member of the European Consumer Centre Network.



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Please note this is a guide only and not legal text.