



EUROPEAN CONSUMER CENTRE IRELAND

SUMMER

SURVIVAL KIT

We live in uncertain times and with value for money more important than ever ECC Ireland has prepared a Summer Survival Kit to ensure that when you travel you can avoid unnecessary expense and inconvenience by following these handy tips.

BEFORE YOU GO

- If travelling to a European destination this summer ensure that you obtain a European Health Insurance Card. This allows you to access necessary healthcare in the public system of any EU / EEA country or Switzerland, if you become ill or injured while on a temporary stay in that country. You can apply for the card and get further information at www.ehic.ie
- Avoid paying excess fees at the airport by weighing your luggage before you leave and checking that your carry on luggage is within the permitted dimensions.
- Ensure you have all relevant travel documentation and valid photo ID. **Don't forget to print off your boarding card if necessary!**



GETTING THERE

- Remember that if your flight is cancelled or significantly delayed EU legislation states that you must be given a choice between re-routing to your final destination or a refund.
- While awaiting a re-routed or significantly delayed flight, you should receive care and assistance from the airline which 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 as a result make sure you keep receipts.
- If your luggage is lost or damaged by the airline, you can claim compensation under the Montreal Convention. Fill out a Property Irregularity Report (PIR) at the airport and ensure to keep receipts for all necessary expenses. Write a formal letter of complaint to the airline immediately as strict time limits apply to claims; 21 days for delayed luggage and 7 days for damaged luggage.

TIME	DESTINATION	GATE#	STATUS
12:00	COPENHAGEN	---	CANCELLED
12:15	PARIS	---	CANCELLED
12:25	LONDON	---	CANCELLED
13:20	FRANKEURT	---	CANCELLED

WHILE ON HOLIDAYS

- Remember that when you purchase goods anywhere in the EU, your basic legal rights as a consumer are protected under EU Legislation. If goods become faulty you have a minimum of two years to seek redress from the seller.
- Be careful what you buy and where you buy it especially with expensive electronic items. Remember the golden rule; if it sounds too good to be true it probably is.
- As everyone lets their guard down a little when on holidays be extra vigilant to ensure you avoid scams. Be especially cautious and 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 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'.
- Stay in touch for less as new EU rules on roaming charges come into effect. From July 2010, it will cost no more than 39c per minute to make a roaming call and no more than 15c to receive a call. Be aware that unless you inform your operator otherwise, your data roaming



limit will now be capped at €50.
(All prices quoted exclude VAT).

- If, when abroad this Summer, you are involved in an emergency and you require the assistance of the Department of Foreign Affairs or your local Irish embassy or Consular office then you should contact the Department of Foreign Affairs' Consular Assistance Unit in Dublin on +353 1 408 2000.

For more information on your consumer rights in Europe logon to www.eccireland.ie or call +353 (0)1 809 0600



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