

WHILE ON HOLIDAYS...

- Roaming charges are now even cheaper for travel in the EU. Under the 'roam like at home' regulations you pay domestic prices, irrespective of where you are travelling in the EU for phone calls, texts, and using data. The calls, texts, and the data you use will be counted against your national bundle. Making calls and texts will be exactly the same as when you're at home. The amount of data that is subject to 'roam like at home' depends on the type of contract you have, so it is advisable to check with your mobile operator.
- If you are involved in an emergency while abroad and require the assistance of the Department of Foreign Affairs or your local Irish embassy or consular office, you should contact the Department of Foreign Affairs Consular Assistance Unit in Dublin on **+353 (0)1 408 2000**.
- The European emergency phone number **112** is available anywhere in the EU free of charge. A trained operator who will transfer your call to the most appropriate emergency service.



Cabhair agus comhairle
do thomhaltóirí
san Eoraip



European Consumer Centre Ireland

For more information on your
consumer rights in Europe
log on to www.eccireland.ie
or call **+353 (0) 1 8797 620**

Macro Centre, 1 Green Street, Dublin 7
T: **+353 1 879 7620** / F: **+353 1 873 4328**
E: info@eccireland.ie [@eccireland](https://twitter.com/eccireland)

www.eccireland.ie

Disclaimer:

The content of this leaflet represents the views of the author only and it is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the Consumers, Health, Agriculture and Food Executive Agency (CHAFEA) or any other body of the European Union. The European Commission and the Agency do not accept any responsibility for use that may be made of the information it contains.



Coimisiún um
Iomláocht agus
Cosaint Thomhaltóirí | Competition and
Consumer Protection
Commission

Co-funded by the
European Union



This leaflet was funded by the
European Union's Consumer
Programme (2014-2020).

Cabhair agus comhairle
do thomhaltóirí
san Eoraip



European Consumer Centre Ireland



We live in uncertain times and with value for money more important than ever, ECC Ireland has prepared a Summer Survival Kit to help consumers avoid unnecessary expense and inconvenience when travelling this summer.

BEFORE YOU GO

- Apply for a European Health Insurance Card (EHIC). – This card allows you to access emergency healthcare in the public system of any EU/EEA country or Switzerland. You can apply for the card, free of charge, and get further information at www.hse.ie
- Fully read the airline's policies in relation to carry-on and check-in luggage, paying particular attention to permitted cabin/check-in baggage allowance per passenger, dimensions, weights, and packed items. Avoid excess fees at the airport by weighing your luggage and checking dimensions before you leave.
- Ensure you have all relevant travel documentation and valid photo ID.
Don't forget to check-in on time and print off and / or download your boarding pass properly.
- Download the 'ECC-Net: Travel' app. This app, which is available for Android, iOS (iPhone, iPad), and Windows, provides a range of useful information and advice on common problem areas encountered abroad.



GETTING THERE

- If your flight is cancelled, you must be given under EU law a choice between re-routing to your final destination or a refund.
- If you choose re-routing or your flight is delayed for two or more hours (depending on distance of the flight), you must be offered meals and refreshments, communications facilities (two phone calls, emails) and accommodation if a stay over-night becomes necessary, as well as transport between the airport and the place of accommodation. If this is not provided and you incur expenses, keep receipts and submit your claim to the airline after your return home.
- In the case of cancellation and delay of three or more hours, compensation may be due, depending on the length of the flight and the cause of the disruption. If the delay is five hours or more, you can opt for a full refund if you decide not to fly.
- If your luggage is mishandled by an airline, you can claim compensation under the Montreal Convention. Fill out a Property Irregularity Report (PIR) at the airport and keep receipts for all necessary expenses. Send a written claim to the airline immediately as strict time limits apply – 21 days for delayed luggage and 7 days for damaged luggage.



WHILE ON HOLIDAYS

- If you booked a package holiday through a bonded and licensed travel agent, you will normally enjoy a higher level of protection under EU law. If something goes wrong, report the issue to the local representative and, if the problem is not resolved, gather as much evidence as possible to support your case and submit your complaint in writing to the organiser within 28 days of returning home.
- If you're renting a car while abroad make sure to familiarise yourself with the terms and conditions (before booking and during pick-up), inspect the car (and take photos) on collection and return, and check the insurance coverage.
- Remember that when you purchase goods anywhere in the EU, your basic legal rights as a consumer are protected under EU legislation.
- If it's too good to be true, it probably is. Be careful with what you buy and where you buy it, especially when it comes to expensive electronic items.
- Everyone lets their guard down a little when on holidays but be extra vigilant to avoid scams and other holiday spoilers. Watch out for pick pockets, and those offering a free product/service. Never let your credit card out of your sight.

