

“ECC-Net: Travel” App

A new mobile application for European consumers when travelling abroad

**A joint project of the
European Consumer Centres Network**

Name of the App:

ECC-Net: Travel

When to use this App?

First of all, this App is meant to be a travel companion inside the European Union as well as in Iceland and Norway. It helps consumers to overcome difficult situations on their holiday abroad and to exercise and express their consumer rights in the language of their destination country. Besides holiday trips this App is also very useful on business trips as well as during a semester abroad.

With this App the European Consumer Centres Network (ECC-Net) provides assistance - **in 23 official EU languages as well as Norwegian and Icelandic - in total 25 languages**. Consumers will receive information about their rights for typical situations and relevant phrases in the language of their holiday destination.

It may however be possible that a special situation is not covered (completely) by this App. In this case the consumer will still be able to have the specific matter checked by his or her respective European Consumer Center (ECC) at home. Therefore the app provides the contact details of every ECC.



In which languages is the App available?

Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Icelandic, Italian, Latvian, Lithuanian, Maltese, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, Swedish.

Good to know:

- This App works **offline** which means that the user does not need to be online abroad once the App is installed on the smartphone/ tablet. This offline function allows avoiding roaming charges and offers in every situation full content!
- This App is **free of charge**

How to get the free App?

In the Apple app store (for iOS)

In the Google Playstore (for Android)

In the Windows Apps+GamesStore (for Windows Phone)

How many topics are treated in the ECC-Net: Travel App?

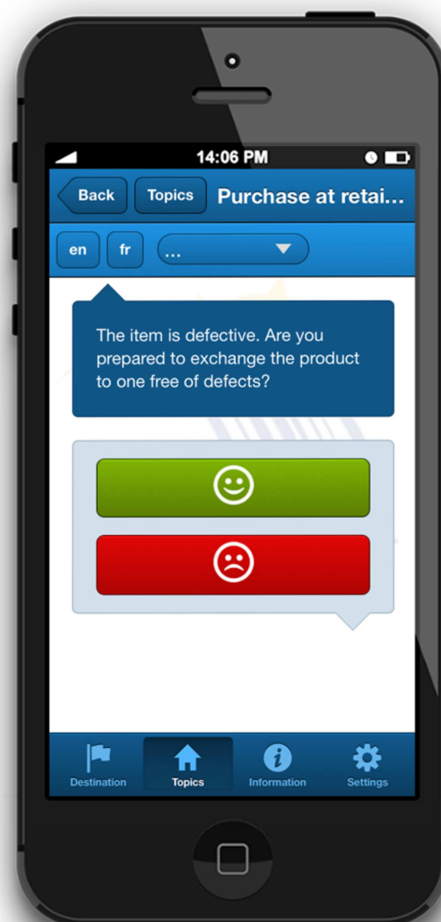
9 topics with different situations:

1. Purchase at retail shop

- Possible difficult situations:
 - bought item is defective
 - advice: Right to repair or to replace, if not possible, reduction of price or refund
 - not happy anymore with bought item
 - advice: exchange or refund (with explanation that there is no right to it)

2. Car rental

- Possible difficult situations at pickup of car:



- car is more expensive than agreed
- advice: insistence on the price quoted at the time of booking, right to reimbursement, payment under protest (to get reimbursed afterwards)
- car is not available
- advice: right to an alternative car for the same price, right to a price reduction or right to reimbursement
- car is damaged during use
- advice: written confirmation of damages
- Possible difficult situation during the use of the car
 - damages caused during the use of the car:
 - advice: explanation of responsibility for damages and advice to report damages immediately to hirer and/or police
- Possible for difficult situation on the return of the car:
 - controversy about proper return of the car
 - advice: written confirmation of correct delivery

3. Airplane

- Possible difficult situations:
 - delay in departure
 - advice, depending on the delay (2,3,4 or 5 hours): right to information, right to communicate (phone calls or internet access), right to get meals and refreshments, right to accommodation, right to reimbursement and re-routing (only in case of 5 hours delay)
 - delay at final destination
 - advice: written confirmation of delay (to get reimbursed afterwards)
 - cancellation of the flight
 - advice: right to re-routing, right to assistance (information, communication, meals and refreshments or accommodation) or right to reimbursement of the ticket price
 - denied boarding
 - advice: right to alternative transport, right to reimbursement of the ticket price, right to assistance (information, communication, meals and refreshments, accommodation), written confirmation of own presence at time
 - damaged/ incomplete or lost luggage
 - advice: Request form letter (to get reimbursed afterward)

4. Train

- Possible difficult situations:
 - delay in departure or cancellation
 - advice, in case of delay depending on the delay (delay of more than 60 minutes): right to continuation re-routing directly or later without any additional costs, right to refund of ticket price, right to care (meals and refreshments), right to accommodation
 - missed connection due to delay or cancellation
 - advice: right to continuation without any additional costs or right to return to first point of departure and reimbursement
 - delay on arrival
 - advice: written confirmation of delay (to get a refund afterwards)

5. Bus

- Possible difficult situations:
 - delay in departure 90-119 minutes:
 - advice: right to meals and refreshments, right to accommodation
 - delay in departure in 2 hours and more
 - advice: right to assistance (meals and refreshments, or accommodation), right to re-routing, right to reimbursement of the ticket price and return to the first point of departure
 - vehicle breakdown
 - advice: right to re-routing
 - cancellation:
 - advice: right to assistance (meals and refreshments, or accommodation), right to re-routing, right to refund of the ticket price and return to first point of departure

6. Ship / Ferry

- Possible difficult situations:
 - delay in departure
 - advice: right to information, right to re-routing, right to assistance (meals and refreshments), right to reimbursement of the ticket price
 - delay on arrival
 - advice, depending on the journey time (up to 4 hours – more than 24 hours): written confirmation of the delay (to get a refund of 25/ 50 % of the ticket price afterwards)

- cancellation
- advice: right to information, right to re-routing, right to assistance (meals, refreshments and accommodation), right to reimbursement of the ticket price

7. Hotel

- Possible difficult situations:
 - room is more expensive than agreed upon
 - advice: insistence to pay only the price agreed upon, right to reject the room and get refunded, payment under protest (to get refunded afterwards)
 - room is inadequate
 - advice: right to an alternative room for the same price, right to a price reduction, right to reject the room and get refunded
 - booked room is not available
 - advice: right to an alternative room for the same price, right to a price reduction (in case a room of a lower category is offered) , right to reimbursement (and compensation)

8. Health

- How to get a medical treatment abroad as insured person under a statutory insurance and how to use the EHIC

9. Useful information

- important telephone numbers and addresses for everyday emergencies, e.g. ECCs/ embassies/ emergency numbers
- general information about closing contracts abroad
- tips concerning the use of mobile phones & Internet abroad

Who developed this App?

The ECC-Net: Travel App is a joint project of the European Consumer Centres Network (ECC-Net) under the lead of ECC Germany.

It arises from the project “European Consumer Centres Network – ECC-Net” which has received funding from the European Commission, in the framework of the Consumers Programme 2007-2013.



Co-funded by
the European Union

What is the ECC-Net?

ECC-Net is the network of the European Consumer Centres existing in all EU Member States plus Norway and Iceland. The ECCs are co-funded by the European Union.

All members of the ECC-Net in alphabetical order: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

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