

# USING YOUR MOBILE ABROAD

MEPs have ensured travellers receive a maximum charge for sending a text message to 9p which amounts to an average cut in the cost of sending texts in the EU of 60%. The new rules mean phone operators must provide clear billing guidelines of surfing the net and downloading data on a mobile when abroad.

In future, mobile phone users will receive a reminder when they have spent €50 using these services abroad aiming to eradicate shock bills for customers. The EU has already taken action to reduce calling costs for mobile phone users when they are travelling across the EU, reducing bills by almost a half.



# WHAT IF YOUR FLIGHT IS CANCELLED?

Passengers whose flight has been delayed by more than a few hours, cancelled completely without prior notice, or who have been denied boarding because the airline has too many passengers for the seats available must be given immediate assistance by the airline.

Airlines are responsible for arranging alternative travel whether the problem is within the airline's control or not. They must get passengers to their destination unless the passenger chooses not to travel and have their fare reimbursed. Depending on the delay, airlines must provide food, refreshments, communication facilities and if the delay is overnight, accommodation. In certain cases airlines must also pay compensation.



# WHAT IF YOUR HOTEL ISN'T SAFE?

Labour is leading the way in campaigning for universal fire safety requirements in every EU hotel which will prevent fire deaths caused by lack of sprinklers.

Examples of what safety inspectors have found in hotels across Europe are terrifying; sprinklers without a water supply, covered smoke alarms and blocked fire exits. All while holiday makers are sleeping in their beds unaware of the serious danger they could be in.

We are determined to implement safer services. Fires and carbon monoxide poisoning are preventable if the right standards and systems are in place across the EU.



# TIMESHARES – DON'T GET CONNED

Do not be tempted to rush into buying a timeshare. A reputable company won't pressure you to sign a contract. If the offer sounds too good to be true, it probably is. Signing up while on holiday may not be the best idea. Guidance for people considering buying a timeshare is available from the [Timeshare Consumers Association](#).

If you are having problems with your timeshare, or believe that your timeshare company may have acted illegally, you should contact your local Trading Standards office (your local council will be able to advise you about how to do so) or [Citizens Advice Bureau](#). Timeshare purchases are covered by EU law to provide protection to consumers such as a cooling off period. Please examine any contract carefully. Know your rights!



# STAY HEALTHY ON HOLIDAY

The European Health Insurance Card, which replaced the E111 form, ensures that millions of Britons are covered for emergency healthcare when they travel to other EU countries. Thanks to European law the EHIC card guarantees you reduced-cost or free state emergency care in any of the other 26 Member States of the EU. If you travel without it and you have an accident, you could end up with a big bill for hospital treatment. It's not worth taking the risk.

To renew or obtain an EHIC, call the EHIC Application Line on 0845 606 2030 or apply online at [www.ehic.org.uk](http://www.ehic.org.uk).



# SPENDING YOUR MONEY ABROAD

Thanks to EU rules, withdrawing euro from a cash machine costs you the same anywhere in the EU as it does in the UK. The transaction fee for making a debit or credit card payment in the EU in euro is also the same (free).

The European banking industry, supported by the EU, is creating a [Single Euro Payments Area](#) to make all electronic payments across the EU, whether by credit or debit card, bank transfer or direct debit, as easy as domestic payments. Your well-deserved holiday should not be spoiled because of hidden bank charges.

