



## KNOW YOUR EU RIGHTS THIS SUMMER

### LABOUR FIGHTING FOR YOU IN EUROPE

As you jet off on your summer holidays across Europe, your thoughts will be of getting your suitcase packed ready for a well deserved break in the sun. You won't be thinking of flight cancellations, shock mobile phone bills or shoddy health and safety measures at your hotel. Luckily, you won't have to because we already have. Rest assured, we are fighting for you in the European Parliament to make sure your rights are always protected. The turmoil for air passengers after the Icelandic volcano has shown us just how important EU law is in protecting hard working families from unscrupulous businesses who may take advantage.

From battling airlines to get you home again, to taking on hotel owners who don't apply adequate safety measures and battling mobile phone companies, we are always on your side. If any readers are planning a trip abroad this summer, you will be pleased to hear we have secured yet another reduction in the cost of mobile phone use. Labour MEPs have been at the forefront of negotiations in order to slash the cost of using your mobile outside the UK.

This handy booklet will demonstrate what we have been working towards on your behalf, what your rights are in the EU and who to contact if you need assistance on holiday. Hopefully, though, these will be precautionary measures and your summer holiday goes without a hitch.

# CHECKLIST AND KEY CONTACTS

- Take your EU Health Insurance Card, you never know when you might need it. If you don't have one, apply here, it's free! <http://www.ehic.uk.com/apply.html>
- Check the Foreign and Commonwealth Office's Know Before You Go website, there may be national holidays or domestic situations you should know about <http://www.fco.gov.uk/en/travel-and-living-abroad>
- Note down this website, [http://ec.europa.eu/transport/passengers/air/air\\_en.html](http://ec.europa.eu/transport/passengers/air/air_en.html). And print off the form template you'll find there. If airlines do not co-operate or fail in their duties to get you to your destination, complain using this form and send a copy to me at the address below. I'll pursue this on your behalf.
- Tell your mobile phone company you're going away. They'll arrange a limit with you when you're away and send you text updates so you know exactly how much you're spending.
- If you have any dispute or complaint regarding any purchases you've made on holiday, contact the consumer centre for the country you are visiting who can help resolve the issue. [http://ec.europa.eu/consumers/redress\\_cons/docs/ecc\\_network\\_centers.pdf](http://ec.europa.eu/consumers/redress_cons/docs/ecc_network_centers.pdf)
- In rare circumstances, where disputes over purchases cannot be resolved in this way, there is a special free to use EU-wide resolution service, Solvit. More details can be found at [http://ec.europa.eu/solvit/site/index\\_en.htm](http://ec.europa.eu/solvit/site/index_en.htm)
- Call your bank to tell them which country you're visiting to ensure they don't stop your card due to their belief there's fraud on the account. Confirm with them they won't charge you for withdrawing money from an EU ATM.
- Check your car hire company's policy on refuelling. Many of my constituents have been stung by companies who have expected them to return vehicles fully filled or they face a heavy fine, penalising them for using less fuel.
- 112 is the emergency number to ring anywhere in Europe, from any phone, free of charge.
- Your driving licence and insurance covers you to drive anywhere in the EU, for further info, look at [http://ec.europa.eu/transport/road\\_safety/behavior/driving\\_licence\\_en.htm](http://ec.europa.eu/transport/road_safety/behavior/driving_licence_en.htm)

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