

# What has the EU done for transport and travel?

- Regardless of your mode of transport you cannot be charged more because of your nationality or where in the EU you are making your booking.
- If your travel is delayed or cancelled you are entitled to compensation, a refund, alternative travel at no extra cost, accommodation, food and access to communications (a free phone call) dependant upon the length of your delay or the mode of transport.
- If your luggage is damaged, lost or in some cases delayed you may be entitled to compensation dependant upon the mode of transport.
- Package travel rights apply if you book a holiday lasting 24 hours, at least, or if it involves an overnight stay. It must also include two of the following: transport, accommodation and other services that account for a significant part of the package (e.g. sight-seeing passes or activity passes for the duration of your holiday).
- Thanks to EU rules, when you book package travel you are entitled to: clear and accurate information; at least one party must be responsible for the package as a whole, even if individual aspects of the package are provided by separate companies; the right to assistance; to get your money back and be repatriated in the event the organiser/retailer goes bankrupt; to transfer your package to someone else if you can no longer take up the booking - this may involve a fee and if the organiser changes the content of your holiday you are entitled to cancel the package - you can then choose an alternative package or get your money back
- The EU offers a service called the European Consumer Centre (ECC-net), which you can contact if you need information regarding your rights or assistance with a dispute between you and a seller.
- Although the UK is not part of the Schengen free-travel area, UK citizens travelling across the EU face fewer restrictions in comparison to travelling outside the EU.
- Ease of travel across the EU is of great benefit to the UK and Scottish tourism industries - creating jobs and boosting the local and national economy.
- Freedom of movement of peoples has been vital to the tourism industry in Scotland, particularly in recent years.

- Buying a timeshare can be a stressful and complicated business. The EU has created rights to protect people from unscrupulous traders. These ensure: you be fully informed of the terms of the agreement prior to signing, an agreement must be presented in your own language (an official EU language); a cooling off period of 14 calendar days - you can withdraw without giving an explanation; if the appropriate withdrawal form accepted by the EU is not provided your cooling off period increases to 1 year and 14 calendar days; an extended cooling off period of 3 months and 14 calendar days if you are not made aware of the full information of the agreement; the seller cannot ask you to make a payment or deposit during the cooling off period; when buying holiday club membership your payments must be equal instalments at yearly intervals; you have the right to cancel your holiday club contract without penalty after the second instalment onwards. Once you receive the request for the next payment you have 14 calendar days to give notice of termination and if you employ a professional to help you sell the timeshare or holiday club membership they are unable to ask you for payment until your timeshare has been sold or the resale contract has been terminated.