

MIDDAY EXPRESS

*News from the Press and Communication Service's midday briefing
Nouvelles du rendez-vous de midi du Service Presse et Communication*

23/07/2012

European Commission publicises key consumer tips for visitors to the 2012 Olympic Games

Visitors to the London 2012 Olympic and Paralympic Games will no doubt want to purchase many attractive goods and use all different kinds of services. It is useful for them to know that the EU has strict rules in place to protect the rights of consumers on its territory. Yet having rights is one thing; knowing them and knowing how to use them is quite another business.

The European Commission is aware of the challenges which sport fans may face when attending the biggest sporting event on the planet. To make life easier for them, the Commission has put together a webpage with key consumer tips on how to plan a successful, stress-free trip to the Olympics – and avoid consumer hassle with travel, accommodation or shopping. This page offers essential, hands-on information and links to services that can help visitors in case of a problem.

Top tips include:

- Check the special webpages of the [UK European Consumer Centre](#) to avoid any accommodation pitfalls that may arise.
- While departing from a EU airport, you are protected by EU passenger rights in case of delays, cancellations or denied boarding.
- Goods purchased on the EU territory are submitted to a legal guarantee: the seller must repair or replace faulty products free of charge. If that is not possible within reasonable time or without inconvenience, you may ask for a refund or a price reduction.
- Consult our [website](#) or write via [web request](#) for any consumer-related problems you encounter.
- Citizens from the European Economic Area and Switzerland should get from their social security a European **Health Insurance** Card to access state healthcare in the UK at reduced fees or for free. If you are from another part of the World, travel insurance is advisable.

The Commission also thought it worthwhile to make visitors from around the globe familiar with our successful EU-wide emergency number, the 112.

This webpage of tips (http://ec.europa.eu/dgs/health_consumer/london_2012/index_en.htm) is established in partnership with Europe Direct, the Commission information service, the UK Citizens' advice bureau and the Network of European Consumer Centres (ECC-Net).