

DECALOGUE FOR EUROPEAN TOURISTS

1. Travel in Europe with a simple identity card (ID) (*)

(*) A passport is required in 5 European countries that do not belong to the Schengen area (Bulgaria, Romania, Cyprus, Ireland and United Kingdom), as well as in European countries that haven't joined the EU (Norway, Switzerland, Lichtenstein and Iceland)

2. Entry without visa (*) for visitors from 42 countries outside the EU

(*) Visa is necessary in case of stay that exceeds 3 months.

3. If you are travelling outside Europe, you have protection and consular assistance granted by the diplomatic missions of all EU countries

4. The EU protects your rights as a passenger

Some examples:

- If your flight is cancelled without notice or you are denied boarding or if you have more than 5 hours delay, ask for a refund or an alternative route;
- If your luggage gets lost or damaged during boarding, you are entitled to a refund of up to 1,220 euros;
- If you are a passenger with reduced mobility (PRM), you will be granted non-discriminatory conditions of access, both in the air and on board a transnational train within the EU borders. You are also entitled to free assistance before, during and after the flight (if you're traveling by plane), and free assistance in the station and on board (when going by train).

5. Package holidays "all inclusive": always check that price and information are clearly stated in the contract.

Thanks to an European directive on travel package (under review) you'll benefit from rights in the event of unilateral cancellation or change by the tour operators

6. Since this summer, using your phone in another European country is cheaper

Since 1 July 2012 new "roaming" rates have been reduced by 75% on a range of services, compared to 2007.

7. If you get sick or have an accident in another European country, you are entitled to the same health care services that you have in your home country

8. If you travel with your dog or cat, do not forget to get the European passport for pets from your vet

9. In case of danger or emergency, call the single European emergency number: 112; to get more information on your rights call the toll-free "Europe Direct" 00 800 6 7 8 9 10 11 (*); the service is also available at the following website: <http://europa.eu/europedirect>

10. Keep a civilized and "ethical" behaviour, respect the environment, the culture and the traditions of your host country, never drive if you drank or you're under the influence of drugs.