

Be a Smart Consumer in EUROBASKET 2011 Event in LITHUANIA

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Arrival

According to Schengen Agreement, nationals of EU Member States do not need a visa to enter Lithuanian territory.

International Airports:

- ✿ Vilnius International Airport - www.vilnius-airport.lt/en/.
- ✿ Kaunas International Airport - <http://www.kaunas-airport.lt>.
- ✿ Palanga International Airport - <http://www.palanga-airport.lt/en/>.

You can also reach Lithuania by bus, by boat, by train or by car.

Getting around

Taxi

Taxi can be hailed on the street, found at taxi ranks or ordered by phone (this option is cheaper). All the vehicles are marked by illuminated “Taksi” signs and yellow licence plate numbers.

Rates: Regular vehicle - from 1.25 Lt/km (0.34 EUR/km) to 1.50 Lt/km (0.43 EUR/km);

VIP class – from 1.80 Lt/km (0.52 EUR/km) to 4.00 Lt/km (1.15 EUR/km);

Boarding fee – from 2.00 Lt/km (0.57 EUR/km) to 2.50 Lt/km (0.72 EUR/km).

NB! The cost for travel from Vilnius International Airport to the city centre of Vilnius is around 6 EUR (20 Litas) if you order taxi by phone. Otherwise (if you take taxi which is located at the airport) you may pay around 50 EUR (173 Litas) .

More information about taxi services (company names, travel costs, telephones) in different towns can be found in the following link - www.taksi.lt.

Distances between the host cities (in km)

	Alytus	Kaunas	Klaipėda	Panevėžys	Šiauliai	Vilnius
Alytus www.alytus-tourism.lt	-	69	294	171	211	105
Kaunas www.visit.kaunas.lt	69	-	215	110	180	105
Klaipėda www.klaipeda-tourism.lt	294	215	-	270	170	309
Panevėžys	171	110	270	-	82	140
Šiauliai www.tic.siauliai.lt	211	180	170	82	-	210
Vilnius www.vilnius-tourism.lt	105	105	309	140	210	-

Distances calculator between Lithuanian towns can be found here: www.lra.lt/en.php/distances/543.

Public Transport

- Public transport in urban districts includes **buses** and **trolleybuses**, which usually run from 5 am to 11 pm. Transport tickets can be bought at newspaper kiosks (2 Lt (0.57 EUR)) or from the driver (2.5 Lt (0.72 EUR)). You can also buy tickets for a day, 3 or 10 days. Routes can be found here: Vilnius - www.vilniustransport.lt; Kaunas - www.kvt.lt; Šiauliai - www.busturas.lt; Klaipėda - www.klaipedatransport.lt; Panevėžys - www.panevezioautobusai.lt; Alytus - www.marsrutai.info/alytus.
- Generally, buses are more frequent and quicker than domestic trains and serve almost every town and village. Minibuses are less crowded but more expensive.
- Lithuanian Railways provide good connection from Vilnius to Kaunas, Klaipėda and Šiauliai. Passenger trains operating twice a day (including a sleeper train) connect Vilnius with the Baltic coast (www.litrail.lt).
- You shall always validate your ticket before entering the embarkation platforms (or getting on the bus/trolleybus), otherwise you may be fined.

Car rental

Vehicles in Lithuania may be rented from private companies at the Airport territory or in any other place suitable for the customer. When renting a car, you should:

- Know that it is always the paper contract that prevails, which you sign in the agency when picking up the car. This is especially important for advance online bookings. Therefore, you should always make sure that the final contract includes all options that you have previously selected on Internet;
- Take time to read the contract again and ask questions on the coverage of insurances signed, fuel policy, etc.;
- Have a close look at the car and immediately report any damage, bump, etc. that you discover;
- Ask for the opening hours of the agency to be able to return the car in person. If you leave the vehicle on the parking of the company outside the opening hours, you can be held responsible for damages caused to the vehicle;

- ⊕ The condition of the vehicle should be confirmed in writing and signed by yourself and a representative of the company;
- ⊕ Price for car parking varies from 1 to 6 Lt (0.28 to 1.74 EUR) for an hour. More information here: www.parking.lt.

Accommodation

- ⊕ In many hotels you can pay with international payment cards, however, you should remember that American Express is not widely used in Lithuania.
- ⊕ If you have a prepaid or guaranteed reservation and you give the hotel or motel your credit card number to reserve a room at any time, you must be provided with a room.
- ⊕ If the hotel does not provide you a room, it is regarded as a breach of your contract. You must be provided with a room even if the hotel has to send you to another hotel or motel and pay for your first night's stay as well as provide free transportation to another hotel or motel.
- ⊕ Let the manager know you want a special room in advance. You must receive written confirmation of your request for that room in advance.
- ⊕ If you experience problems, tell the manager or reception immediately.

Shopping

Opening hours

Shops:

Monday–Friday: from 10.00 a. m. to 7.00 p. m.
Saturday: from 10.00 a. m. to 6.00 p. m.

Banks:

Monday–Friday: from 8.00 a. m. to 5.00/ 6.00 p.m.
Saturday-Sunday: from 9.00/10.00 a. m. to 10.00 p.m. but only in big shopping malls.

Big shopping malls and food stores:

Usually open every day from 9.00/10.00 a. m. to 10.00 p.m.

Bread, beverages, food and newspapers can be bought at most petrol stations that are open 24 hrs.

Central Post office (Gediminas avenue 7):

Monday–Friday: from 7.00 a.m. to 7.00 p.m.
Saturday: from 9.00 a.m. to 4.00 p.m.

Shopping tips

- ⊕ The Lithuanian currency is the **Litas** (LTL). 1 Litas equals to 100 Centas. 1 Litas is 0.29 EUR.
- ⊕ In case you do not like the shape, size, colour, or model of the purchased goods or the assortment of goods which constitute a set, you are entitled to replacement or refund for the certain goods within **14 days** from the date of purchase. Please keep the receipt.
- ⊕ When you buy goods or services online, in Lithuania you have a time limit of **7 work days** from the date of delivery (buying goods) or the date of conclusion of the contract (buying services) to withdraw from such contract by notifying a seller or service provider in writing hereof.
- ⊕ The seller must give you a receipt when you buy goods or services. It is important that you keep receipts and guarantee documents.

Other

- ☛ **Smoking** is banned in restaurants, cafes, bars, other public eating places, clubs and discos.
- ☛ **Drinking alcohol** is banned in public places.
- ☛ The international **phone code** in Lithuania is 00370 or +370.
- ☛ Most telephone booths take phone cards. Customers can buy these cards at Post-Offices and Press Stands.
- ☛ **Mail boxes:** in Lithuania, mail boxes are yellow and can be found along the street and in every Post Office. Mail collection times are displayed on the boxes.
- ☛ **Stamps:** stamps can be bought at any Post Office or Newsagent. Post costs vary according to the weight of your mail and its destination.
- ☛ **Internet:** Consumers can find wireless network in various cafes. Usually the relevant signs are available on the door of the café.

Health Services

Before travelling make sure that you have your European Health Insurance Card (EHIC). EHIC will:

- ☛ enable you to access National health care services at a reduced cost or sometimes for free;
- ☛ cover the costs of the necessary medical treatment.

If you don't have your EHIC when seeking treatment, a charge will be applied. You should provide original receipts in order to get a refund.

Nevertheless, it may be useful to pay for **additional travel insurance** to cover additional costs, such as repatriation. Any costs incurred for private healthcare are non-refundable. Contact the SPF (State Patients' Fund) for further information: www.vlk.lt.

Consumer Rights Protection Authorities

The State Consumer Rights Protection Authority

Tel. 00 370 5 2626751

E-mail: tarnyba@vvtat.lt

www.vvtat.lt

European consumer centre Lithuania (ECC-Net)

Tel. 00 370 5 2650368

E-mail: info@ecc.lt

www.ecc.lt

Skype: ecclithuania

Useful links

www.eurobasket2011.com

www.lithuania.lt

www.vilnius-tourism.lt

www.vilnius.lt

www.kaunas.lt

www.travel.lt

www.camping.lt

www.countryside.lt