

For further information
on your rights as a consumer
in the European Union, contact:



Centro Europeo del Consumidor en ESPAÑA
European Consumer Centre in SPAIN

Príncipe de Vergara, 54
28006 Madrid

<http://cec.consumo-inc.es>
tel.: +34 91 822 45 55
fax. +34 91 822 45 62
email: cec@consumo-inc.es



List of European Consumer Centres in Europe

AUSTRIA

Mariahilfer Straße 81. 1060 Wien
Tel.: + 43/1 588 77 342
Fax: + 43/1 588 77 99 342
E-mail: info@europakonsument.at
Web: www.europakonsument.at

BELGIUM

Hollandstraat 13 / rue de Hollande 13
1060 Brussels
Tel.: +32/2 542 33 89
Fax: +32/2 542 32 43
E-mail: info@eccbelgium.be
Web: www.eccbelgium.be

CYPRUS

6, Andreas Araozos. 1421 Nicosia
Tel.: +357/22 867100
Fax: +357/22 375120
E-mail: ecc.eejnet@mcit.gov.cy
Web: www.agrino.org/ecc.cy

CZECH REPUBLIC

Na Frantisku 32. 110 15 Prague 1
Tel.: +420/22406 2672
Fax: +420/22406 2314
E-mail: esc@mpo.cz
Web: www.mpo.cz

DENMARK

Amagerfaelledvej 56. DK-2300 Copenhagen S
Tel.: +45/32 66 90 00
Fax: +45/32 66 91 00
E-mail: info@forbrugereuropa.dk
Web: www.forbrugereuropa.dk

ESTONIA

Kiriku 4. 15071 Tallinn
Tel.: +372/6201 708
Fax: +372/6201 701
E-mail: consumer@consumer.ee
Web: www.consumer.ee

FINLAND

Haapaniemenkatu 4 A. Box 5 00531 Helsinki
Tel.: +358/9 7726 7826
Fax: +358/9 7726 7557
E-mail: ekk@kuluttajavirasto.fi
Web: www.kuluttajavirasto.fi/ecc

FRANCE

Rehfusplatz 11. D-77694 Kehl
Tel.: +49/78 51 991 48 0
Fax: +49/78 51 991 48 11
E-mail: info@euroinfo-kehl.com
Web: www.euroinfo-kehl.com

GERMANY

Rehfusplatz 11. D-77694 Kehl
Tel.: +49/7851 991 48 0
Fax: +49/7851 991 48 11
E-mail: info@euroinfo-kehl.com
Web: www.euroinfo-kehl.com

• DÜSSELDORF office

Mintropstraße 27a. D-40215 Düsseldorf
Tel.: +49/211 3809 115
Fax: +49/211 3809 216
E-mail: info@evz-duesseldorf.de
Web: www.evz.de

• KIEL office

Willestraße 4-6. D-24103 Kiel
Tel.: +49/431 971 93 50
Fax: +49/431 971 93 60
E-mail: info.kiel@evz.de
Web: www.evz.de

GREECE

Plateia Kanigos. 101 81 Athens
Tel.: +30/210 3847253
Fax: +30/210 3847106
E-mail: eurocons1_eccgr@efpolis.gr
Web: www.eccpolis.gr

HUNGARY

Logodi u. 22-24 1012 Budapest
Tel.: +36/1 311 1830
Fax: +36/1 331 73 86
E-mail: info@efk.hu
Web: www.efk.hu

ICELAND

Siðumúli 13, postbox 8160. 128 Reykjavik
Tel.: +354/ 545 1200
Fax: +354/ 545 1212
E-mail: ns@ns.is
Web: www.ena.is

IRELAND

13a Upper O'Connell Street. Dublin 1
Tel.: +353/1 809 06 00
Fax: +353/1 809 06 01
E-mail: info@eccdublin.ie
Web: www.eccdublin.ie

ITALY

Via G.M. Lancisi 31. 00161 Roma
Tel.: +39/06 442 38 090
Fax: +39/06 442 90 734
E-mail: info@ecc-net.it
Web: www.ecc-net.it

LATVIA

Kr. Valdemara Street, 157-228. 1013 Riga
Tel.: +371 738 86 25
Fax: +371 738 86 25
E-mail: info@ecclatvia.lv
Web: www.ecclatvia.lv

LITHUANIA

J. Basanavicius 20-11. 03224 Vilnius
Tel.: +370/5/2650368
Fax: +370/5/2623123
E-mail: info@ecc.lt
Web: www.ecc.lt

LUXEMBOURG

55 rue des Bruyères. L-1274 Howald
Tel.: +352 26 84 641
Fax: +352 26 84 57 61
E-mail: info@cecluxembourg.lu
Web: www.cecluxembourg.lu

MALTA

Triq il-Kukkanja, St. Venera
Tel.: +356 2124 6816
Fax: +356 2124 6816
E-mail: ecc.malta@gov.mt

THE NETHERLANDS

Bordewijklaan 46. 2591 XR The Hague
Tel.: +31/(0)70 315 63 33
Fax: +31/(0)70 315 63 39
E-mail: info@consumenteninformatiepunt.nl
Web: www.consumenteninformatiepunt.nl

NORWAY

P.O.Box 4594 Nydalen. 0404 Oslo
Tel.: +47 23 400 500
Fax: +47 23 400 5013
E-mail: post@forbrukereuropa.no
Web: www.forbrukereuropa.no

POLAND

Plac Powstanców Warszawy 1
00 950 Warsaw
Tel.: +48/022 5560114
E-mail: info@konsument.gov.pl
Web: www.konsument.gov.pl

PORTUGAL

Praça Duque de Saldanha, 31-1°
1069-013 Lisboa
Tel.: +351/21 356 47 50
Fax: +351/21 356 47 12
E-mail: euroconsumo@ic.pt
Web: www.consumidor.pt/cec

SLOVAKIA

Mierová, 19-827 15 Bratislava
Tel.: +421/ 2 4854 1605
Fax: +421/ 2 4854 1627
E-mail: ecc@economy.gov.sk
Web: www.economy.gov.sk

SPAIN

Príncipe de Vergara 54. 28006 Madrid
Tel.: +34/ 91 822 45 55
Fax: +34/ 91 822 45 62
E-mail: cec@consumo-inc.es
Web: <http://cec.consumo-inc.es>

SWEDEN

Rosenlundsgatan 9. 118 87 Stockholm
Tel.: +46/8 429 07 82
Fax: +46/8 429 07 89
E-mail: info@konsumenteuropa.se
Web: www.konsumenteuropa.se

UNITED KINGDOM

PO Box 3308. Wolverhampton, WV10 9ZS
Tel.: +44/(0)1902 710068
E-mail: euroconsumer@citizensadvice.org.uk
Web: www.euroconsumer.org.uk



Centro Europeo del Consumidor en ESPAÑA
European Consumer Centre in SPAIN

Enjoy your holidays in Spain

SAFELY



Enjoy your holidays in Spain



European consumer authorities have received during this whole year numerous complaints concerning some **holiday products** offered in the popular beaches of the Costa del Sol, the Balearics and the Canaries, over which we would like to attract your attention:

■ DISCOUNT HOLIDAY CLUBS

They offer **discounts in accommodation, airplane tickets, car rentals, cruise ships**, etc., once you have paid an initial amount of money as a deposit and eventually periodic fees. If during your stay in Spain you are offered to buy a share in a Discount Holiday Travel Membership Club, you should be aware that:

- ◆ This product **is not Timeshare** nor an assimilate **and it is not specifically regulated** by Spanish Law, nor by the European Union's legislation.
- ◆ Therefore you **are not protected by TIMESHARE legislation**.
- ◆ **You do not have a cooling-off period** to cancel the contract.
- ◆ **You will not have the right to a refund** of the money you might be asked to pay at the signature of the contract.

How do Discount Holiday Clubs operate?

- ◆ Commercial agents with no uniform or identification are usually in charge of attracting clients.
- ◆ They can approach you in the street or on the beach offering you a possible prize (scratch and win cards), urging you to attend a **commercial presentation right at that moment**.
- ◆ Once you have been attracted they will subject you to **aggressive sales techniques** and they will not let you go easily without buying the product.

The complaints that have reached the European consumer authorities state:

- ◆ The **non-existence of the contract's benefits**; the inability to enjoy them in the conditions offered.
- ◆ The **inability** to contact the company afterwards in order to **cancel** the contract or get a refund of the money paid initially.

■ TIMESHARE RESALE

If you already are a Timeshare owner and you wish or you have considered **selling** your Timeshare week, please bear in mind the following recommendations:

Be cautious and **beware** of sellers that:

- ◆ **Call you at home** and say they were given your telephone number by your resort's company, or any other official body.
- ◆ They assure you **there is a client** who is willing to buy your week.
- ◆ They promise they can **sell your week at a very high price**.
- ◆ They **ask you money in advance** claiming they need it for advertising or management expenses.

You should be aware that:

- ◆ The companies which own or manage Timeshare resorts or any other official body **will never provide personal data lists because it is illegal**.
- ◆ Timeshare is a tourist product: **it is not a real estate investment** that may increase its market value and it is likely that you will not be able to sell your week at a higher price than the acquisition price.

■ WE RECOMMEND YOU

Do not sign any document on the spot.

Do not give any advance of money for any concept.

Ask and get advice on these matters in the

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email: cec@consumo-inc.es

or in any other

European Consumer Centre in Europe, (ECC-NET), whose contacts you can see in this brochure.

If you need specific information on Timeshare you may contact the

ORGANISATION FOR TIMESHARE IN EUROPE

on the website www.ote-info.com