

European Consumer Centres Network



Centro Europeo del Consumidor en ESPAÑA
European Consumer Centre in SPAIN

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The ECC in Spain is a public service organisation sponsored by the Spanish National Institute of Consumption for European consumers who require information or assistance in connection with the acquisition of goods or the use of services in a country other than their own. It is part of the European Consumer Centres Network (ECC-Net), situated in each one of the Member States of the European Union and created at the request of the European Commission.



Cofinanced by the European Commission and the Spanish National Institute of Consumption

Telematic offices



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Telematic Information and Assistance Network for European Consumers



Be on your guard and enjoy your holiday



Discount holiday clubs unveiled

- Dubious product: there is no set price, they'll take what they think they can get out of you
- Commercially Inconsistent: Changeable Market
- There is no evidence supporting the offer
- Long term commitment vs. no guarantee



Beware of Scratch Cards offered to you on the street

- The Prize DOES NOT exist!
- The nice fellow is not your friend; he/she is a selling agent
- All you mean to him is money; he/she only wants to catch you!
- Do not listen to and do not follow the selling agent into a taxi



At the selling presentation

- There is no deadline and no special offer. It is just pressure on you Do not sign any document on the spot: take it with you to the hotel
- Do not give any deposit; it is illegal to ask you to do so
- Leave the venue when you want
- Remember a slick presentation and a nice sales deck don't mean that all the promises made are true



Your rights as a consumer

- The current Law in Spain gives you a 7-day cooling off period
- No pre-payment is allowed during the cooling off period
- You can exercise your right of withdrawal without further explanation before the cooling off period is over
- No fees can be charged or generated during that period

