

# CCPC CONSUMER RIGHTS TRAVEL CHECKLIST



- ✓ **KNOW IF PACKAGE HOLIDAY PROTECTIONS APPLY**  
If you book two or more parts of your holiday together (e.g. flights, accommodations, activities) & with the same travel company, then you may have extra consumer rights under Package Holiday laws.



## BEFORE YOU PAY FOR A HOLIDAY

- ✓ **DOWNLOAD & READ THE TERMS & CONDITIONS**  
If you are unclear on anything, contact the business to clarify your rights before you pay.
- ✓ **ASK THE 'WHAT IF..?' QUESTIONS**  
Terms & conditions can be very general. Check that you know what will happen if something goes wrong, for example:
  - You can't travel because you or a member of your family are a close contact of somebody with COVID-19.
  - Your holiday destination introduces mandatory quarantine.
  - Government guidance restricts international or intercounty travel.
  - You feel uncomfortable traveling & want to cancel.
- ✓ **BE AWARE OF SCAMS**  
Even genuine holiday websites can host fake accommodation listings. Always research your accommodation provider & check reviews carefully. Never pay by bank transfer.

## PACKAGE HOLIDAY RIGHTS

You have the right to:



**A FULL REFUND** without a cancellation fee if your holiday is cancelled in unavoidable or extraordinary circumstances.

**14 DAYS**

**RECEIVE A REFUND NO LATER THAN 14 DAYS** after the package travel contract is terminated.



**CLEAR, DETAILED & UP-TO-DATE BOOKING INFORMATION** including termination rights & rights if prices increase.



**CANCEL YOUR PACKAGE HOLIDAY** at any point before you are due to travel & receive a refund (minus any termination fee that may apply).

## DIY HOLIDAY RIGHTS

You have the right to:

**THE T&Cs THAT APPLY WHEN YOU MAKE THE BOOKING**

You have flight rights if your flight is cancelled or delayed, but you can still be left out of pocket for accommodation or event tickets.



Visit [ccpc.ie](https://www.ccpc.ie) for more information on your consumer travel rights.

Connect with us on social media for the latest updates: [/CCPC.ie](https://www.facebook.com/CCPCireland) [@CCPCireland](https://twitter.com/CCPCireland)

Coimisiún um Iomláocht agus Cosaint Tomhaltóirí  
Competition and Consumer Protection Commission