

# 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://ccpc.ie) for more information on your consumer travel rights.

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Cosaint Tomhaltóirí

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Consumer Protection  
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