





Travelling in EUROPE

The European Union of 28 countries, including Croatia from 1 July 2013, stretches over the continent of Europe from Lapland in the north to the Mediterranean Sea, and from the west coast of Ireland to the shores of Cyprus: a rich tapestry of landscapes from rocky coastlines to sandy beaches, from fertile pastureland to arid plains, from lakes and forests to arctic tundra.

The peoples of Europe with their diverse traditions, cultures and languages make up over 7 % of the world's population. Their historic heritage is charted in prehistoric cave paintings, Greek and Roman antiquities, Moorish architecture, medieval fortresses, Renaissance palaces and baroque churches. The modern Europe too attracts the traveller with its vibrant cities, colourful cultural festivities, winter and summer sports, and varied cuisine.

Europeans love to travel and the removal of most passport and baggage formalities has made travelling much easier. Seventeen EU countries share the same currency, the euro, which makes price comparisons easy and removes the cost and inconvenience of changing money. The creation of a single market of more than 500 million people has brought wider choice and lower prices. In fact most Europeans find it as easy to travel within the EU as to travel within their home country.





DOCUMENTS YOU WILL NEED

FOR EU CITIZENS

Passport or identity card

There are no longer any controls at the borders between 22 EU countries. This is thanks to the Schengen rules which are part of EU law. These rules remove all internal border controls but put in place effective controls at the external borders of the EU and introduce a common visa policy. All EU countries are full Schengen members except for Bulgaria, Ireland, Croatia, Cyprus, Romania and the United Kingdom. Iceland, Liechtenstein, Norway and Switzerland are also Schengen members but are not in the EU.

You will therefore need to present a valid passport or ID card when travelling to or returning from the six non-Schengen countries and when entering or leaving the EU at the external borders. Carry them when travelling in the EU because they may be required for identification or security purposes. Before travelling outside the EU, check what documents are required by the non-EU country you plan to visit. Be aware that the only valid ID is the one obtained from national authorities.

Children must now have their own passport or ID card.

Visa

You will not need a visa for travelling within the EU.

FOR NON-EU CITIZENS

Passport

You will need a valid passport.

Visa

There are 41 countries whose nationals do not need a visa to visit the EU for three months or less. These include Australia, Canada, Japan, New Zealand and the United States. The list of countries whose nationals require visas to travel to the United Kingdom or Ireland differs slightly from other EU countries. Apply for a visa from the consulate or embassy of the country you are visiting.

If your visa is from a country fully applying the Schengen rules, it automatically allows you to travel to the other Schengen countries as well. Moreover, if you have a valid residence permit from one of those Schengen countries, it is equivalent to a visa. You may need a national visa to visit non-Schengen countries.



THE EURO

The euro is the legal tender of over 332 million people in 17 EU countries: Belgium, Germany, Estonia, Ireland, Greece, Spain, France, Italy, Cyprus, Luxembourg, Malta, the Netherlands, Austria, Portugal, Slovenia, Slovakia and Finland.

The symbol of the euro is €. Euro notes are identical in all countries but each country issues its own coins with one common side and one side displaying a distinctive national design. All the notes and coins can be used in all EU countries that have adopted the euro, including many of their overseas territories.

Andorra (as of July 2013), Monaco, San Marino and Vatican City use the euro as their national currency, in agreement with the EU. A number of countries and territories, such as Kosovo and Montenegro, use the euro as their de facto currency.

In European countries outside the euro area, many hotels, shops and restaurants, particularly in tourist areas, accept payment in euro as well as the national currency, although they are not legally obliged to do so.



CASH AND CARDS

Thanks to EU rules, withdrawing euro from a cash machine costs you the same anywhere in the EU as it does in your own country from a cash machine that does not belong to your bank. The transaction fee for making a debit or credit card payment in the EU in euro is the same as in your own

country. Banks in EU countries which do not use the euro must also charge the same fees for transactions in the EU as they would for a domestic transfer, if the payment or transfer is made in euros. International payments in currencies other than the euro are not subject to these provisions. Charges may of course differ between banks.

SHOPPING

WITHIN THE EU

There are no limits on what you can buy and take with you when you travel between EU countries, as long as it is for personal use and not for resale. Taxes (VAT and excise duties) are included in the price you pay and no further payment of tax can be due in any other EU country.

Tobacco and alcohol

To determine whether tobacco and alcohol are for personal use, each country can set guide levels. If you carry a larger quantity of these goods, you may be questioned to check that you have no commercial intent. The guide levels may not be lower than:

800 cigarettes

400 cigarillos

200 cigars

1 kg of tobacco

10 litres of spirits

20 litres of fortified wine (such as port or sherry)

90 litres of wine (of which, a maximum of 60 litres of sparkling wine)

110 litres of beer

COMING FROM OUTSIDE

If you enter the EU from outside, you can bring with you goods free of VAT and excise duties for personal use within the limits set out below. The same applies if you come from the Canary Islands, the Channel Islands, Gibraltar or other territories where EU rules on VAT and excise do not apply.



Alcoholic drinks

1 litre of spirits over 22% vol. or 2 litres of fortified or sparkling wine

4 litres of still wine

16 litres of beer

Tobacco products

There is a higher or lower limit depending on the country you are visiting if you are coming from outside the EU. If an EU country decides to apply the lower limits, it may choose to apply them only to land and sea travellers (Bulgaria, Greece, Latvia, Lithuania, Hungary, Poland, Slovakia and Sweden) or to all travellers (Estonia and Romania).

Higher limit		Lower limit
200 cigarettes	or	40 cigarettes or
100 cigarillos	or	20 cigarillos or
50 cigars	or	10 cigars or
250 g tobacco		50 q tobacco

Other goods including perfume

Up to a value of \in 300 per traveller or \in 430 for travellers by air and sea is allowed. Some EU countries apply a lower limit for travellers under 15 but it may not be lower than \in 150.

HELP FOR CONSUMERS

As a consumer, you are protected by basic laws no matter where you are in the EU.

- EU laws on food labelling enable you to make informed choices about what you are buying. You can check the list of ingredients for those most commonly associated with allergies or intolerance.
- The EU organic logo on all pre-packaged organic foodstuffs indicates
 that the goods comply with EU regulations on organic
 production and labelling, and that at least 95% of the
 product's agricultural ingredients are organic.
- The unit price of products the price per kilo or per litre must be given by supermarkets to make it easier to compare prices.
- Cosmetic products have to indicate how long they can be used after opening. Look out for the open jar symbol. Sunscreen products now have clearer labelling, including a standardised indication of UVA protection, standardised terms for describing levels of protection and no misleading terms such as 'total protection'.
- marking on products such as toys, electrical products and mobile phones indicates that they meet all relevant EU safety, health and environmental protection requirements. However, not all products sold in the EU need to bear the marking.
- European Consumer Centres give practical information on consumer rights as well as advice and assistance with cross-border complaints or disputes. There are centres in all EU countries.





RESPECTING THE ENVIRONMENT



Most Europeans want to play an active part in tackling the problems of climate change and protecting the environment. When making your travel plans, consider ways of saving energy and resources and reducing emissions.

To help you find greener products, look for the EU 'Ecolabel' on everyday consumer goods from shampoos to shoes. You can also use it to help you identify environmentally friendly places to stay: a hotel, bed and breakfast, youth hostel or campsite. The EU Ecolabel tells you that the tourist accommodation or campsite limits its energy and water consumption, reduces waste and makes use of renewable energy sources.

GETTING THERE

BY ROAD

Driving licence

A valid driving licence issued in an EU country is valid throughout the EU. The new licence now being issued is a standard design plastic card. In some countries, in addition to carrying a valid driving licence, you will need to have your vehicle registration document with you.

Motor insurance

Wherever you are travelling in the EU your car insurance policy will automatically provide the minimum cover (third party liability) required by law. This also applies to Iceland, Liechtenstein and Norway. If you have comprehensive insurance at home, check that the cover extends to travelling in other countries.

Your insurer can give you a European accident statement form, a standard document that makes it easier to make a declaration on the spot if you have an accident in another country.

A green card is not obligatory when travelling in the EU but it serves as internationally recognised proof of insurance and it makes it easier to settle claims arising from an accident. If you do not take a green card with you, you should carry your certificate of insurance.





Driving safely

In all EU countries, seat belts must be worn in all vehicles in which they are provided. Children must also have appropriate child restraints in cars and lorries and, where possible, in other vehicles as well.

Using a mobile phone while driving greatly increases the risk of an accident and it is either explicitly or implicitly forbidden in all EU countries.

The maximum permitted blood alcohol level varies between 0 mg/ml and 0.8 mg/ml. Further information on road safety rules in each EU country including speed limits, mandatory use of daytime running lights and of winter tyres, and safety equipment for motorists and cyclists can be found at ec.europa.eu/transport/road_safety/going_abroad/index_en.htm. Tracking down drivers who commit road traffic offences abroad will become easier from November 2013 with improved cross-border exchange of information.

Remember to drive on the left side of the road in Ireland, Cyprus, Malta and the United Kingdom and that in some countries, such as Belgium, France, the Netherlands and Portugal, you normally have to give way to traffic coming from your right.

BY AIR

Creating a single European market in air transport has meant lower fares and a wider choice of carriers and services for passengers. EU rules allow travellers to compare prices of air travel. Airline companies must indicate their prices including the fare, all taxes, fees and surcharges.

In order to ensure a high level of security throughout the EU, common rules and standards on security controls of passengers, hand luggage and checked-in luggage have been laid down for all departing flights at EU airports. EU rules lay down a list of items that are not allowed into the cabin of an aircraft and items that are not allowed in checked-in baggage for carriage in the hold of an aircraft. The restrictions on the amount of liquids that can be carried as hand luggage through security points remain for the time being. They will gradually be lifted once they can be replaced by screening for liquid explosives.

The EU maintains a list of airlines banned from operating in the EU and using EU airports.

BY RAIL

The EU has over 212 000 km of railways with extensive international passenger services. There are over 6 000 km of high-speed lines in several countries with trains reaching speeds of up to 350 km/h, and the network is being extended.

BY WATER

There are many key sea routes between EU countries offering regular, high-quality services as an alternative to, or in combination with, road, air or rail. There are also 41 000 km of navigable inland waterways. The EU has been at the forefront of improving maritime safety and promoting high-quality standards with rules to protect passengers and crew sailing on ferries to and from European ports as well as on passenger ships sailing within the EU.

PASSENGER RIGHTS

The EU is the only part of the world where minimum standards for passenger rights have been set across all modes of transport: road, air, rail and water. Passengers in the EU, including disabled passengers and those with reduced mobility, enjoy the right to information, assistance and, in certain circumstances, compensation in case of cancellation or long delays.

BUS AND COACH PASSENGERS

All bus and coach passengers now have the right to receive adequate information before and during their journey. Passengers travelling 250 km or more have additional rights, such as assistance, reimbursement or rerouting in case of delay or cancellation. Disabled passengers and those with reduced mobility can get free assistance at terminals and on board buses or coaches. Notify the carriers and terminal operators of specific needs at the time of booking, when buying the ticket in advance, or at least 36 hours before travelling.



AIR PASSENGERS

The number of passengers has increased by about 35% since 2000 and so the need to provide a minimum set of rights for air passengers has become even more important. As an air passenger, you have the right to information, reimbursement, re-routing, compensation (under certain circumstances) and assistance if your flight is delayed, cancelled or if you are denied boarding. These rights apply to all scheduled and chartered flights, both domestic and international, when departing from an EU airport (or from Iceland, Norway and Switzerland). When arriving at an EU airport from a non-EU country, they apply only to flights operated by an airline licensed in the EU (or Iceland, Norway and Switzerland).

Air carriers are liable in the event of accidents or for lost, damaged or mishandled luggage. Travellers also have certain rights in relation to package holidays. Disabled passengers and those with reduced mobility are entitled to free assistance on the aircraft and at the airport so that they can travel as easily as anyone else. Give the airline at least 48 hours advance notice of your needs.

If you want to complain, first contact the airline or organiser of the package holiday. If they fail to fulfil their obligations then you can complain to the competent national authority. Call the Europe Direct freephone number $00\,800\,6\,7\,8\,9\,10\,11$ for more information.

RAIL PASSENGERS

Rail passengers' rights have been reinforced and improved by EU legislation with better information and rights in the event of delay, missed connections and cancellations on all international EU services. Disabled passengers and those with reduced mobility are entitled to free assistance at stations and on trains. Advance notice of 48 hours of the need for assistance should be given. Call the Europe Direct freephone number 00 800 6 7 8 9 10 11 for more information.

SEA AND INLAND WATERWAY PASSENGERS

Passengers travelling by sea or inland waterway also now enjoy new rights including reimbursement, re-routing, compensation and assistance if faced with cancellations or delays, and the right to receive information. Disabled passengers and those with reduced mobility also have the right to free assistance both at port terminals and on board ships. Notify the carriers and terminal operators of specific needs at the time of booking, when buying the ticket in advance, or at least 48 hours before travelling. These rights apply, with some exceptions, to those travelling on passenger services either departing from or arriving in a port within the EU and on cruises where the port of embarkation is in the EU.

STAYING HEALTHY

ACCESS TO HEALTHCARE

As an EU national, if you are suddenly taken ill or have an accident during a temporary visit to any EU country, Iceland, Liechtenstein, Norway or Switzerland, you are entitled to the same public healthcare services as the people insured in the country you are visiting. Each country has its own rules for public medical provision. In some, treatment is free, in some you pay part of the cost, in others you have to pay the full cost and then claim a refund. So keep all your bills, prescriptions and receipts. Apply for reimbursement in the country you are visiting or, failing that, when you get home.

A European health insurance card simplifies procedures, cuts red tape and helps to speed up the reimbursement of costs. If you do not yet have a card, get it free from your local social security or sickness insurance office. Some countries incorporate the European card on the reverse side of a national card and others issue separate cards.

TRAVEL INSURANCE

The European health insurance card is not a substitute for travel insurance as it may not cover all health costs and it never covers repatriation costs. So you may want to take out separate travel insurance to cover those risks.

MEDICINES

Take your prescription with you if you are carrying prescribed medicines. Do not exceed the quantities needed for your personal use during your trip, as large quantities of drugs can create suspicion.



IMMUNISATION

There are, in general, no immunisation requirements when travelling in the EU. However, there are requirements or recommendations for certain of the EU's overseas territories. Check with your doctor before you go.

BATHING WATER

Strict standards are set for bathing water throughout the EU and the overall water quality remains high. More than 90% of the 22000 bathing sites at beaches, rivers and lakes in the EU now meet the minimum water quality standards set. Official symbols give information on the quality of water at these bathing sites. In addition, voluntary schemes such as the Blue Flags let you know that a beach or a marina has met specific standards on water quality and standards on safety, services, environmental management and information.

COMMUNICATING

LANGUAGES

Europe is rich in languages. The main language families in the EU include Germanic, Romance, Slav, Baltic and Celtic. The EU institutions have 24 official languages but there are many other lesser-spoken ones.

Many Europeans speak at least one other language as well as their mother tongue and over a quarter of the adult population speak at least two foreign languages. However, during your travels in Europe, try using a few phrases of the local language when talking to local people. Here's how to say 'thank you':

Bulgarian	Blagodarya	Irish	Go raibh maith agat
Croatian	Hvala	Italian	Grazie
Czech	Děkuji	Latvian	Paldies
Danish	Tak	Lithuanian	Ačiū
Dutch	Bedankt	Maltese	Grazzi
English	Thank you	Polish	Dziękuję
Estonian	Aitäh	Portuguese	Obrigado
Finnish	Kiitos	Romanian	Mulțumesc
French	Merci	Slovak	Ďakujem
German	Danke	Slovene	Hvala
Greek	Efkaristo	Spanish	Gracias
Hungarian	Köszönöm	Swedish	Tack



TELEPHONE

There is just one prefix for making international telephone calls anywhere in the EU. It is 00.

The country codes are:

Α	Austria	43	HR	Croatia	385
В	Belgium	32	I	Italy	39
BG	Bulgaria	359	IRL	Ireland	353
CY	Cyprus	357	L	Luxembourg	352
CZ	Czech Republic	420	LT	Lithuania	370
D	Germany	49	LV	Latvia	371
DK	Denmark	45	М	Malta	356
E	Spain	34	NL	Netherlands	31
EST	Estonia	372	Р	Portugal	351
F	France	33	PL	Poland	48
FIN	Finland	358	RO	Romania	40
GB	United Kingdom	44	S	Sweden	46
GR	Greece	30	SK	Slovakia	421
Н	Hungary	36	SLO	Slovenia	386

MOBILE PHONES

Thanks to new EU roaming rules which came into effect on 1 July 2012, consumers now enjoy savings of 75% across a range of mobile services, calls, text messages and data, compared to 2007 prices. Using mobile Internet to access maps, photos, social networks and e-mail will now be much cheaper while travelling in other EU countries as will making and receiving voice calls and texts as a result of the new price caps.

New maximum prices, excluding VAT

1 July 2012 1 July 2013 1 July 2014

Data (per MB)	70 cents	45 cents	20 cents
Voice calls made (per min.)	29 cents	24 cents	19 cents
Voice calls received (per min.)	8 cents	7 cents	5 cents
SMS (each)	9 cents	8 cents	6 cents

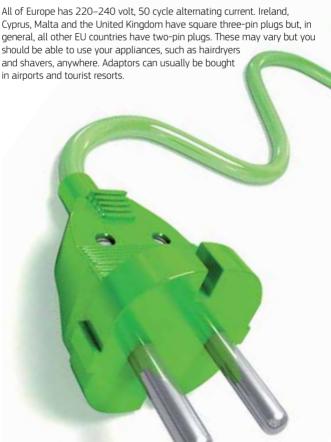
These price caps are maximum charges. Operators are free to offer cheaper rates so look out for the best deals. Also as of 1 July 2012, people travelling outside the EU get a warning text message, e-mail or pop-up window when they are nearing \in 50 of data downloads, or their pre-agreed level. This extends the alert system currently in place within the EU.

From 1 July 2014, consumers will be able to choose a mobile roaming contract, separate from their contract for national mobile services but using the same number. They will also be able to use mobile Internet abroad by connecting directly to a network in the country they are visiting, if it offers mobile data roaming services, and be billed by that provider.

POSTAGE

Postage stamps can only be used in the country in which you buy them, even when priced in euro.

ELECTRICITY



THINGS TO DO

There is a dazzling choice of things to do and see in Europe. For ideas and information on all countries, have a look at the European tourist destinations website (**www.visiteurope.com**) or go to the websites of the official national tourist organisations of each EU country.

А	Austria	www.austria.info
В	Belgium	www.visitflanders.com
		www.opt.be
BG	Bulgaria	www.bulgariatravel.org
CY	Cyprus	www.visitcyprus.com
CZ	Czech Republic	www.czechtourism.com
D	Germany	www.germany-tourism.de
DK	Denmark	www.visitdenmark.com
E	Spain	www.spain.info
EST	Estonia	www.visitestonia.com
F	France	www.franceguide.com
FIN	Finland	www.visitfinland.com
GB	United Kingdom	www.visitbritain.com
GR	Greece	www.visitgreece.gr
Н	Hungary	www.hungary.com
HR	Croatia	www.croatia.hr
I	Italy	www.enit.it
IRL	Ireland	www.discoverireland.ie
L	Luxembourg	www.ont.lu
LT	Lithuania	www.lietuva.lt/en/tourism
LV	Latvia	www.latviatourism.lv
М	Malta	www.visitmalta.com
NL	Netherlands	www.holland.com
Р	Portugal	www.visitportugal.com
PL	Poland	www.poland.travel
RO	Romania	www.romaniatourism.com
S	Sweden	www.visitsweden.com
SK	Slovakia	www.slovakia.travel
SLO	Slovenia	www.slovenia.info

The abbreviations for countries are those used on nationality plates on cars.

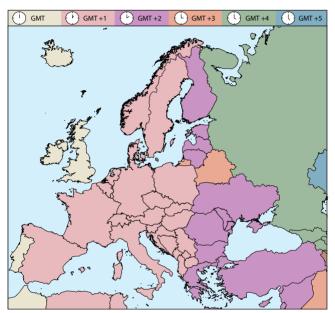
The EU supports and contributes to many cultural projects and events across Europe every year. One of these is to designate a cultural capital of Europe. The EU helps to fund exhibitions and events highlighting the cultural heritage of the chosen cities and brings together a vast array of artists and performers from across the EU.

The ancient port city of Marseille, on the Mediterranean coast in France, and Košice, in the valley of the River Hornád in eastern Slovakia, share the title of European Capital of Culture in 2013. Riga, the capital of Latvia, at the mouth of the Daugava on the Baltic Sea, and Umeå, the university town 400 km south of the Arctic Circle in northern Sweden, are European Capitals of Culture in 2014.





TIME ZONES



SUMMER TIME

Daylight saving time begins across the EU on 31 March 2013 when clocks are moved forward an hour and it ends on 27 October 2013 when clocks are put back an hour. The dates for 2014 are 30 March and 26 October.

PETS

Travelling with a dog or cat is now much easier with the new EU pet passport, available from any vet. All dogs and cats must have a passport and, for identification purposes, be fitted with an electronic microchip or have a clearly readable tattoo applied before July 2011.

All pets must be vaccinated against rabies and the details entered in their pet passport. The vaccination must be carried out after the microchipping or tattooing.

Dogs must be given specific tapeworm treatment by a vet before travelling to Finland, Ireland, Malta and the United Kingdom. Details of the treatment must appear in the pet passport and the dog can then travel between one to five days after treatment.

IF THINGS GO WRONG

SINGLE EUROPEAN EMERGENCY NUMBER: 112

To contact the emergency services in any EU country from any phone, fixed or mobile, dial 112, free of charge.



LOSS OR THEFT

Report any theft to the local police. You will need to enclose the police report when making your insurance or compensation claim. Cancel any lost or stolen credit cards immediately. If your passport has been stolen, report it to your country's consulate or embassy as well as to the police. Remember that if you are outside the EU you can get help from the consulate or embassy of any other EU country if yours is not represented.

GETTING IN TOUCH WITH THE EU



ONLINE

Information in all the official languages of the European Union is available on the Europa website:

europa.eu



IN PERSON

All over Europe there are hundreds of local EU information centres.

You can find the address of the centre nearest you at: **europedirect.europa.eu**



ON THE PHONE OR BY MAIL

Europe Direct is a service which answers your questions about the European Union. You can contact this service by freephone: **00 800 6 7 8 9 10 11** (certain mobile telephone operators do not allow access to 00 800 numbers or may charge for these calls), or by payphone from outside the EU: **+32 2 2999696**, or by e-mail via **europedirect.europa.eu**



READ ABOUT EUROPE

Publications about the EU are only a click away on the EU Bookshop website:

bookshop.europa.eu

You can also obtain information and booklets in English about the European Union from:

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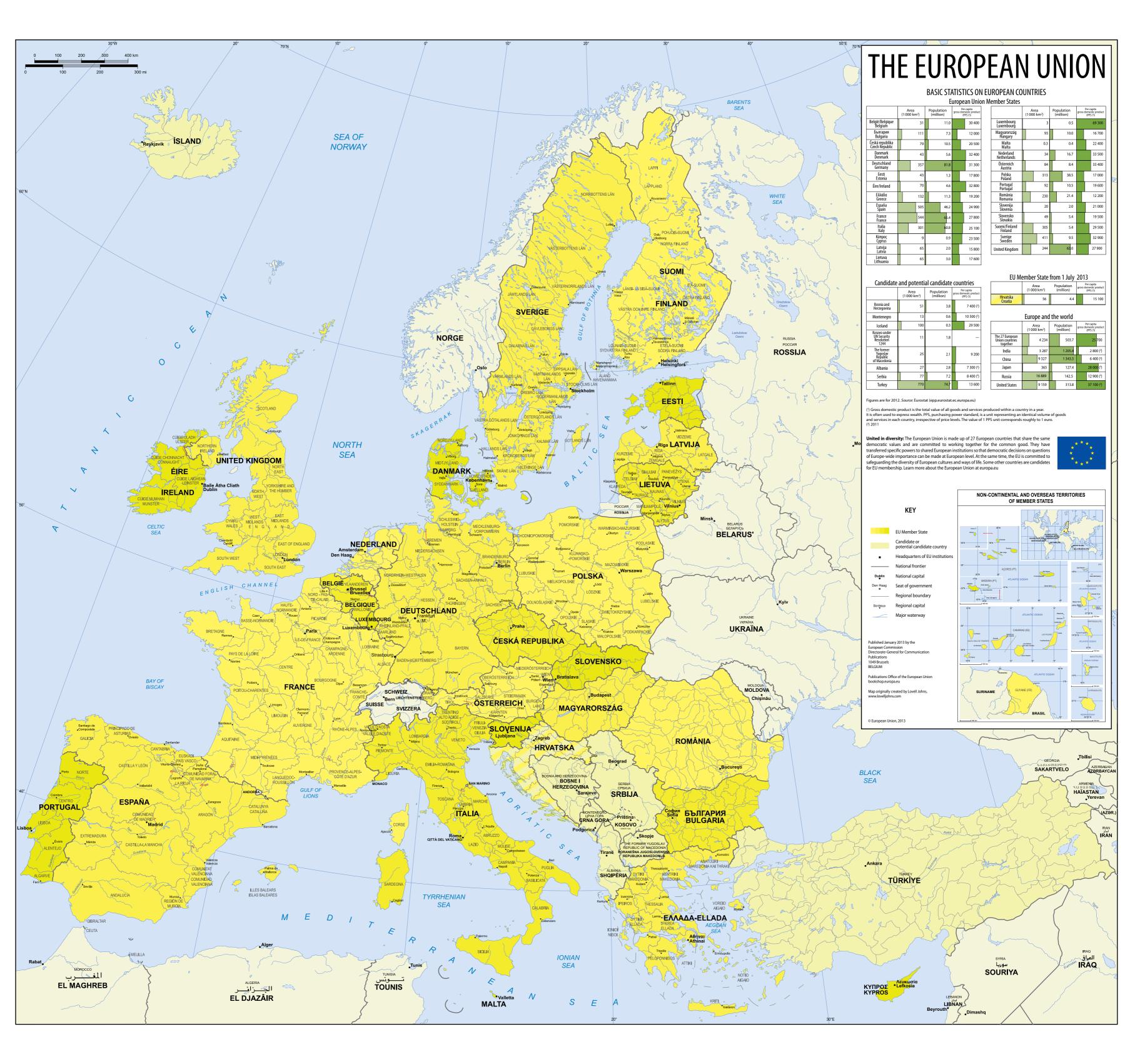
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There are European Commission and Parliament representations and offices in all the countries of the European Union. The European Union also has delegations in other parts of the world.





Europe: a continent with thousands of years of history, a rich cultural heritage and some of the world's most breathtaking scenery. So much for the traveller to discover and explore and all made much easier thanks to the European Union (EU).

You can cross many borders within the EU without being checked and the euro makes it easier to shop around for bargains. You have easy access to healthcare should you need it and your dog or cat can travel with you. If you drive, your driving licence and motor insurance policy issued in one EU country are valid in all the others. And using your mobile phone abroad is getting much cheaper.

For more information, helpful tips and a map of Europe, see inside. The website 'Your Europe' gives more advice on your rights when you live, work and travel in the EU:

ec.europa.eu/youreurope/

European Year of Citizens 2013 — join the debate: europa.eu/citizens-2013/

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