

Information release

New edition of the ECC-Spain Newsletter

Newsletter 38 contains information on travellers' rights, as well as recommendations for travelling abroad.

Madrid, 29 August 2024. The European Consumer Centre in Spain (ECC-Spain) has just published its new edition of the [Newsletter](#), which includes information on the rights of European travellers, especially those who have gone to France these days to enjoy the celebration of the Olympic, and Paralympic Games that are taking place until 8 September. In addition to reviewing their rights, it also offers a series of recommendations to help them on their travels, ranging from the consumer goods that can be included in their luggage, the fees that can be charged for withdrawing cash abroad, the requirements for travelling with pets, and how to obtain the European Health Insurance Card with which to receive the necessary and urgent medical care when travelling to another Member State.

The 38th issue of the Newsletter also echoes two new documents published by the European Consumer Centres Network ([ECC-Net](#)). One of these reports calls for more regulation to protect consumers from dropshipping while the other analyses the problems that currently persist in Europe with delivery services and provides a series of recommendations to ensure greater user protection.

In terms of Consumer Affairs regulations, the entry into force of new European regulations is noteworthy. One on eco-design for sustainable products sold in the EU, and another on artificial intelligence. With regard to Spanish regulations, it is worth highlighting the [Royal Decree](#) approved by the Spanish government to modernise the Consumer Arbitration System with the aim of enabling consumers to resolve their consumer disputes digitally through extrajudicial channels in a more agile and accessible way.

Other highlights of the Newsletter include various initiatives launched by the Ministry of Social Rights, Consumer Affairs and Agenda 2030 to investigate illegal tourist flats, to monitor that management fees for the online purchase of tickets for events are in line with the regulations, to prosecute fake sales, and to ensure that supermarkets are passing on the VAT reduction on olive oil to consumers.

About the ECC-Spain Newsletter

This is a bimonthly publication which contains the latest news on consumer rights, new EU consumer rules, as well as recommendations and practical advice on European cross-border shopping. Published in digital format, it is available on the European Centre's website and is sent electronically to around 1,500 subscribers, institutions, consumer bodies and various decision-makers in the sector. The aim is to make citizens more aware of their rights as consumers and to enable them to enjoy all the benefits and protection offered by the European Single Market. Those who wish to receive it can do so by e-mail by registering as a subscriber at cec@consumo.gob.es.

>> [Newsletter No. 38](#)

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