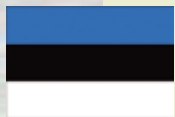


VISITING THE BALTIC STATES



CONSUMER GUIDE

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European Consumer Centre of Lithuania

On weekdays 8.00 a.m. – 5.00 p.m.

J. Basanaviciaus st. 20-11,
Vilnius, LT 03224 Lithuania
Telephone (+370 5) 265 03 68
Fax (+370 5) 262 31 23
E-mail: info@ecc.lt
www.ecc.lt

European Consumer Centre of Latvia

On weekdays 8.30 a.m. – 5.00 p.m.

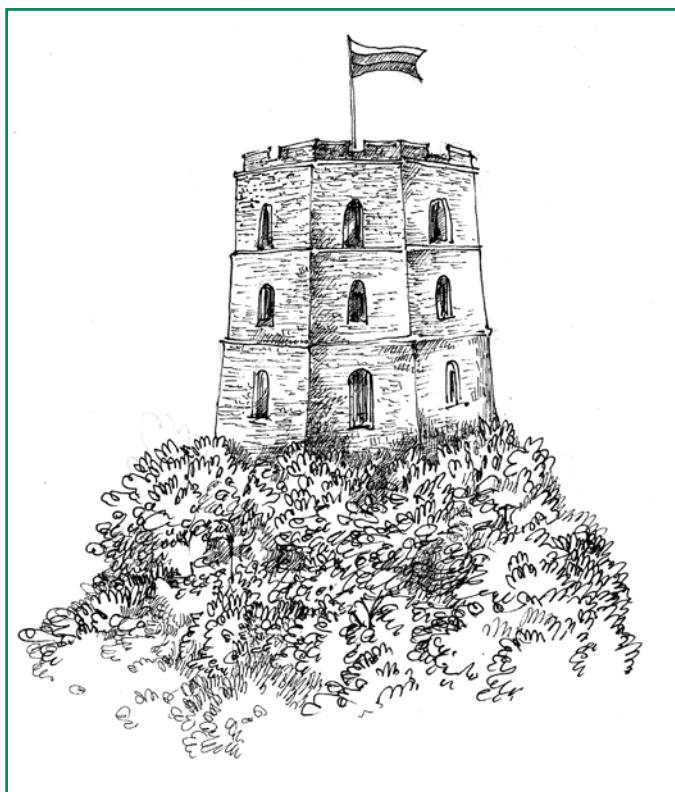
Kr.Valdemara Street 157 – 228,
Riga, LV 1013 Latvia
Phone +371 67388625
Fax +371 7388625
E-mail: info@ecclatvia.lv
www.ecclatvia.lv

European Consumer Centre of Estonia

On weekdays from 8.00 a.m. to 16.30 p.m.

Kiriku 4,
15071 Tallinn Estonia
Phones: +372 6201 708, +372 6460 123
Fax: +372 6201 701
E-mail: consumer@consumer.ee
www.consumer.ee

Emergency number – 112



LITHUANIA

This guide provides useful information to help you enjoy your stay in Lithuania.

FACTS FOR TRAVELLERS

Location: Lithuania is situated on the eastern coast of the Baltic Sea and covers 65,300 sq km. The length of the coastline is 99 km.

The capital city is Vilnius.

Population: 3,5 million (Year 2004).

Ethnic composition: Lithuanians 81%, Russians 8,1%, Poles 7%, Belarussians 1,4%.

State language – Lithuanian.

Currency - Lithuanian Litas (LTL); 1 Euro = 3,4528 Lt.

Local time GMT + 2.

In Lithuania you can find a vast number of large shopping malls and small shops to do your shopping. Retailers are usually concentrated in the city centre. Elegant shopping malls are located in places easily accessible to everyone visiting Lithuania. You can also find world-wide known top label items such as Zara, Mango, Adidas, etc. in the shops which are located on Gedimino Avenue, the central street of Vilnius, and in the Old Town.



There are no fixed sales periods in Lithuania. Usually winter sales start in early December and summer sales start in April/May.

OPENING HOURS

The usual opening hours of the shops in Lithuania are:

Monday - Friday	10.00 a.m. - 7.00 p.m.
Saturday	10.00 a.m. - 4.00 p.m.

Shopping malls are usually open
every day 9.00/10.00 a.m. - 10.00 p.m.

Food stores are usually open
Monday to Sunday 07.30/ 8.00 a.m. - 10.00/ 12.00 p.m.

Opening hours of the **banks**:
Monday - Friday 8.00 a.m. - 5.00/ 6.00 p.m.

Bread, beverages, food and newspapers can be bought at most petrol stations which are open round the clock.

! Always remember to keep the receipts!

If something goes wrong with an item/ service the consumer has purchased/ has been provided (with the exception of food products), the consumer should:

- 1) Contact the trader/ service provider who has sold the goods/ rendered a service, and ask for one of the following remedies:
 - Replacement of the faulty item.
 - Reduction of the price of the item.
 - Elimination of the defects of the item within a reasonable time or reimbursement of the repair costs.
 - Termination of the contract and full refund, with an exception when the defects of goods are not significant.
- 2) If the trader/ service provider fails to fulfil consumer's request, the consumer must submit a written complaint to the trader/ service provider, stipulating one of the above mentioned remedies.
- 3) The trader/ service provider must respond to consumer in writing within 10 days from the receipt of consumer's request, unless other laws stipulate a different time limit, and provide all the necessary supporting documents, evidence, etc.
- 4) If consumer fails to reach an amicable agreement with the trader/ service provider, the consumer shall contact an appropriate ADR body for further assistance:
 - The State Non Food Product Inspectorate
 - www.inspekcija.lt
 - The State Food and Veterinary Service www.vet.lt
 - The State Public Health Service (SPHS) under the Ministry of Health www.vvspt.lt
 - The State Consumer Rights Protection Authority
 - www.vartotojoteises.lt

- 5) The ADR body must resolve the consumer's complaint within 20 working days from the day of its receipt. Due to the objective reasons this time limit can be extended for 10 working days.

RETURN AND REPLACEMENT OF CONSUMER GOODS

Lithuania has an exceptional rule providing for the possibility to consumers to replace or return consumer goods which are not suitable in terms of their size, shape, colour, etc. This is a statutory right established in the Civil Code of the Republic of Lithuania and in the Rules of Return and Replacement of Goods.

Consumers in Lithuania are entitled for replacement of the purchased goods (other than food products) receiving in exchange identical items of different size, shape, colour, model or composition within 14 days from the day of delivery. When there are no items available for replacement, consumers are entitled to return the goods within 14 days and to get a full refund.

The Rules on Return and Replacement of Goods provide a list of items which cannot be replaced and returned unless they are faulty, i.e. underwear, baby clothing, watches, toys, books, etc.

! Remember to keep the receipts and guarantee documents!



PRICES

All traders are obliged to indicate prices of every item or a standard unit of the item.

The sale-price and the standard unit price must be conspicuous, clearly legible, unambiguous and easily identifiable.

Consumers have to pay the price displayed on the price-tag only.

All prices given to consumers must include VAT, value added tax (PVM in Lithuanian). The tax rate in Lithuania for the most of consumer goods is 18%. Citizens from the EU countries pay VAT in connection with the purchase. Citizens from countries outside the EU have the possibility to get the VAT refund when leaving Lithuania.

METHODS OF PAYMENT

Use of credit and debit cards is common and widely spread. However, in small shops and restaurants credit cards may not be accepted.

In some cases a trader may ask you to provide a proof of your identity, e.g. passport, especially when you buy expensive goods and pay by credit card. It is also possible to obtain traveller's cheques in some banks.

Foreign currencies can be easily exchanged in banks, airports, hotels and exchange offices. Consumers can get a better deal using exchange offices that displays their exchange rates.

- In Lithuania driving is allowed to the individuals of 18 years old.
- The driver must possess a valid driving license, preferably the International Driving Licence, also the Registration Documents of the vehicle.
- The driver and all the travelling passengers must fasten the safety-belts.

Car hire

- Before signing a car hire contract you should read carefully the contract terms and the exemptions from the insurance coverage. This information is provided by the car hire company.
- The average cost of a car hire in Lithuania is 35 EUR a day.

There are International car hire companies operating in Lithuania, i.e. Hertz, Avis, Sixt.

More information on car hire is available on the site www.turizmas.lt, under the section 'car hire'.



Speed limits

- On the motorways the speed limit is 130 km/h (1st April to 1st November); and 110 km/h (1st November to 1st April).
- On the roads with the blacktop or concrete surface the speed limit is 90 km/h.
- On other roads the speed limit is 70 km/h.
- In the villages the speed limit for all vehicles is 50 km/h.

Parking

The car parking fee is charged in the city centres and the old towns of Lithuania. The detailed information on the car parking is provided on the dark blue coloured parking machines, or in the nearest newsagent (kiosk). The parking rates are different in all towns. There are also parking-lots signed with the symbol 'P'.

! NB! Emergency number – 112.

ACCOMMODATION IN LITHUANIA

The visitors can book accommodation by phone, fax or e-mail. You may be asked to provide a written confirmation of the booking made by phone, and an advance payment confirming your arrival. If you are going to arrive after 6 p.m., you should give a notice to the hotel staff, otherwise you may be declined the booking (with the exception of the cases when you have prepaid by the credit card).

Hotels can be booked in all the Tourist Information Centres, travel agencies or airline office. If the hotel is the part of the international chain, visitors may book accommodation through the hotel of the same chain located in your home country. The majority of the hotels offer special weekend discounts.

The bookings can be made online via www.booking.com, www.lithuanianhotels.com and other websites, providing the



credit card details. Payment can be made by cash (in Litas, the Lithuanian National currency, and Euros), credit cards (VISA, EuroCard/ Mastercard, Maestro; it should be noted that the American Express is not very widespread), advance payment (the amount indicated in the prepayment invoice, should be transferred to the hotel's account within the specified time limit). Normally the cost of the hotel includes breakfast, and the prices are provided with the VAT. The classification of the hotels in Lithuania is based under the International Standards, 1 to 5 stars, which results in different rates.

COUNTRYSIDE TOURISM

The majority of the countryside tourism service providers are consolidated under the Lithuanian Association of the Countryside Tourism which has an emblem of a white stork in a green background. This emblem is also an indication of the qualification (facilities) categories of the countryside farmsteads. Depending on the range of the services/ facilities offered, the countryside farmsteads are classified in 4 categories, i.e. the lowest category is marked with 1 stork, and the highest - 4 storks.

The countryside farmsteads can be booked by contacting the owners of the farmstead by phone or on-line. If you wish to book the accommodation for your leisure or entertainment activities, you should call up the owner of the house to discuss the details of the order. Once the conditions are agreed, the prepayment is requested.

More information is available on www.atostogoskaime.lt.

EUROPEAN CONSUMER CENTRE IN LITHUANIA

The European Consumer Centre in Lithuania helps consumers to ensure and protect consumer rights providing the following assistance:

- Information on consumer rights and resolution of disputes/ complaints;
Free advice on consumer issues;
- Information on Consumer Protection legislation at European and national level;
- Assistance in resolving a dispute/ complaint in collaboration with other ECCs operating in all the EU countries;
- Assistance in obtaining redress;
- Referral to an appropriate body for further investigation.

Consumers are welcome to contact the European Consumer Centre for information or assistance before buying goods or services or making complaints against traders in Lithuania.

You are welcome to contact the European Consumer Centre in Lithuania:

On weekdays 8.00 a.m. – 5.00 p.m.

Telephone (+370 5) 265 03 68 (calling from Lithuania)

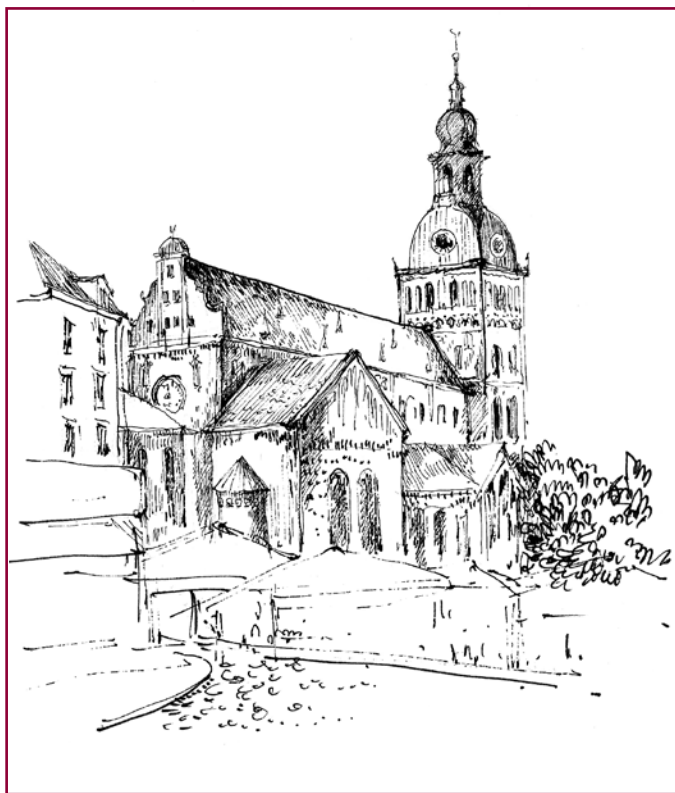
Telephone (+370 5) 265 03 68

Fax (+370 5) 262 31 23

Address J. Basanaviciaus st. 20-11, Vilnius, LT 03224 Lithuania

E-mail: info@ecc.lt

Website: www.ecc.lt



LATVIA

European Consumer Centre of Latvia would like to provide you with some practical information on certain aspects of shopping and travelling in Latvia. We would be happy if this book would help making your stay in Latvia as pleasant as possible.

FACTS FOR TRAVELLERS

Location: Latvia is situated in the north-east part of Europe on the shore of the Baltic Sea and borders with the two other Baltic States – Estonia and Lithuania as well as Russia and Belarus.

The territory covers 64 589 square kilometres, 45% of which is forests; the length of its border on land is 1 862 km and its sea boarder is 494 km long.

The capital city is Riga.

Population: 2.3 million (year 2007).

Ethnic composition: Latvians (59%) and Livonians (~0,008%), Russians (28,3%), Belarussians (3,7%), Ukrainians (2,5%), Poles (2,4%), Lithuanians (1,4%), other groups (2,7%).

State language – Latvian.

Currency - Latvian Lat (Ls / LVL) = 100 santimes;
1 Euro = 0,702804 LVL.

Local time GMT + 2.



There are lots of shopping centres located all around Latvia providing travellers all around the world with wide choice of range of products. The most of the shops are located in the city centre, but more and more big shopping centres appear near to the motorways in the suburbs.

If you decide to stay in Riga City Centre and between sightseeing to purchase some goods or services then the highest number of small shops and shopping malls are available around the Riga Old Town, e.g., "Galerija Centrs", "Origo", "Stockmann", "Barona Centrs" and others.

If you decide to go outside the City Centre then the most popular shopping malls are "Alfa", "Domina", "Dole", "Spice" ect.

Those who are looking for more fascinating shopping, there is the Central Market in the Riga City Centre next to the Central Riga's Railway Station. It is one of the largest markets of its kind in Europe what is located in and around five enormous World War I era Zeppelin hangars.

SALES

In Latvia, sales are in the middle or end of the season.

Some commonly used terms in Latvian for sales:

Discount – “Nocenots!”

Sale – “Izpārdošana!”, “Atlaides!”

Final sale – “Totālā izpārdošana!”

Closing down sale – “Pirms slēgšanas izpārdošana!” or “Pirms rekonstrukcijas izpārdošana!”

OPENING HOURS

Shops

Monday - Friday: 10.00 a.m. – 6.00/7.00 p.m.

Saturday: 10.00 a.m. - 5.00 p.m.

Sunday: closed

Big shopping centres/malls

Monday – Sunday: 8.00/10.00 a.m. – 10.00/11.00 p.m.

Banks

Monday – Friday: 9.00 a.m. – 5.00 p.m.

Saturday – Sunday: closed

(Some banks are open also on Saturdays
from 9.00 a.m. – 13.00 a.m.)

Post Offices:

Monday – Friday: 9.00 a.m. – 6.00 p.m.

Saturday: 9.00 a.m. – 4.00 p.m.

The opening and closing times can vary depend of the location, e.g., in tourism places.

Bread, beverages, food and newspapers can be bought at most petrol stations which are open round the clock.

! Always remember to keep the receipts!

In Latvia the seller has to provide a two year minimum guarantee on products. In a case of problems, you have to observe special sequences when making claim: firstly you are entitled to require the goods to be repaired or replaced free of charge and only in the case if seller can't fulfil one of these requirements



a consumer is entitled to request revocation of the contract and repayment of the amount paid for the goods.

The seller may also give you some voluntary guarantees, but it is free of charge and do not restrict your statutory rights. If your claim is under a guarantee you have to check its expiry date and territorial scope as well as the address of the repair service. It may happen that it will be impossible to claim your rights under the guarantee in your country.

! It is important to retain the receipt, because the guarantee is only valid if you present the original proof of sale!

If you encounter problems concerning your purchase in Latvia, please feel free to contact the **European Consumer Centre of Latvia** in Riga, K.Valdemara Str.157-228.
Phone/fax +371 7388625, e-mail: info@ecclatvia.lv
WEB: www.eeclatvia.lv

European Consumer Centre of Latvia will give you information on consumer protection in the EU and advice and assistance in cross-border complaints.

RETURN AND REPLACEMENT OF CONSUMER GOODS

A consumer has a legal right for exchange of his purchased goods if they are faulty. Exchange of non-faulty goods is a voluntary action by the seller.

PRICES

Pricing

- All prices are displayed in Latvian Lats (LVL).
- The piece price and the specified unit price of a product always include VAT and all other taxes.
- If the seller hasn't indicated the price in such a way that is unmistakable, easily identifiable and clearly legible and so that the consumer understands precisely to which product or service the price applies then you can insist on getting the item for the price indicated on the price tag.
- The seller has to issue a receipt to you.

Taxes

An 18% value added tax (VAT/PVN) is charged on most goods and services at present. There is different rate of VAT (5%) charged for books, medicinal products, children food and others.

If you are a citizen of a non-EU Member State, you can get this tax refunded in some bigger stores by filling out a VAT form.

METHODS OF PAYMENT

Latvia is one of those countries in which cash is in wide circulation. The most commonly used payment cards in Latvian hotels, restaurants, cafes, supermarkets ect. are Mastercard, VISA, JCB, Diner's Club and American Express. Remember that there still are some shops or restaurants where sellers accept only cash. The seller has right to ask your identity document when you pay with a payment card.

Money exchange offices as well as ATMs are found all over the main cities, including shops, hotels, post offices and train stations.

- In Latvia driving is allowed to the individuals of 18 years old.
- The driver must possess a valid driving license, the registration documents for vehicle, the policy of the mandatory civil liability insurance for vehicle owners (if the vehicle does not have the relevant visual information (sticker) regarding the insurance made), documents, which are required for a driver, in order to control the relevant vehicle (emergency vehicle or similar vehicle) or to transport the relevant cargo (dangerous, bulky, heavy and similar cargo), a documents regarding the technical inspection or technical control on the roads (if a vehicle does not have the relevant visual information (sticker)), or a one day permit for participation in road traffic issued by the Road Traffic Safety Directorate, in order to perform the technical inspection.
- The driver and all the travelling passengers must fasten the safety-belts.
- Car hire
- Before signing a car hire contract you should read carefully the contract terms and the exemptions from the insurance coverage. This information is provided by the car hire company.
- The average cost of a car hire in Latvia is 45 EUR a day.

There are International car hire companies operating in Latvia, e.g., Europcar, Hertz, Avis, Sixt and others. More information on car hire is available on the site www.travellatvia.lv and www.latviatourism.lv under the section 'car rental'.





Speed limits

In the villages the speed limit is 50 km/h, but in residential areas, courtyards of apartment houses, territories of fuel filling station and parking places - 20 km/h.

Out of the villages speed limit is 90 km/h and for vehicle with trailer - 80 km/h. If in the road section is placed road sign, speed limit is according that road sign.

Parking

The car parking fee is charged in the city centres as well as in the old towns of Latvia. The detailed information of the car parking is provided on the parking machines. The parking rates can differ depending of the location of parking lot and town.

Traditionally parking lots are signed with the symbol 'P' - free of charge parking lots with  and pay parking lots with .

! NB! Emergency number – 112.

ACCOMMODATION IN LATVIA

You can make hotel reservation by phone, fax or internet, but after arrival you might have to show written confirmation of the booking.

Hotels can be booked in all Tourist Information Centres, travel agencies or airline offices. There is also available wide range of on-line hotel reservation webpages, e.g., www.rigahotels.lv, <http://hotels.latvia-bookings.com> and other websites. It is often required the credit card details while booking hotels, e.g., MASTERCARD, VISA, JCB, DINER'S CLUB and AMERICAN EXPRESS.

Normally the cost of the hotel includes breakfast, and the prices are provided with the VAT. The classification of the hotels in Latvia is based under the International Standards, 1 to 5 stars, which results in different rates.

The majority of the countryside tourism service providers are consolidated under a Professional Rural Tourism Association „Lauku ceļotājs” which was established in 1993 and currently has some 300 members – owners of rural accommodations all over Latvia.

If you are interested in visiting countryside of Latvia and looking for accommodation then you can book accommodation by contacting the owner, by phone or internet. To help you sort out the offer and find a holiday site that would suit you best, „Lauku ceļotājs” have graded the country homes, guesthouses and self-catering cottages in Latvia into four categories of quality. A quality category is represented by 1 to 4 butterflies (the lowest - 1, the highest – 4) shown next to the title of each accommodation site.

More information is available on www.celotajs.lv

EUROPEAN CONSUMER CENTRE IN LATVIA

ECC Latvia is a part of European Consumer Centre Network (ECC-Net) which is an EU-wide network to promote consumer confidence by advising citizens on their rights as consumers, by protecting the consumer using all advantages and opportunities offered by EU single market and providing easy access to redress particularly in cases where the consumer has purchased something in another country to his/her own (cross-border).

ECC Latvia is here to help you if you have problems:

- Buying goods and services in Latvia;
- Shopping on-line;
- Buying cars in Latvia;
- Travelling by airplane (denied boarding, cancellation, delays, lost or damaged luggage);
- Purchasing package holidays.

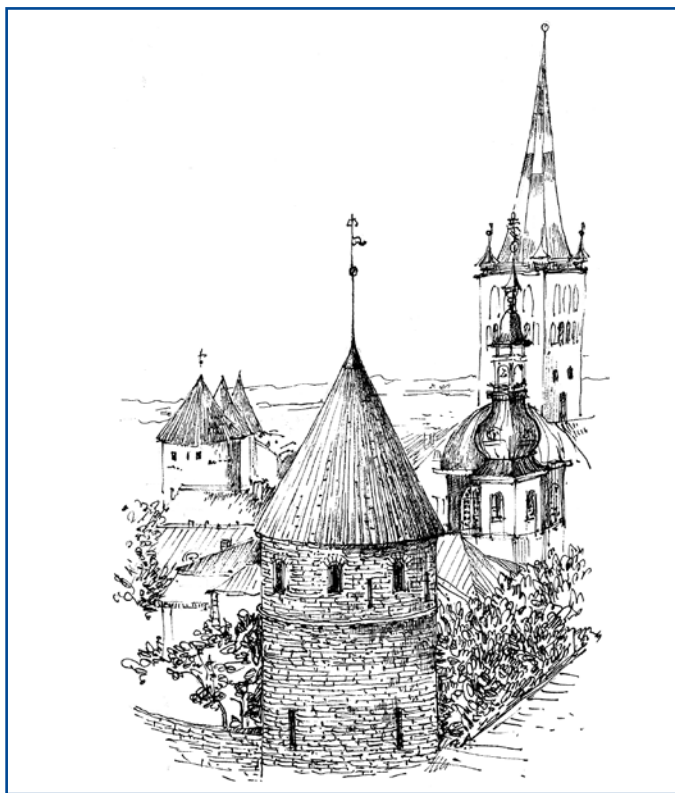
If you encounter problems concerning your purchase in Latvia, please feel free to contact the European Consumer Centre of Latvia.

We are open every workingday from 8.30 a.m. – 5.00 p.m..
You can find us - Kr.Valdemara Street 157 – 228, Riga, LV 1013
or call us by phone +371 67388625.

You can also send us your questions or complaints to our
e-mail info@ecclatvia.lv or fax +371 7388625.

For more information you are welcome to visit our
homepage - www.ecclatvia.lv





ESTONIA

This guide provides some practical information and useful tips to make you stay in Estonia as pleasant as possible.

FACTS FOR TRAVELLERS

Location: Estonia is situated on the eastern coast of the Baltic Sea and covers 45 227 sq km. The length of the coastline is 3794 km.

The capital city is Tallinn.

Population: 1 342 000 (year 2007).

Ethnic composition: Estonians 69%, Russians 26%, other nationalities (Byelorussians, Ukrainians, Finns, etc) 5%.

State language – Estonian.

Currency – Estonian Kroon (EEK) 1 Euro = 15.6466 EEK.

Local time GMT + 2.

In Estonia, one has the choice of shopping in both large shopping centres and small stores. Large shopping centres have become quite popular with evermore being constructed in smaller towns, too. Various internationally recognised brands – such as Adidas, Nike, Mango, Zara and more exclusive brands like Calvin



Klein, Armani, Hugo Boss, etc. – can be found in the largest shopping centres. Various home-grown brands – such as Monton, Mosaic, Pta, Bastion, etc. – are also available.

In Estonia, traders usually sell at discount prices toward the middle or end of season.

OPENING HOURS

Shops' general opening hours are:

Big food chain-stores:	Monday-Sunday: 9.00 a.m. – 11.00 p.m.
Small food stores:	differs
Shopping malls:	Monday-Sunday: 10.00 a.m. – 9.00 p.m.
Other shops:	Monday-Friday: 10.00 a.m. – 7.00 p.m. Saturday: 10.00 a.m. – 3.00 p.m. Sunday: closed

Banks' general opening hours are:

Monday – Friday: 9:00/10:00 a.m. - 6:00 p.m.
In the large shopping centres, banks remain open from 10:00 a.m. until 8:00 p.m. and are open also in weekends.

In addition to food stores, alcohol and convenience goods are also available from filling stations; larger filling stations also sell foodstuffs and ready-made meals, and many are open 24 hours.

Confectionery products, soft drinks and newspapers are available from newsstands. Newsstands are usually open 7 days a week from 8 a.m. – 8 p.m.

CONSUMER RIGHTS

Consumers must always remember to keep the receipts! According to the Consumer Protection Act in Estonia a seller must issue a receipt to the consumer if the total amount to be paid is 300 EEK or more. If the total amount is less than 300 EEK, a receipt shall be given to the consumer upon request.

In the event of defective goods or services, the consumer may submit a complaint concerning any lack of conformity of a product or service, within two years as of the date of purchase. In the event of any problems arising, we recommend that consumers approach the seller immediately. One shall lose the right to file a claim with the seller if two months have passed since the defect was detected.

In case of defective goods consumer shall be entitled to the following:

1. Demand the repair of the product or replacement of product without charge;
2. Require the purchase price to be reduced or withdraw from the contract if:
 - The seller can't repair or replace the goods;
 - Repairs or replacement have failed;
 - The seller has failed to eliminate the defect within reasonable time.



Should the seller fail to react to an oral complaint, consumer should submit a **complaint in writing** and attach a copy of the document concerning the purchase. The complaint should contain consumer's contact details; the date of submission of the complaint; the description of the defect of the good or service; and the clearly expressed claim to the trader.

According to the Consumer Protection Act of the Republic of Estonia, a trader is required to receive a consumer's complaint and notify the consumer of the probable solution to the complaint **within fifteen days**.

Should the seller refuse to settle the consumer's complaint or should consumer disagree with the suggested settlement and feel that a seller operating in Estonia has violated his/her rights, consumers are welcomed to contact the European Consumer Centre (ECC) of Estonia.

It is advisable for consumers to be familiar with the contact details of various regulatory bodies in Estonia (depending on the problem):

1. Consumer Protection Board www.tka.riik.ee
2. Health Protection Inspectorate www.tervisekaitse.ee
3. Veterinary and Food Board www.vet.agri.ee

RETURN AND REPLACEMENT OF GOODS

When shopping and making one's purchases in a shop, as usual, the consumers in Estonia have no right to request substitution of quality goods or a refund for such goods. Before making the purchase, it always makes sense to ask the seller whether and on which conditions it would be possible to have the bought item replaced or returned, should it turn out that it doesn't suit for some reason. One should also remember that **the replacement of goods with no defect or the refunding is absolutely voluntary for the seller.**

PRICES

Price restrictions do not apply in Estonia; related matters are regulated by free competition instead of legislation.

According to the Estonian Consumer Protection Act a trader shall indicate the selling price of goods and services, which is the final price to be paid by a consumer. Additionally to the selling price also the unit price must be displayed. The selling price and unit price shall be indicated in writing and be clearly legible and the prices shall be unambiguous and easily identifiable for consumers. Also the goods offered in shop windows, must be indicated with prices.

If the trader claims that the price indicated on the price tag is incorrect, this may be seen as being an attempt to deceive consumers and a violation on the part of the trader. In such a situation, consumer may give up the purchase, but cannot insist on getting the item for the same price as indicated on the price tag.

All prices must be inclusive of VAT (Käibemaks – KM in Estonian) which regularly is 18%, but may be different in case of some goods or services, for example in case on medicines or books the rate of VAT is 5%.

The most common methods of payment in shops, restaurants, etc. are cash (in Estonian Kroons), credit and debit cards. Use of credit and debit cards is very widely spread and can be used almost in every shop. The trader has the right to ask for consumer's identity card (or other forms of identification) while paying with a credit or debit card.

There are lot of ATMs in larger towns. In some shops or restaurants (especially in the countryside), traders still accept only cash.

Foreign currencies can be exchanged in bank offices and also in special currency exchange offices. Currency exchange rates may considerably vary in Estonia, therefore before choosing a bureau, one should definitely compare the rates offered by other bureaus, and enquire about any hidden fees. Currency exchange services tend to be more expensive in airports and harbours and in other areas most often frequented by tourists.

DRIVING IN ESTONIA

- In Estonia driving is allowed to the individuals of 18 years old.
- The driver must possess a valid driving license, also the Registration Documents of the vehicle and the proof of traffic insurance.



- The driver and all the travelling passengers must fasten the safety belt. The toddlers must be placed in the security chair.

Car hire

- Before signing a car hire contract you should read carefully the contract terms and the exemptions from the insurance coverage. This information is provided by the car hire company.
- The average cost of car hire in Estonia per day is around 450-600 Estonian kroons, which is approximately 30-40 Euros. There are different international car hire companies operating in Estonia, i.e. Hertz, Avis, Sixt, Europcar, etc.

Speed limits

The maximum speed allowed on rural roads is 90 kilometres per hour. The maximum speed allowed on urban roads is 50 kilometres per hour. Depending on traffic and road conditions (for example, in summer) the maximum speed on rural roads may also be 120 kilometres per hour. It is very important to pay attention to traffic signs.

Parking

Generally, parking fees are charged in Estonian town centres and old town areas. In Tallinn, there are three fee-paying parking zones: Old Town, downtown and the town centre. Different parking fees apply in different towns. Information on parking regulations is available on traffic signs fitted adjacent to the respective parking zones, which state the parking fees and fee-paying periods. For example, in Tallinn parking is free for the first 15 minutes, provided that the commencement of the parking period has been stated either in writing or shown using a parking clock.

! NB! Emergency number – 112.



Hotel rooms can usually be booked either by phone, fax or Internet. Some hotels additionally request written confirmation regarding your arrival or a possible advanced payment.

One can pay for hotel accommodation using both cash and bankcard. The Estonian kroon (EEK) is usually the currency charged for hotel rooms. Generally, the room price also includes breakfast; all prices include value added tax. Hotels are classified according to the international star system, where the hotel with the lowest level of convenience is awarded one star while the hotels boasting the highest level of conveniences is awarded five stars. One can get more information concerning hotels from the following site www.bookingestonia.com, while the list of accommodation enterprises is available at www.neti.ee/cgi-bin/teema/ARI/Turism/Hotellid/.

TOURISM IN RURAL AREAS

In rural areas one can find accommodation in tourism farms. Tourism farms are quite a common form of accommodation in Estonia and are rather popular among tourists. Several tourism farms do not offer just accommodation, but numerous recreational options, too – for example, sauna, hiking, riding, fishing or canoeing opportunities, etc. You can book rooms at tourism farms by phone or Internet. Any visitors with extra wishes should state these in written communications exchanged with the owner of a tourism farm. The list of tourism farms is available at

www.neti.ee/cgi-bin/teema/ARI/Turism/Turismitalud/

For more information on accommodation and tourism in Estonia please visit www.tourism.ee.

EUROPEAN CONSUMER CENTRE OF ESTONIA

The everyday functions of the European Consumer Centre of Estonia include the provision of varied assistance to the consumers of both Estonia and the other Members States in matters related to cross-border purchases. Therefore, the main functions of the European Consumer Centre of Estonia include:

- Distribution of information about consumer rights and duties in Estonia and in the European Union;
- Advising and assisting consumers with cross-border purchases
- Settling complaints arising from cross-border purchases,
- Mediation of disputes involving cross-border purchases to the competent authorities or appropriate alternative dispute resolution bodies (ADR - Alternative dispute resolution body) throughout the European Union.

**European Consumer Centre of Estonia
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