

IV. HEALTH SERVICES

- Before travelling to Greece you should issue (in case you haven't already done it) a European Health Insurance Card and keep it with you during the trip.
- With this card you will be entitled to get treatment in Greece in case of illness, accident etc.

V. SHOPPING AND SEVERAL SERVICES

- **Shop's Opening hours:**
09.00-21.00 (working days),
Saturday: 09.00-20.00, **Sunday:** Closed
- **Bank' Opening hours:**
Monday-Thursday: 08.00-14.30,
Friday: 08.00-14.00,
Saturday, Sunday: Closed
- **Post Offices' Opening hours:**
07.30-14.00 (working days),
- Besides shops, small goods (cigarettes, water, refreshments, magazines etc..) can be purchased from kiosks, some of which are open 24 hrs a day especially in central points or touristic places.
- When buying goods from shops (either small or large shops) always ask for a receipt.
- Traders are obliged to deliver the goods without defects. In case the purchased item does not have the agreed characteristics or is defective, the consumer is entitled to ask for either its

repair or replacement, for a price reduction or return of the product.

• To be noted:

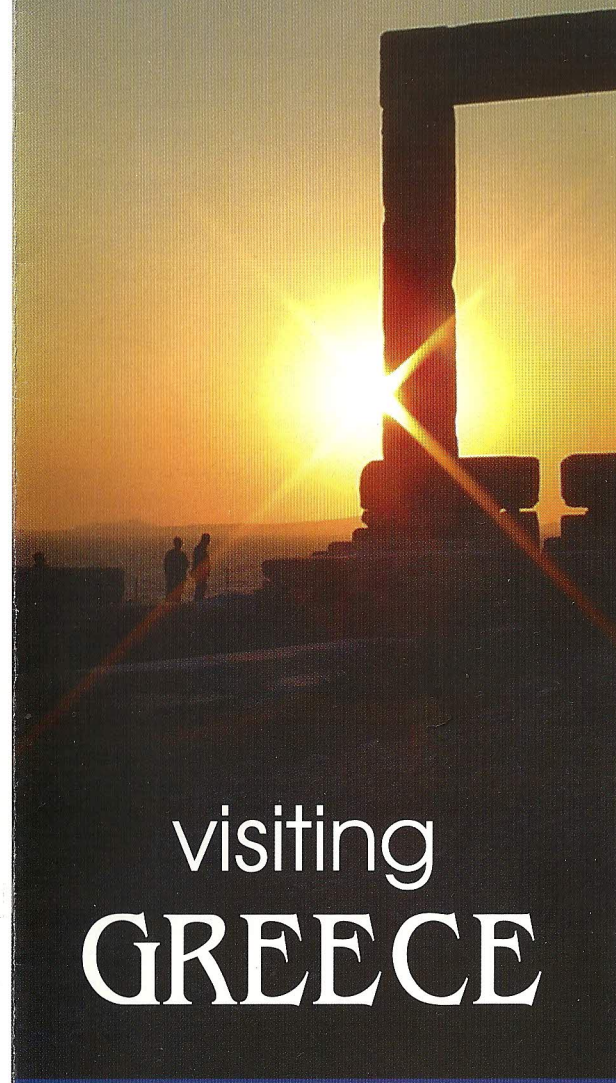
- When the consumer buys a product without expressing reservations, even if he/she knows the defect or the absence of an agreed characteristic, it is considered that he/she has accepted it.
- Consumers can exercise the aforementioned rights within 5 years after the purchase of mobile assets and within 2 years in case of real estate.
- Traders are obliged to display the prices of their goods. The prices include VAT which is 19% for all goods except for foods for which the VAT is 9%.
- Consumers can pay either in cash or by credit cards. Not all credit cards are accepted by shops, therefore you should ask before buying. In addition not all shops accept credit cards.

• To be noted:

Traders usually ask for an Identity Card before accepting payments by credit cards. Nevertheless, consumers shall be very careful, as traders are not obliged to ask for Identity Card, thus in case of losing a credit card it may be used by everyone. Keep the credit cards in a safe place, always sign on them and notify the bank immediately in case you lose it.



Hellenic Ministry of Development
European Consumer Center of Greece



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Opening Hours:

08.00 - 20.00

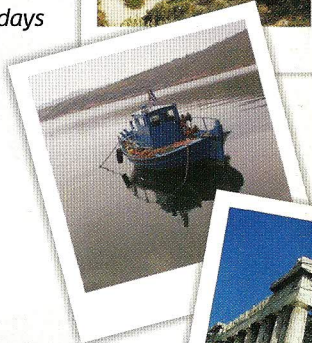
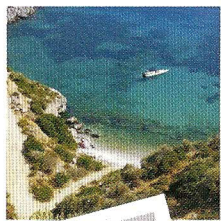
(daily except Saturdays
and Sundays)

Consumer General

Secretariat

Consumer Help

Line: **1520**



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European Consumer Center



In affirmative cases the hotelier is entitled to ask for an advance payment up to 25% of the total price agreed for the days the client will be staying at the Hotel. This advance payment can not be lower than one day's rate. The reservation is considered definite either upon receipt of the above mentioned advance payment or as soon as the reservation is accepted by the hotelier in written.

- The person, who made a booking and cancelled it or did not stay the whole agreed period of time, should pay compensation to the hotelier equal to half of the total price. If the client however informed the hotelier on the cancellation 21 days in advance he/she is considered exempted from any obligation and in case the hotelier has received any payments he/she must refund the client immediately.
- The client is entitled to make use of
 - a) the booked room or suite. b) the public areas such as lounge, library etc. In case a client wishes to have an exclusive use of articles belonging to the Hotel (umbrella, couch etc.), he/she may be asked to pay an extra charge based on a pre-fixed price-list. The use of the booked room or suite is allowed exclusively only to the person who reserved it or to those declared at the reception by the same person.

- The check out day the consumer is obliged to leave the room the latest at 12.00.

In case the client stays longer and up to 18.00 he has to pay half day's rate. If he stays past 18.00 he has to pay a day's rate.

If the client refuses to pay, the hotelier has the right to take his luggage out of the room.

- The hotelier should hold the booked rooms at the clients' disposal on the agreed day otherwise he/she is obliged to ensure their stay at another hotel of the same class, situated in the same town and being equipped with the same facilities. In such a case the hotelier pays the transfer expenses as well as possible difference in price (between his and the other hotel). If the above are not provided by the hotelier, the latter should compensate the client with the amount of money he/she would have to pay for staying at his/her hotel.
- The hotelier is not allowed to overbook his bed capacity by signing relevant contracts.

III. MOBILE PHONE CALLS EURO TARIFF

- Since summer 2007, making and receiving mobile phone calls while abroad (within EU) is cheaper.
- By summer 2008 the Eurotariff maximum price for phone calls made abroad will be 46 cents and for phone calls received abroad will be 22 cents.

I. ARRIVING IN GREECE: NOW WHAT?

You are finally in Greece for the trip that that you've always dreamt about. Most likely, you are at the Airport thinking which means of transport is the most convenient for you. You have plenty of choices: You can hire a car (without driver), you can use the public transport means or you can hire a taxi. The more information you have **before you make your choice**, the better. Thus, you shall take into account the following parameters:

a) SCENARIO 1- CAR RENTAL:

- Make sure that the rental company has obtained the special sign/license supplied by the Greek National Tourist Organization (G.N.T.O.).
- Make sure that the car (or the bike) has adequate insurance cover and ask for the exact amount of this additional charge (for the level of the insurance cover as well as for any exemptions). **This point is very crucial, given that in case of damage, you will not be charged, otherwise you will be personally liable.**
- Read very carefully all the terms of the contract. You will sign at least two copies; you keep one and the other one remains to the rental company. The contract/private

agreement should mention: (a) the agreed price, (b) the type of the rented car and its circulation number, (c) the duration of the rental, (d) full details of the renter, such as his/her name, father's and mother's name, date of birth, place of birth, place of domicile or residence, profession, phone numbers, ID number or passport number.

- In order to rent a car, you must be over 18 years old. Nevertheless, most rental companies have set as minimum level the age of 21 years old and when renting a large vehicle the age of 25 years old.
- You must demonstrate a driving license which is valid in Greece. The International Driving License is undoubtedly a valid one.
- In case of an accident, you must notify the rental company and the local police department **immediately**. Keep a copy of the police report.
- Check the condition of the car. If you find scratches or other spots, demand reference in the rental contract. If the condition of the car is not satisfactory (i.e. it does not work properly because of technical defects) do not accept the car; demand its replacement.

b) SCENARIO 2- TAXIS

- You can easily find a taxi outside the airport; taxis in Greece are considered cheap in relation to other European countries.

- When entering into a taxi, look or ask for the card which all taxis should have in an obvious place and which displays all the main and additional charges.
- The fare is calculated per kilometer. Every taxi must be equipped with taxi-meters that should be turned on upon the beginning of the drive. In case the taxi-driver omits to do that, you shall ask for it.
- Although the following rates are subject to change, at this moment the following are valid:

rates

Single tariff <i>0,34€/km</i>	Double tariff (applied at night between 24.00 and 05.00 and outside city limits) <i>0,64€/km</i>	
Taxi-meter starts at <i>1,00€</i>	Minimum Fare (Athens) <i>2,65€</i>	Minimum Fare (rest of the country) <i>2,85€</i>
Extra charge from/to Athens Airport (Eleftherios Venizelos) <i>3,20€</i>		Extra charge from/to Thessaloniki (Macedonia) <i>2,65€</i>
Extra charge from/to rest country airports <i>2,15€</i>	Radio-taxi (on-call) Additional charge <i>1,60€</i>	
Radio-taxi (on-call) Additional charge for pre-determined appointment <i>2,65€/km</i>		

- The tariff used (single or double) must be displayed obviously in the tariff-meter. Be careful that the tariff used is the right one.
- Ask for a receipt before paying, not a handwritten one, but a typed.