

# For Your Attention

**Kent Trading Standards update for your local community**

**Date: 7/08/13**

**Area: KENT**

## **Holiday Problems?**

As we are now fully in the swing of the holiday season many consumers can enjoy a well-earned break without any hitches.

However, if you experience problems with any of the following;

- Flight cancellation and delays
- Alleged damage to a rental car
- Luggage delays and losses
- Wanting to cancel a timeshare or holiday club contract

Then the European Consumer Centre website has a number of [template letters](#) that you can use yourself to try and resolve the issues. [www.ukecc.net](http://www.ukecc.net)

If the problem involves a trader in another EU state then you can call the European Consumer Centre on 08456 040 503 (lines open 10am - 3pm)

[www.kent.gov.uk](http://www.kent.gov.uk)  
[tsadvice@kent.gov.uk](mailto:tsadvice@kent.gov.uk)  
08454 040506



For advice on your civil rights and to make a complaint about a business contact  
Citizen Advice Consumer Service on 08454 040506.

All complaints will be referred to Trading Standards to be used as intelligence.