

Press release of the European Consumer Centre (ECC) GIE of Luxembourg

The consequences of the crisis for the consumer. Consumers lose confidence to get their money back.

Following this crisis covid-19 which hit us hard already one year ago, here are some observations on cross-border disputes within the European Union.

During this crisis, intermediate solutions were sought in a hurry like to postpone the reimbursement of services not provided to the consumer, particularly in the tourism sector by offering vouchers for example.

Concerning the reimbursement, it still sometimes requires a long endurance of the consumer.

However, it is clear that in a number of cases, consumers have not been reimbursed and have to bear the costs. In other cases, consumers may fear not being reimbursed, for example

- "Language stay": in the context of a foreign language learning stay abroad, for which the flight, the stay with a host family and the courses were planned, but the whole stay was cancelled due to corona. In many cases, consumers were not reimbursed.

- Cancellation of a "room rental" to celebrate weddings, birthdays etc.

- "Learning courses": such as yoga, tennis, sewing etc.

Depending on the cancellation conditions of the contract, it is possible that no refund is provided. In this case, an amicable solution should nevertheless be possible for the consumer.

Kelly Mulombe, lawyer at the ECC: *"We can only hope that despite these examples listed, the consumer's patience will finally be rewarded and that the latter does not lose confidence in the smooth running of the internal market. "*

Also during the crisis the European Consumer Centre in Luxembourg continues to provide free legal advice to consumers on their rights in relation to the coronavirus.

The ECC Luxembourg is part of a network of 30 European Consumer Centres in the European Union as well as in Iceland, Norway and the United Kingdom (European Consumer Centre Network - ECC-Net). Our services are free of charge. The ECC Luxembourg is an Economic Interest Grouping created by the Luxembourg State and the Union Luxembourgeoise des Consommateurs (ULC). The ECC is financially supported by the European Commission, the Luxembourg State (Ministry of Consumer Protection) and the ULC.

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