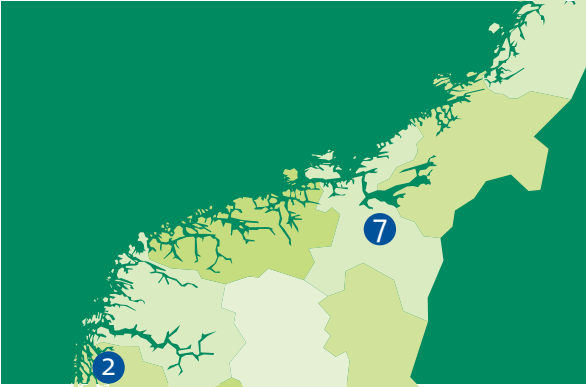


The information in this brochure is provided by the European Consumer Centre Norway, February 2008

Consumer guide for tourists visiting Norway

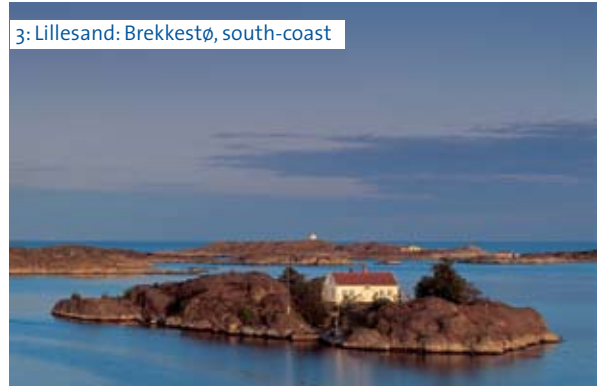
1. Oslo: The Vigeland Park



2. Bergen: The Pier in Bergen



3. Lillesand: Brekkestø, south-coast



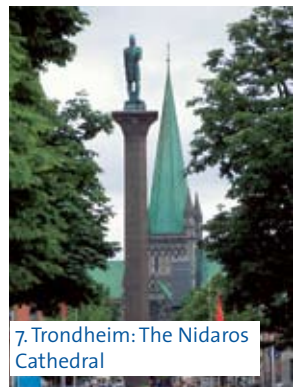
4. Lillehammer: Olympic Games



6. Finnmark: The Northern Lights



5. Lofoten: Dried Cod



7. Trondheim: The Nidaros Cathedral

Travelling in Norway

Ferry

- Make a reservation. Your order is not completed, until you have received confirmation from the company
- You have no statutory right to cancel the order. Depending on the company, you may have the right to a refund when cancelling your order, so check the terms and conditions.
- Ferry companies are liable for cancellations and delays that are caused by errors or neglect by the carrier

- At fully automated toll plazas with lanes marked «Do not stop», either pay at a petrol station nearby or you will receive an invoice by post

Train

- Purchase your ticket before entering the train.
- You have no statutory right to receive a refund on purchased tickets. Depending on the ticket type, a refund may be possible for tickets purchased from the main provider of train services, Norges Statsbaner (NSB)
- Train carriers are liable for documented expenses caused by a substantial delay provided that the delay is **not** outside their control

Parking

- Signposts regulate where you can park. No payment is due unless it is clearly stated

Taxi

- All taxis use fare meters. The fare depends on the day, time, distance and speed. The prices must be clearly visible
- Fixed rates fares are often available when travelling to and from an airport. You are advised to use the fixed rate
- Taxis are liable for personal injuries or damage caused to your luggage.

Rental car

- Your order is complete only when you have received confirmation from the company
- You have no statutory right to cancel your order
- Check what your insurance covers. Insurance terms should be stated in the contract
- Check the car for damage before collecting and returning the car (take pictures!) and make a note of the mileage
- After payment, the company does not have the right to charge your credit card for anything other than minor expenses without your permission i.e. fuel costs

Car Toll roads

- At toll roads you either pay manually or at a coin machine. The only accepted currency is Norwegian Kroner, but most toll roads have facilities for credit card payment
- If you pass without paying, you are likely to receive an invoice, with surcharges, directly to your home address

Plane

- Your order is not complete until you have received confirmation from the company
- You have no statutory right to cancel your ticket unless the airline states otherwise in its terms and conditions
- You have the right to information and care if you are denied boarding, your flight is cancelled, or your flight is delayed for more than two hours. You may also be entitled to financial compensation and a refund of the ticket or re-routing



Useful phone numbers

Country code for Norway: **+47**

Police emergencies: **112**

Fire & large accidents: **110**

Ambulance & medical Emergency: **113**

Police service number: **02800**

Oslo – emergency dentists: **22673000**

Directory enquiries: **1880/1881**

Tourist information: **815 30 555**

Road and traffic information: **175**

Accommodation in Norway

Hotels and camping sites

- Your order is not complete until you have received confirmation from the company
- You have no statutory right to cancel your booking. Check the hotel or camping site's terms and conditions relating to cancellation prior to making a reservation
- If the accommodation does not live up to your reasonable expectations inform the service provider immediately
- Hotels and camping sites are liable for damages caused by errors or neglect by the company

Camping

- You may pitch your tent, caravan or mobile home anywhere in the countryside, forests or mountains except in cultivated areas
- Your tent, caravan or mobile home must not be closer than 150 meters to the nearest house or cabin or cause inconvenience to others
- You must have permission from the owner or user to stay more than two days unless you are camping in mountain areas or in an area distant from habitation

The Consumer Complaints Committee and Alternative Dispute Resolution (ADR boards)

The Norwegian Consumer Complaints Committee handles disputes relating to consumer sales of goods, disputes relating to services provided by craftsmen and disputes relating to the right of withdrawal. Their procedure is free of charge for the consumer.

Norway also has 16 notified complaint boards in addition to some non-notified complaint boards. Your national European Consumer Centre will assist you in finding the right complaint board to handle your complaint.

How to lodge a complaint

If problems arise, inform the company immediately. If no effort is made to rectify the problem, send a written complaint to the company. You can also contact your national European Consumer Centre for further assistance.



Shopping in Norway

Consumer rights

- The legal guarantee in Norway is two years or five years if the commodity is meant to last considerably longer than two years. Examples of goods with a five-year legal guarantee are mobile phones, washing machines and cars
- Depending on the defect, you may demand re-delivery, repair, price reduction, cancellation of the purchase and/or compensation
- All defects that arise within the first six months are presumed to have existed at the time of the delivery
- Unless stated otherwise by the seller you do not have the right to return a product or exchange it if the product is not defective

Payment

- The Norwegian currency is the Norwegian kroner (NOK)
- The methods of payment that are most commonly accepted are cash, credit and payment cards. When using your credit card, you may be asked to show picture ID
- The basic VAT base rate in Norway is 25%, and is included in the display price
- If you are a citizen from a country outside Norway, Sweden, Denmark and Finland you can claim a VAT refund on purchases over NOK 315. VAT can only be reclaimed on purchases from shops with a tax-free shopping sign

European Consumer Centre Norway

The European Consumer Centre («ECC») Norway provides free information on consumer rights in the EU, Norway and Iceland and assists consumers with cross-border disputes. ECC Norway is a member of the ECC Network and co-funded by the Consumer Council of Norway and the European Commission.

The ECC Network is a network set up to promote consumer confidence in cross-border purchases throughout the EEA by providing:

- information on national and European consumer rights;
- support in pursuing cross-border complaints;
- advise on out of court settlement procedures

Contact Information

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 Belgium www.eccbelgium.be info@eccbelgium.be	 Lithuania www.ecc.lt info@ecc.lt
 Bulgaria ecc.bulgaria@kzp.bg	 Luxembourg www.cecluxembourg.lu info@cecluxembourg.lu
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 Estonia www.consumer.ee consumer@consumer.ee	 Poland http://konsument.gov.pl info@konsument.gov.pl
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 Greece www.eccefpolis.gr infoecc@efpolis.gr	 Slovakia www.economy.gov.sk /ecc ecc@economy.gov.sk
 Hungary www.efk.hu info@efk.hu	 Spain http://cec.consumo-inc.es cec@consumo-inc.es
 Iceland www.ena.is ena@ena.is	 Sweden www.konsumenteuropa.se info@konsumenteuropa.se
 Ireland www.eccdublin.ie info@eccdublin.ie	 United Kingdom www.ukecc.net ecc@tsi.org.uk
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