



## NATIONAL AUTHORITY FOR TRADE AND CONSUMER PROTECTION

### PRESS RELEASE

#### Consumer advice for the summer - to enjoy a well-deserved break without worries

**The summer months are a particularly active period for both consumers and service providers. With the arrival of good weather, many people go on holiday and demand for accommodation, festivals, beaches and leisure services increases, resulting in an increase in consumer complaints. There may be unfair commercial practices, hidden costs or substandard services, which can be easier to avoid with a little care.**

During the summer season, the National Authority for Trade and Consumer Protection (NATCP) checks the compliance with the legislation on certain tourist services and detects commercial practices that unfairly influence consumer behaviour. Dr. Lilla Németh-Weingartner, President of the Authority, said: "The aim of the inspection is to protect Hungarian families during the summer holidays, so that they can enjoy a carefree holiday. We also aim to ensure that tourists visiting our country from abroad are not disadvantaged because they do not speak our language."

To make sure your summer experience doesn't turn into an unpleasant one, we've put together some key consumer advice to help you shop more safely and use services more wisely.

- Before making any decision, think carefully about where you shop, what service you use and, if possible, read consumer reviews beforehand!
- Always check the price before ordering! If the price is listed next to the food/drink or other service, you should pay it even if it seems very high!
- When buying food or drinks, only buy from a hygienic, licensed vendor!
- Before using a service - especially if you think it is likely to be more expensive - check the rating of the commercial establishment in online search engines!
- When booking accommodation or travel, ask for a detailed written contract for each service and know the cancellation and modification rules!
- When travelling, choose a reliable passenger transport company, and if possible, order by phone/app, typically to get a lower fare. Try to find out in advance how much the trip will cost. If the driver quotes a price that is too high for the distance, look for another provider.
- For festivals, concerts and sporting events, buy tickets only from an official ticket vendor, season tickets!
- Please ask for receipts and contracts both when travelling and when using services, as we can only complain afterwards if we have them!
- If the seller tries to make us pay for a consumption/service that we did not order and try to force us to pay, we advise you to call the police as soon as possible!

A conscious consumer behaviour can avoid inconveniences. In the event of a problem, the first thing to do is to contact the trader or service provider and try to resolve the problem peacefully. If this does not work, you can turn to an arbitration body for free redress, or you can take the problem to the government agency acting as a consumer protection authority, which will act in case of infringement.

A holiday can only be enjoyable if your rights are protected. Let's be aware and careful when travelling, shopping or using services.

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National Authority for Trade and Consumer Protection