



# 2016 *Rio De Janeiro*

Helpful tips for a safe journey

from your European Consumer Centres Network (ECC-Net)

## Dictionary

**GOOD MORNING** - BOM DIA  
**GOODBYE** - TCHAU  
**THANK YOU** - OBRIGADO ♂ / OBRIGADA ♀  
**YES** - SIM  
**NO** - NÃO  
**SORRY - EXCUSE ME** - DESCULPA  
**TICKET** - TICKET / INGRESSO  
**STADIUM** - ESTÁDIO  
**BUS** - ÔNIBUS  
**TRAIN** - TREM  
**AIRPORT** - AEROPORTO  
**STRAIGHT** - RETO  
**TO THE RIGHT** - PELA DIREITA  
**TO THE LEFT** - PELA ESQUERDA  
**CASH** - DINHEIRO  
**CREDIT CARD** - CARTÃO DE CRÉDITO  
**COMPLAINT** - RECLAMAÇÃO  
**LUGGAGE** - BAGAGEM  
**BILL** - CONTA  
**TIP** - SERVIÇO

## Traveling to Brazil

### Travel documents

EU citizens do not need a visa to travel to Brazil for less than 90 days. A passport, valid for at least 6 months after the departure to Brazil, is obligatory as well as a return ticket. If you have any questions regarding the travel documents you can contact the Brazilian consulate of your country.

### Hotel

If you have concerns about the quality of a Brazilian hotel, you can verify the official list on the Brazilian Ministry of Tourism website: [www.cadastur.turismo.gov.br/cadastur/PesquisarEmpresas.mtur](http://www.cadastur.turismo.gov.br/cadastur/PesquisarEmpresas.mtur) and/or check if a hotel is duly registered.

### Package travel

European tour operators are subjected to special legislation. If one of several different elements of your travel contract (hotel, flight, access to the match) can't be delivered, the tour operator has to propose an appropriated alternative. If the quality of this alternative is of a lesser standard than the original you can ask for a refund of the difference. If no appropriate alternative is proposed, you can ask for a refund of the elements not provided.



## Buying tickets for the games

Tickets can be purchased legally only from the official website: [www.rio2016.com](http://www.rio2016.com) or from an authorized ticket reseller (ATR) appointed for your country. Click here to find the corresponding list:

[www.rio2016.com/sites/default/files/users/rio2016\\_files/atrs\\_en.pdf](http://www.rio2016.com/sites/default/files/users/rio2016_files/atrs_en.pdf)

**What should I do in case of non-delivery or when the tickets bought on another website are not accepted?**

- Ask the seller for a refund. In some cases it will be necessary to request a chargeback either from your bank or from your credit card provider.
- If you received counterfeit tickets contact the police immediately.
- If the seller is situated in another EU member state, in Iceland or in Norway you can contact the ECC-Net.

[www.rio2016.com/en/tickets](http://www.rio2016.com/en/tickets)

[www.rio2016.com/en/spectator-guide](http://www.rio2016.com/en/spectator-guide)

[www.rio2016.com/en/tourist-information](http://www.rio2016.com/en/tourist-information)

[www.rio2016.com/sites/default/files/users/rio2016\\_files/ticketing\\_guide\\_rio2016.pdf](http://www.rio2016.com/sites/default/files/users/rio2016_files/ticketing_guide_rio2016.pdf)

# Passenger rights

## Flight from the EU

When flying from an EU airport, regardless of where the airline company is based, problems such as overbooking, delay or cancellation are covered by EU legislation on air passengers' rights. According to this EU law, you have a right to:

- information and assistance (food and drinks, hotel and transport between the airport and the hotel, 2 communications)
- the choice between another flight or the refund of your ticket
- in some cases, compensation up to €600

## Flights from Brazil

You are also protected by the same rules if you fly from Brazil to the European Union with a European licensed airline. If this flight back to Europe is carried out by a non-EU airline company, the European legislation is not applicable. Brazilian law, however, protects passengers flying from Brazil to Europe. In case of cancellation or delay of 4 hours or more, this law gives you the right to be rebooked on a next flight, with either the same or another airline (with a hotel if necessary) or to obtain a refund of your ticket.

For some help in such a case, the local civil aviation proposes a Customer Relation Service: call to number 163 and dial 2 for english. You can also solve some doubts on:

[http://www.anac.gov.br/publicacoes/publicacoes-arquivos/cartilha\\_travel\\_information\\_web.pdf](http://www.anac.gov.br/publicacoes/publicacoes-arquivos/cartilha_travel_information_web.pdf)

## Luggage

If your luggage is lost, delayed or damaged during a flight from or to Brazil, you can ask for compensation. Brazilian, as well as European airlines have to respect the Montreal Convention that foresees a maximum compensation of approximately €1400 for lost, delayed or damaged luggage, unless you have made a special declaration, at check in the airport, in order to avail of a higher limit. In case of a problem, you have to report it directly at the airport. You should then be given a Property Irregularity Form (PIR) and a reference number. If you need to buy necessary items such as replacement clothing, keep your proofs of purchase in order to ask for a reimbursement afterwards from the airline company.



## Health and Emergency

At the moment, you should have free access to the public health services in Brazil. Public health services are free of charge but you will need to show identification. Emergency numbers:

**Police** - 190

**Fire department** - 193

**Medical emergency** - 192

## Transport within Brazil

### Public transport

Bus, train and subway can only be paid for in cash or with special transportation cards bought at newspaper stands. The tram can only be paid for in cash.

### Taxi

All taxis are yellow or blue (special airport service) and identified by the word 'taxi'. Prices can be checked using the taximeter and payment should usually be made in cash. Only very few taxis accept credit card. There is a minimum tariff for taxis which is called 'bandeirada'. You can estimate the journey cost on [www.tarifadetaxi.com](http://www.tarifadetaxi.com)

### Car rental

To rent a car in Brazil, you must be older than 21 years, in possession of an official driver's license with 2 years of validity and a valid passport. Payment can be made in cash or by credit card.



## Currency in Brazil

Brazil Real (BRL) - 1 Real equals 100 centavos.

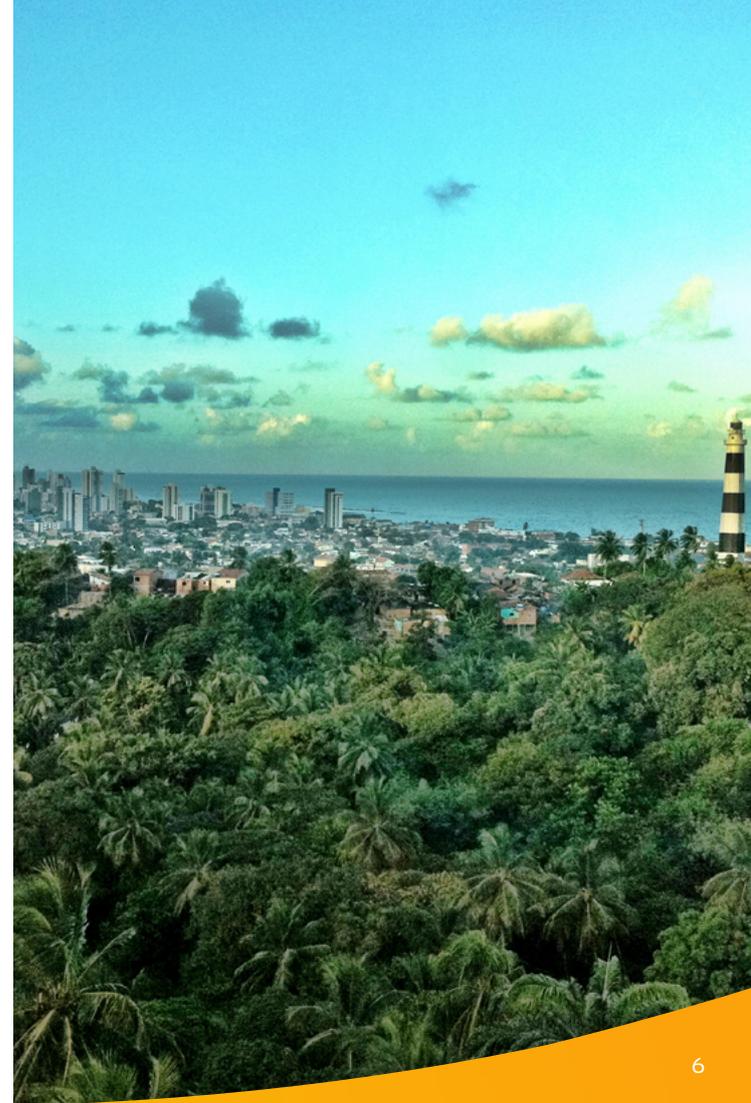
1 BRL = 0.276 EUR.

## Shopping in Brazil

Shops, especially in shopping centres may be open until 10 pm. If you want to buy a souvenir from the games in a shop, you should know that you don't have a cooling-off or cancellation period, unless the shop offers it. You have a cooling off period of 7 days when you buy online or by phone. What if your souvenir is defect: for durable products (e.g. TV, clothes, mobile phones, ...) you have 90 days of guarantee. For nondurable products (e.g. food, medicine, ...) the guarantee is limited to 30 days.

## Mobile phones

As Brazil is outside the EU, consumers cannot take advantage of existing EU fixed roaming costs. In order to avoid high charges for internet or phone calls while in Brazil, you might consider switching off your roaming service. If you have a quad-band phone you can simply buy an appropriate SIM card to avoid excessive roaming charges. If you buy a prepaid card, make sure you don't buy too much credit, because you will not be able to obtain a refund for any remaining credit.



## Eating and drinking in Brazil

Restaurants and bars have long opening hours, but there are no specific rules on this. Cash payments are always allowed, but many establishments will accept Visa/Mastercard. This should be clearly indicated at the entrance. Prices should be clearly indicated on the menus. Consumers usually tip the waiter 10%, but it's not obligatory. Sometimes this amount is included in the invoice, but if you don't want to pay the tip, you can ask to have it removed. Non-complementary appetizers should only be provided if specifically ordered. If un-ordered appetizers are placed on the table, they

could be considered as complementary and therefore free of charge.

If the food seems spoiled, make a complaint to the waiter and/or manager and, if necessary, you can call the Brazilian Health Surveillance Agency (0800 642 9782). Of course you shouldn't pay for spoiled food. Some bars operate by giving the consumer a paper or card on which to record the drinks they have consumed, with the final bill being paid before leaving. If the customer loses this record the bar will make a fixed charge that may often be considerably higher than the cost of the

drinks actually consumed. However, legally it is the responsibility of the bar or restaurant to count, and therefore charge for, the consumer's drinks rather than for the consumer to do so. It is prohibited to smoke in all public closed places, bars and restaurants included. Live music in a restaurant or bar might have a cover charge, but you should be informed about the cost.



For more information, don't hesitate to contact the European Consumer Centre in your country of residence :

[www.ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://www.ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)

This leaflet is part of the action 670716 — ECC-Net DE FPA which has received funding under a grant agreement for an ECC action from the European Union's Consumers Programme (2014-2020). The content of this leaflet represents the views of the author only and it is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the Consumers, Health, Agriculture and Food Executive Agency or any other body of the European Union. The European Commission and the Agency do not accept any responsibility for use that may be made of the information it contains.



In collaboration with the Brazilian consumer organisation

July 2016

Co-funded by the  
European Union



Help and advice  
for consumers  
in Europe



European Consumer Centres