



The EU stretches over the continent of Europe from Lapland in the north to the Mediterranean Sea in the south, and from the west coast of Ireland to the shores of Cyprus in the east: a rich tapestry of landscapes from rocky coastlines to sandy beaches, from fertile pastureland to arid plains, from lakes and forests to arctic tundra.

The peoples of Europe, with their diverse traditions, cultures and languages, make up around $7\,\%$ of the world's population. Their historic heritage is charted in prehistoric cave paintings, Greek and Roman antiquities, Moorish architecture, medieval fortresses, Renaissance palaces and baroque churches. Modern Europe too attracts the traveller, with its vibrant cities, colourful cultural festivities, winter and summer sports and varied cuisine.

Europeans love to travel. The removal of most passport and baggage formalities and the use of the same currency the euro — in 19 EU countries have made travelling much easier. The creation of a single market of more than 510 million people has brought wider choice and lower prices. In fact most Europeans find it as easy to travel around the EU as it is to travel within their home country.

The EU is currently made up of 28 countries. In June 2016 one of these, the United Kingdom (UK), voted to leave the EU. However, until the withdrawal negotiations are complete, the UK remains a member of the EU with all the rights and obligations that derive from this.

DOCUMEN WILL NEED

FOR EU CITIZENS

Passport or identity card

There are no longer any controls at the borders between 22 EU countries. This is thanks to the Schengen rules, which are part of EU law. All EU countries, except for Bulgaria, Croatia, Cyprus, Ireland, Romania and the UK, are full Schengen members. Iceland, Liechtenstein, Norway and Switzerland are also Schengen members but are not in the EU. The Schengen rules remove all internal border controls but put in place effective controls at the external borders of the EU and introduce a common visa policy. Internal border controls may exceptionally be reintroduced for a limited period if there is a serious threat to public order or

internal security in a given EU country. You will therefore need to present a valid passport or ID card when travelling to or returning from the six non-Schengen countries and when entering or leaving the EU at the external borders. Carry it when travelling in the EU because it may be required for identification or security purposes. Before travelling outside the EU, check what documents are required by the non-EU country you plan to visit. Be aware that the only valid ID is the one obtained from national authorities.

Children must have their own passport or ID card.

You will not need a visa for travelling within the EU.

FOR NON-EU CITIZENS

Passport

You will need a valid passport.

There are more than 50 countries whose nationals do not need a visa to visit the EU for up to 90 days. They include Australia Canada, Japan, New Zealand and the United States. In general, most EU citizens do not need a visa to visit these non-EU countries either. The list of countries whose nationals require visas to travel to Ireland or the UK differs slightly from other EU countries.

Apply for a visa at the consulate or embassy of the country you plan to visit. If you hold a Schengen visa you can travel to all the Schengen countries. Moreover, if you have a valid long-stay visa or residence permit issued by one of those Schengen countries, you can stay for up to 90 days in other Schengen countries. You may need a national visa to visit the non-Schengen EU countries.



MONEY

The euro

The euro is currently used by around two thirds of EU citizens, or more than 339 million people in 19 EU countries: Austria, Belgium, Cyprus, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Portugal, Slovakia, Slovenia and Spain (see inset map overleaf).

The symbol for the euro is €. Euro notes are identical in all countries, but each country issues its own coins, with one common side and one side displaying a distinctive national design. All the notes and coins can be used in all EU countries that have adopted the euro, including many of their overseas territories.

Andorra, Monaco, San Marino and the Vatican City use the euro as their national currency, in agreement with the EU. A number of countries and territories, such as Kosovo and Montenegro, use the euro as their de facto currency.

In European countries outside the euro area, many hotels, shops and restaurants, particularly in tourist areas, accept payment in euros as well as in the national currency, although they are not legally obliged to do so.

Cards and cash

EU rules have made electronic payments in the euro area as easy as cash payments. Banks must charge the same fees for international payments in euros within the EU as for a national transaction of the same value in euros. So withdrawing euros from a cash machine anywhere in the EU costs you the same as it does in your own country from a cash machine that does not belong to your bank. The same fees must apply to all payments by debit or credit cards in euros, to euro credit transfers or direct debit payments, no matter whether the transaction takes place in your own country or within the EU. Charges for any transactions may of course differ significantly between banks.

International payments in other currencies are not subject to these provisions

Block any lost or stolen bank cards immediately by calling the issuer. Make a note of the number to ring before you travel.

If you enter or leave the EU with € 10 000 or more in cash (or its equivalent in other currencies) you must declare it to the customs authorities.



SHOPPING

Remember to take a bag with you when you go shopping as you will probably not get one for free any more. Thanks to EU rules, each country now has to reduce the consumption of lightweight plastic carrier bags to reduce litter and damage to the environment.

WITHIN THE EU

There are no limits on what you can buy and take with you when you travel between EU countries, as long as it is for personal use and not for resale. Taxes (VAT and excise duties) are included in the price you pay and no further payment of tax can be due in any other EU country.

Tobacco and alcohol

To determine whether tobacco and alcohol are for personal use, each country can set guide levels. If you carry a larger quantity of these goods, you may be questioned to check that you have no commercial intent. However, countries may not set their guide levels lower than:

- 800 cigarettes
- 400 cigarillos
- 200 cigars
- 1 kg of tobacco ■ 10 litres of spirits
- 20 litres of fortified wine (such as port or sherry)
- 90 litres of wine (of which a maximum of 60 litres of sparkling wine)
- 110 litres of beer.

There are no general restrictions on carrying meat or dairy products when travelling within the EU.

COMING INTO THE EU

If you enter the EU from a non-EU country, you can bring with you goods free of VAT and excise duties for personal use within the limits set out below. The same applies if you come from the Canary Islands, the Channel Islands, Gibraltar or other territories where EU rules on VAT and excise duties do not apply.

Alcoholic drinks

- 1 litre of spirits over 22 % vol. or 2 litres of fortified or sparkling wine
- 4 litres of still wine
- 16 litres of beer





Tobacco products

Each EU country chooses whether to apply the higher or the lower limits to travellers coming from outside the EU. Some countries apply the lower limits only to land and sea travellers (Bulgaria, Greece, Hungary, Latvia, Lithuania, Poland and Slovakia) and two others (Estonia and Romania) apply them to all travellers.

HIGHER LIMIT	LOWER LIMIT	
200 cigarettes or	40 cigarettes or	
100 cigarillos or	20 cigarillos or	
50 cigars or	10 cigars or	
250 g tobacco or	50 g tobacco	

Travellers under the age of 17 cannot make use of these alcohol and tobacco allowances.

Other goods, including perfume

- Up to a value of € 430 for air and sea travellers.
- Up to a value of € 300 for other travellers.

Some EU countries apply a lower limit for travellers under 15, but it may not be lower than € 150.

Food

It is illegal to bring back any meat or dairy products, even in small quantities, when coming back into the EU from most countries outside the EU. The only exceptions are Andorra, the Faeroe Islands, Greenland, Iceland, Liechtenstein, Norway, San Marino and Switzerland. This is to protect EU livestock from animal diseases.



HELP FOR CONSUMERS

As a consumer you are guaranteed fair treatment, products which meet acceptable standards and a right of redress if something goes wrong, wherever you are in the EU.

Know what you are eating

You can be assured of the highest food safety standards because of strict laws on the production, processing and selling of food. Food labelling rules mean clear, comprehensive and accu<u>rate info</u>rmation on food content. Look out for the EU organic logo pre-packaged organic-labelled foodstuffs.

Know what you are buying

You are protected from a wide range of unfair commercial practices both online and in shops. Pre-ticked boxes on websites are now banned, so that you do not unintentionally pay for travel insurance when buying a plane ticket online, for example. Unjustified surcharges for paying by credit card online have also been banned.



Cosmetic products have to indicate how long they can be used after opening. Check the open jar symbol, e.g. 12M means 12 months.



Sunscreen products have clear labelling, including a standardised indication of UVA protection.



Marking on certain products such as toys, electrical products and mobile phones indicates that the manufacturer has certified that they meet all relevant EU safety, health and environmental protection requirements.



The EU Ecolabel is awarded to products that meet high environmental standards. It can also here, , environmentally friendly hotels, youth hostels or campsites. environmental standards. It can also help you to identify

Compare prices

The full price, including VAT, of all goods for sale must be clearly displayed, as well as the unit price — the price per kilo or per litre. When booking a flight online, the total price of the ticket, including charges and taxes, must be visible from the start of the booking process.

Resolve any problems

European consumer centres give practical information on EU consumer rights as well as free advice and assistance with crossborder complaints or disputes. There are centres in all 28 EU countries as well as in Iceland and Norway. There is also a useful ECC-Net travel app with lots of practical help and information.



GETTING THERE

BY ROAD

Driving licence

A valid driving licence issued in an EU country is recognised throughout the EU. Every new licence now being issued is in the form of a plastic card with a standard European format. In most countries, in addition to carrying a valid driving licence you will need to have your vehicle's registration certificate with you.

Motor insurance

Wherever you are travelling in the EU, your car insurance policy will automatically provide the minimum cover required by law (third-party liability). This also applies to Iceland, Liechtenstein and Norway. If you have comprehensive insurance at home, it often extends to travelling in other countries, but you should check before setting out.

A European accident statement form, obtained from your insurer or online, is a standard document available in several languages that makes it easier to make a declaration on the spot if you have an accident in another country.

A green card is not obligatory when travelling in the EU but it serves as internationally recognised proof of minimum third-party liability insurance. If you do not take a green card with you, you should carry your certificate of insurance.

Tolls

Many countries charge for the use of their roads with either tolls (distance based) or 'vignettes' (time based). The EU monitors these charging schemes to make sure that they are proportionate and do not discriminate against non-residents or occasional users.

Driving safely

European roads are the safest in the world but the aim remains to make them even safer.

In all EU countries, seat belts must be worn in all vehicles fitted with them. Children must have appropriate child restraints.

Using a mobile phone while driving greatly increases the risk of an accident and is forbidden in almost all EU countries, unless using a

hands-free set.

The maximum permitted blood alcohol level varies between 0 mg/ml and 0.8 mg/ml. Other important road safety information in each EU country — including speed limits, safety equipment for motorists and cyclists and mandatory use of daytime running lights and of winter tyres — can be found in the Going Abroad app. Drivers who speed or drink-drive can be tracked down with improved cross-

border exchange of information.

Remember to drive on the left side of the road in Cyprus, Ireland,
Malta and the UK and that in some countries, such as Belgium,
France, the Netherlands and Portugal, you normally have to give way
to traffic coming from your right.

Cycling

Why not explore Europe by bicycle? EuroVelo, the European cycle route network, connects the entire continent and some of its main attractions with 15 long-distance cycle routes. Enjoy getting around Europe's towns and cities by using one of the hundreds of self-service bike rental schemes, some of which have been co-financed by the EU.

BY AIR

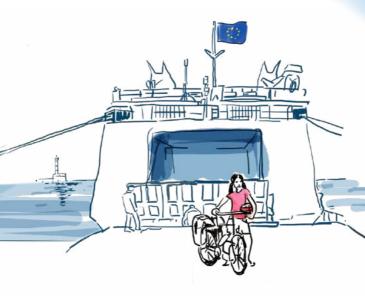
Creating a single European market in air transport has meant lower fares and a far wider choice of carriers, routes and services for passengers. The EU has made it possible for any airline and its fleet that meets EU-wide safety standards to fly to and from anywhere in the EU, even taking on domestic routes in another country.

Security

Common EU rules on security controls for passengers, cabin luggage and hold luggage apply for all flights departing from EU airports. There is a common list of items that are not allowed in cabin luggage and items that are not allowed in hold luggage.

Safety

Europe has one of the best aviation safety records in the world thanks to the effective implementation of high standards. To improve safety with regard to airlines originating from outside the EU, these airlines have to hold an authorisation certifying their compliance with international safety standards. Furthermore, their aircraft must be inspected in Europe. They will be banned from operating inside European airspace if they are found to be unsafe or not sufficiently overseen by their authorities.



BY RAIL

The EU has over 220 000 km of railways. There are over 8 000 km of high-speed lines in several countries connecting important axes like London–Paris, Paris–Brussels–Amsterdam–Cologne, Milan–Rome and Barcelona–Madrid with trains reaching speeds of up to 350 km/h. Much more is under construction or planned. Rail remains one of the safest and most popular modes of transport in Europe.

BY WATER

There are many key sea routes between EU countries offering regular, high-quality services as an alternative to, or in combination with, road, air or rail. There are also over 42 000 km of navigable rivers, canals and lakes. The EU has been at the forefront of improving maritime safety and promoting high-quality standards, with rules to protect passengers and crew sailing on ferries or seagoing vessels to and from European ports as well as on passenger ships sailing within the EU.

PASSENGER RIGHTS

The EU is the only area in the world where passengers benefit from a comprehensive set of rights for all modes of transport: road, air, rail and water. Passengers in the EU, including disabled passengers and those with reduced mobility, have the right to accurate, timely and accessible information, assistance and, in certain circumstances, compensation, in case of cancellation or long delays. EU package travel rules give travellers wide-ranging protection against cancellations, price increases and things that go wrong during the trip. New rules from July 2018 will cover different forms of combined travel such as booking a flight with a hotel or car rental through the same online booking site.

Bus and coach passengers

All bus and coach passengers have the right to receive adequate information about the service and about their passenger rights before and during their journey. Passengers on international services travelling 250 km or more have additional rights, such as assistance, reimbursement or rerouting in case of delay and cancellation.

Air passengers

As an air passenger, you have the right to information, reimbursement, rerouting, compensation (under certain circumstances) and assistance if your flight is delayed or cancelled or if you are denied boarding. These rights apply to passengers on all flights departing from an EU airport and on flights arriving in the EU operated by EU air carriers. Air carriers are liable in the event of accidents or for lost, damaged or mishandled luggage.

Rail passengers

Rail passengers have the right to timely information, refunds, rerouting, assistance and compensation in the event of long delays and cancellations on all international rail services within the EU.

Passenger rights on domestic services may differ from country to country.

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Sea and inland waterway passengersPassengers travelling by sea or inland waterway enjoy rights including reimbursement, rerouting, compensation and assistance if faced with cancellations or delays, as well as the right to adequate and easily accessible information. These rights apply, with some exceptions, to those travelling on passenger services either departing from or arriving in a port within the EU and on cruises where the port of embarkation is in the EU

Disabled passengers and those with reduced mobility



Passengers who are disabled or reduced in their mobility are entitled to free assistance in airports, train stations, ports and designated coach terminals, as well as on board aircraft, trains, ships and coaches. It is advisable to notify the carrier or terminal operator of specific needs at the time of booking,

when buying the ticket in advance, or at least 48 hours before travelling (36 hours when travelling by coach). If you are travelling by car and are entitled to use disabled parking facilities in your home country, you will find that the EU symbol for

disabled parking spaces is the same in all EU countries and allows you

to use the disabled parking facilities everywhere

Seeking redressIf you feel that your rights have not been respected while travelling and you want to seek redress, you must first contact the carrier or terminal operator. If they fail to fulfil their obligations then you can contact the national enforcement body for your specific mode of transport. Call the Europe Direct freephone number 00 800 6 7 8 9 10 11 for more information and details of the relevant enforcement body. There is also a useful app — Your Passenger Rights — for checking on the spot what your rights are and how to claim them.

STAYING HEALTHY

Access to healthcare

As an EU national, if you are suddenly taken ill or have an accident during a temporary visit to another EU country, Iceland, Liechtenstein, Norway or Switzerland, you are entitled to use the public healthcare services on the same terms and at the same cost as the people insured in that country. Each country has its own rules for public medical provision. In some, treatment is free or you only have to pay part of the cost; in others you have to pay the full cost and then claim a refund. So keep all your bills, prescriptions and receipts so that you can apply for reimbursement in the country you are visiting or, failing that, when you get home.

The European Health Insurance Card is available free from your national health insurer and proves that you are insured in an EU country. It simplifies the procedures and helps to speed up the reimbursement of costs. Some countries incorporate the card on the reverse side of a national card while others issue separate cards. The European Health Insurance Card app gives you information on emergency phone numbers, treatments covered, costs and how to claim reimbursement.

Travel insurance

The European Health Insurance Card is not a substitute for travel insurance as it does not cover costs such as repatriation or mountain rescue in ski resorts. So you may want to take out travel insurance to cover those risks.

Medicines

A prescription from your doctor is valid in all EU countries, but you should check that the prescribed medicine is authorised for sale and is available in the country you are visiting. Ask for a cross-border prescription, designed to help pharmacists fulfil the prescription by giving them clear and relevant information about your needs.

Immunisation

There are, in general, no immunisation requirements when travelling in the EU. However, there are requirements or recommendations for some of the EU's overseas territories. Check with your doctor before you go.

Bathing water



EU efforts to ensure clean and healthy bathing water began 40 years ago. Today, 96 % of the EU's 21 000 coastal and inland bathing sites meet the minimum water quality standards and 84 % meet the more stringent 'excellent' level. Check out the official symbols at bathing sites giving information on the quality of water.

COMMUNICATING

Languages

Europe is rich in languages. Most of them belong to the Germanic, Romance, Slavic, Baltic and Celtic language families. The EU has 24 official languages but there are many other regional and minority

More than half of Europeans say that they are able to hold a conversation in at least one language other than their mother tongue and a quarter say that they are able to speak at least two additional languages. Enjoy using your language skills on your travels in Europe. Even a few phrases of the local language when talking to local people will be appreciated. Here's how to say 'thank you'.

Bulgarian	Blagodarya	Irish	Go raibh maith agat
Croatian	Hvala	Italian	Grazie
Czech	Děkuji	Latvian	Paldies
Danish	Tak	Lithuanian	Ačiū
Dutch	Bedankt	Maltese	Grazzi
English	Thank you	Polish	Dziękuję
Estonian	Aitäh	Portuguese	Obrigado
Finnish	Kiitos	Romanian	Multumesc
French	Merci	Slovak	Ďakujem
German	Danke	Slovenian	Hvala
Greek	Efkaristo	Spanish	Gracias
Hungarian	Köszönöm	Swedish	Tack
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Telephone

There is just one prefix for making international telephone calls anywhere in the EU. It is 00.

The country codes (listed according to the abbreviations for countries used on nationality plates on cars) are:

countries used on nationality plates on cars) are:				
A 43 Austria	HR 385 Croatia			
B 32 Belgium	1 39 Italy			
BG 359 Bulgaria	IRL 353 Ireland			
CY 357 Cyprus	L 352 Luxembourg			
CZ 420 Czech Republic	LT 370 Lithuania			
D 49 Germany	LV 371 Latvia			
DK 45 Denmark	M 356 Malta			
E 34 Spain	NL 31 Netherlands			
EST 372 Estonia	P 351 Portugal			
F 33 France	PL 48 Poland			
FIN 358 Finland	RO 40 Romania			
GB 44 United Kingdom	S 46 Sweden			
GR 30 Greece	SK 421 Slovakia			
H 36 Hungary	SLO 386 Slovenia			
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Mobile phones

The EU has decided that, as of 15 June 2017, there will be no roaming surcharges for EU residents travelling periodically within the EU. The $\,$ final touches are being made to the new rules but, in principle, from that date you will be able to use your mobile phone with the SIM card from your country of residence when you travel to other EU countries, with the same prices and allowances for calls, texts and data usage that you have at home.

Over the last decade, EU rules have already significantly reduced the cost of using mobile phones and smart devices abroad by capping prices. Between 2007 and 2016, roaming prices decreased by more than 90 %.

Postage

Postage stamps can only be used in the country in which you buy them, even when priced in euros.

All of Europe has 220-240 volt alternating electric current. Cyprus, Ireland, Malta and the UK have square three-pin plugs but, in general, all other EU countries have two-pin plugs. These may vary but you should be able to use your two-pin appliances anywhere. Adaptors can usually be bought in airports and tourist resorts.

THINGS TO DO

There is a dazzling choice of things to do and see in Europe. For ideas and information on all countries, have a look at the European tourist destinations website (visiteurope.com) or go to the websites of the official national tourist organisations of each EU country.

The abbreviations for countries are those used on nationality plates on

A Austria

austria.info

B Belgium visitflanders.com belgique-tourisme.be

BG Bulgaria
bulgariatravel.org

CY Cyprus visitcyprus.com CZ Czech Republic

czechtourism.com

D Germany germany.travel

OK Denmark visitdenmark.com

E Spain

spain.info EST Estonia

visitestonia.com F France

int.rendezvousenfrance.com

FIN Finland visitfinland.com

GB United Kingdom

visitbritain.com

GR Greece visitgreece.gr

Hungary
gotohungary.com

IRL Ireland discoverireland.ie Luxembourg visitluxembourg.com LT Lithuania
lithuania.travel LV Latvia latvia.travel M Malta visitmalta.com

(HR) Croatia

1 Italy enit.it/en

croatia.hr

NE Netherlands holland.com

Portugal

visitportugal.com PL Poland

poland.travel RO Romania

romania.travel

Sweden visitsweden.com

SK Slovakia slovakia.travel

SLO Slovenia slovenia.info

The EU supports and contributes to many cultural projects and events across Europe every year, including the designation of a cultural capital of Europe. The EU helps to fund exhibitions and events highlighting the cultural heritage of the chosen cities, bringing together a vast array of artists and performers from across Europe.

Aarhus, Denmark's dynamic university city in Jutland, and Paphos, with its archaeological treasures on the south-west coast of Cyprus, are the European Capitals of Culture in 2017. The two cities sharing the title in 2018 are Valletta, the impressive fortress city and capital of Malta, and Leeuwarden, the capital of Friesland in the north of the Netherlands.

TIME ZONES



Summer time

Daylight saving time begins across the EU on 26 March 2017, when clocks are moved forward an hour, and ends on 29 October 2017, when clocks are put back an hour. The dates for 2018 are 25 March and 28 October

PETS

Travelling with a dog, cat or ferret is easy with an EU pet passport available from any vet. All dogs, cats and ferrets must have a passport and, for identification purposes, be fitted with an electronic microchip or have a clearly readable tattoo applied before July 2011. They must be vaccinated against rabies and the details entered in their pet passport. The vaccination must be carried out after the microchipping or tattooing. Dogs must be given specific tapeworm treatment by a vet before travelling to Finland, Ireland, Malta and the UK. Details of the treatment must appear in the pet passport and the dog can then travel between 1 and 5 days after treatment.

IF THINGS GO WRONG

Single European emergency number: 112

To contact the emergency services in any EU country from any phone, fixed or mobile, dial 112, free of charge.

Loss or theft

Report any theft to the local police. You will need to enclose the police report when making your insurance or compensation claim. Cancel any lost or stolen debit or credit cards immediately. If your passport has been stolen, report it to your country's consulate or embassy as well as to the police. Remember that if you are outside the EU you can get help from the consulate or embassy of any other EU country if yours is not represented.

GETTING IN TOUCH WITH THE EU



ONLINE

Information in all the official languages of the European
Union is available on the Europa website:europa.eu



IN PERSON

All over Europe there are hundreds of local EU information centres. You can find the address of the centre nearest to you at: **europedirect.europa.eu**



ON THE PHONE OR BY EMAIL

Europe Direct is a service which answers your questions about the European Union. You can contact this service by freephone: **00 800 6 7 8 9 10 11** (certain mobile telephone operators do not allow access to 00800 numbers or may charge for these calls), by payphone from outside the EU: +32 22999696. or by email via europedirect.europa.eu





READ ABOUT EUROPE

Publications about the EU are only a click away on the EU Bookshop website: **bookshop.europa.eu**

You can also obtain information and booklets in English about the European Union from:

EUROPEAN COMMISSION REPRESENTATIONS

European Commission Representation in Ireland

12-14 Lower Mount Street Dublin 2 IRELAND Tel. +353 16341111 Internet: ec.europa.eu/ireland Email: eu-ie-info-request@ ec.europa.eu

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Tel. +44 1315577866
Internet: europarl.org.uk
Email: epedinburgh@europarl.europa.eu

There are European Commission and Parliament representations and offices in all the countries of the European Union. The European Union also has delegations in other parts of the world.

Did you find this publication useful? Let us know: comm-publi-feedback@ec.europa.eu

The website 'Your Europe' gives more advice on your rights when you live, work and travel in the EU: europa.eu/youreurope/citizens/index_en.htm

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