



NATIONAL COMPETENT AUTHORITIES PTD

(as per information received by carriers up to 31 January 2019)

BELGIUM

SPF Economie,
Direction generale de la reglementation commerciale,
City Atrium C
Rue du Progres, 50
1210 Bruxelles
Tel: +32 800 120 33
Email: info.eco@economie.fgov.be

BULGARIA

Ministry of consumer protection
Slavyanska Str.
Sofia 1000
Tel: 0700 111 22 or +359 (0) 2 9330565
Web: <https://kzp.bg/kontakti>

CROATIA

Ministarstvo gospodarstva, poduzetnistva i obrta
Ulica grada Vukovara 78
10 000 Zagreb
Tel: 01/6106 111
Email: info@mingo.hr
Web: <https://www.mingo.hr/page/kategorija/kontakti>

CYPRUS

Agency for the Protection of the Consumer
Agapinoros 2, IRIS Building,
1421 Nicosia
Tel: +357 22 200900
Email: ccps@mcit.gov.cy

CZECH REP.

Ministry of transport
nabrezi Ludvika Svobody 12/1222,
PO Box 9,
110 15 Praha 1
Tel: 225 131 112
Email: posta@mdcr.cz
Web: <http://www.mdcr.cz>

DENMARK

REJSEGARANTIFONDEN
Røjelskæellig; r 11, 3. sal
2840 Holte
Tel: 45 87 83 33
Email: info@rejsegarantifonden.dk

ESTONIA

Estonian Consumer Protection Board
Tarbijakaitseamet
Pronksi 12,
10117 Tallinn
Tel: 667 2000 or 620 1707
Email: info@tarbijakaitseamet.ee
Web: www.tarbijakaitseamet.ee/en

FINLAND

Competition and Consumer Authority
P. O. Box 5,
FI-00531 Helsinki
Tel: +358 (0)29 505 3000
Web: <https://www.kkv.fi/en/>

FRANCE

Ministere de l'economie
DGCCRF
8 Rue Louise Weiss,
75013 Paris
Tel: +33 (0) 1 73 60 39 39
Web: <https://www.economie.gouv.fr/dgccrf/contacter-dgccrf>

GERMANY

Bundesministerium der Justiz und für Verbraucherschutz
Mohrenstrasse 37
10117 Berlin
Tel: +49 (0) 30 18 580
Email: poststelle@bmjv.bund.de
Web: https://www.bmjv.de/DE/Ministerium/Wegbeschreibung/Wegbeschreibung_node.html

HUNGARY

Hungarian Authority for Consumer Protection
1088 Budapest, József krt. 6.
Tel: +36 1 4594800
Email: nfh@nfh.hu Web: www.nfh.hu

IRELAND

Competition and Consumer Protection Commission
Bloom House
Railway Street
Dublin 1
D01 C576
Tel: 1890 432 432 or 01 402 5555
Email: <https://www.ccpc.ie/consumers/contact/contact-us-form/>
Web: <https://www.ccpc.ie/consumers/>

ITALY

ASTOI Confindustria Viaggi
Viale Pasteur, 10
00144 Roma
Tel: +39 06 592 4206
Email: astoi@astoi.com

LATVIA

Consumer Rights Protection Center
Brīvības Street 55,
Rīga LV1010
Tel: +371 65 452 554
Email: ptac@ptac.gov.lv
REGISTRATION NO. 90000068854
Web: <http://www.ptac.gov.lv/en/content/contacts>

LITHUANIA

State Board of Tourism under the Ministry of the Economy
Gedimino pr. 38,
LT-01104 Vilnius
Tel: 8 706 64976
Email: vtd@tourism.lt

LUXEMBURG

Ministère de l'Économie
Direction générale PME,
19-21 Boulevard Royal,
L-2449 Luxembourg
Tel: +35 224 774 700
Email: travel@eco.etat.lu
Web: <https://meco.gouvernement.lu/fr.html>

MALTA

Malta Tourism Authority
Building SCM01, Level 3
SmartCity Ricasoli SCM 1001,
Kalkara
Tel: +35 622 91 5000
Web: <http://www.mta.com.mt/>

NORTHERN IRELAND

Department for the Economy
Netherleigh
Massey Avenue
Belfast
BT4 2JP
Tel: 028 9052 9900
Email: dfemail@economy-ni.gov.uk

POLAND

Urząd Marszałkowski Województwa Mazowieckiego w Warszawie
03-719 Warszawa,
ul. Jagiellońska 26
Tel: +48 22 59 79 100
Email: urzA...d_marszaA,kowski@mazovia.pl

PORTUGAL

Autoridade de Segurança Alimentar e Económica
Rua Rodrigo da Fonseca, no. 73
1269-274 Lisboa
Tel: 217 983 600
Fax: 217 983 654
Email: correio.asae@asae.pt

ROMANIA

Bulevardul Aviatorilor 72
Sector 1
011865 Bucuresti
Tel: 021 307 67 84
Email: cabinet@anpc.ro
Web: <http://www.anpc.gov.ro/articol/575/date-contact>

SLOVENIA

Ministrstvo za gospodarski razvoj in tehnologijo
Trzni inspektorat RS
Dunajska cesta 160
1000 Ljubljana
Tel: +386 1 280 8700
Email: gp.tirs@gov.si

SPAIN

Ministerio de Industria, Comercio y Turismo
P. de la Castellana 160,
28046 Madrid
Tel: +34 913 494 640
e-mail : oficinavirtual@minetad.es

SWEDEN

Kammarkollegiet
Birger Jarlsgatan 16,
114 34 Stockholm
Tel: 08 700 08 00
Email: registratur@kammarkollegiet.se

THE NETHERLANDS

Dutch Consumer Authority
PO Box 16326
2500 BH The Hague
Tel: +31 70 7222 000

UNITED KINGDOM

CAA House, London
45-59 Kingsway
London WC2B 6TE
Tel: 0330 022 1500
Email: <https://www.caa.co.uk/feedback/>
Web: <https://www.caa.co.uk/Passengers/Resolving-travel-problems>