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For further details, check the Pilgrims' area at:





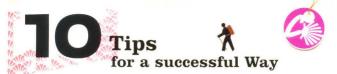
Junta de Castilla y León

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1 Plan the stages beforehand and **budget** how much you will have to spend on the Route.

2 All the information regarding the prices and methods of payment of the products and services must be clearly visible and easy to understand.

3 Never buy products without a label, as they don't offer full guarantees. Always ask for and keep the invoice or receipt.

4 Check the expiry or best before date on foods. Shop at stores that can guarantee that the goods are handled correctly.



5 Before leaving the store, check that the items you have purchased are in **perfect condition**. Remember that all goods have a **two year guarantee**.

If you use online or mobile phone services about "the Way of Saint James" such as SMS or MMS make sure you check the tariffs beforehand.

Remember that country to country phone calls have a special tariff or '**roaming**'. If you are planning to use this service, make sure you know how much it costs beforehand.

8 Keep your mobile phone IMEI with you at all times. In the event of loss or theft, you will have to provide your phone operator with this information.

9 Always use **cash points** that are situated inside banks. They are much safer. Remember to **tear** up your **receipt** before throwing it away.



10 In the event of any incidents, ask for a **complaints** form.

