

THE WAY OF
ST. JAMES



Junta de
Castilla y León



For further details,
check the Pilgrims' area at:
www.jcyl.es/consumo



Consumer dos and don'ts for Pilgrims



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CONSUMO
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10 Tips for a successful Way



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**.

SMS

6 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.

7 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**.

