



Press release

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Rugby World Cup 2023 - Olympic and Paralympic Games 2024 - France: DGCCRF and ECC France inform consumers

On the occasion of the Rugby World Cup 2023 and the Olympic and Paralympic Games 2024, which will take place in France, the French Directorate General for competition, consumers and fraud control (DGCCRF) launches together with the European Consumer Centre (ECC) France a website section covering [Frequently Asked Questions](#). Available in French and English, it answers the main questions that foreign consumers and visitors may have and reminds them of their rights in France.

Major international sporting events attract a considerable number of visitors. They are also great moments of consumption, whether it be for accommodation, travel, food or tourism.

To answer the questions French and foreign consumers may have during these events, the DGCCRF has published a special FAQ on the Rugby World Cup and Olympic Games. Clear, precise and practical, it deals with numerous topics such as the purchase of tickets, accommodation, package holidays, air travel and mobile phone charges (roaming). It will gradually be enriched with new answers concerning train travel, public transport, taxis, restaurants, etc., as to cover all consumer questions.

The FAQs have been prepared with the active support of the European Consumer Centre (ECC) France, which informs, advises and assists French consumers facing a dispute in Europe, but also Europeans who have questions regarding their rights in France or a dispute with a French trader.

The FAQ is being launched this week at the same time as sales of ticket packs for the 2024 Olympic Games. In addition to being accessible on the DGCCRF website, it will also be widely relayed by the tourist offices of several cities involved in the organisation of these events, but also within the consulates and the European Consumer Centres network (ECC-Net) throughout the European Union, Iceland and Norway.

“I welcome this initiative by the DGCCRF and the ECC France to better inform consumers of their rights and protect them. All the economic and financial ministries are mobilised to ensure the success of the Rugby World Cup and the Olympic and Paralympic Games and, more generally, of major sporting events, which contribute to France's reputation and are also a showcase for our country and tremendous opportunities in terms of economic activity, employment and the development of our companies.”

Bruno Le Maire, Minister for the Economy, Finance and Industrial and Digital Sovereignty

“The Rugby World Cup and the Olympic and Paralympic Games should be great moments of celebration for millions of visitors who will discover our country or return to it. It is an opportunity to reaffirm our sense of welcome at the global level. These frequently asked questions, published by the DGCCRF and the European Consumer Centre France, will provide precise answers to visitors' questions and will help to ensure that their experience of these major sporting events in France goes smoothly.”

Olivia Grégoire, Minister for Small and Medium-sized Enterprises, Trade, Craft Industries and Tourism

Link : [Rugby World Cup | 2024 Olympic Games \(europe-consommateurs.eu\)](https://europe-consommateurs.eu)

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