

# Guide for consumers visiting the Czech Republic



Your consumer rights



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# Introduction

**The Czech Republic is known not only for its historical heritage and exquisite beer, but also for its variable countryside with fertile lowlands, rivers, highlands and mountains. There are lots of regional cuisine specialities, including local wines and beers, as well as thousands of kilometres of bicycle paths and mountain trails.**

Visitors from abroad can find more information provided in a number of languages e.g. on [www.czechtourism.com](http://www.czechtourism.com).

Foreign consumers should feel confident when purchasing in the Czech Republic as they do in their home countries. Therefore, the European Consumer Centre Czech Republic has prepared a practical brochure that aims to help visitors to orientate themselves in the Czech market and boost their confidence while shopping in the Czech Republic.



# General information on purchase and prices

## Currency

The Czech currency is the Czech crown (abbreviated Kč or CZK). For one euro (EUR) you will get approximately 25 crowns. You can inform yourself about the current exchange rate at banks or on the website of the Czech National Bank at [www.cnb.cz](http://www.cnb.cz). Occasionally, vendors accept Euros; however, the exchange rate might be often disadvantageous.

Coins: 1, 2, 5, 10, 20 and 50 Kč (CZK)

Banknotes: 50, 100, 200, 500, 1000, 2000 and 5000 Kč (CZK)

Payments by bankcards are quite common, but it is convenient to have some cash on you. Please check with your bank for conditions of using your payment card abroad as some banks may charge conversion fees for transactions charged in currency other than the currency of your bank account.

For money exchange, it might be more convenient to use small exchange offices because banks usually charge a commission proportional to the amount of money you exchange. However be cautious as some exchange offices advertise favourable rates that only apply when exchanging larger amounts of cash. Always shop around and check carefully for applicable rates and commissions and ask the staff for total amount you will receive.

You can use your debit or credit card to withdraw cash from cash dispensers. However, do not forget that your bank may charge you a substantial fee especially in case of using a credit card. ATM operators usually don't charge their own fees besides those charged by card issuers.

During weekends the banks are closed. From Monday to Thursday they are usually open from 9 a.m. to 5 p.m. On Friday they close earlier, often at 3 p.m.

## Shopping hours

Shopping hours differ considerably in the Czech Republic according to assortment of goods, size of shops and size of the towns. Supermarkets and shopping malls are usually open even at weekends from 8 a.m. to 8 p.m. or even to 10 p.m. Some large stores and convenience stores may be open 24/7.



# Prices

## Price transparency

Prices must be displayed clearly. On food products in shops larger than 400 square metres, unit prices (prices per litre, kilogram, etc.) must be displayed as well. VAT must be included in the price.

## Deposit

On some glass bottles there is a deposit (3 CZK ~ 0.10 EUR). There is no deposit on cans or plastic bottles.

## Prices in restaurants

Cost of a meal in a restaurant usually ranges between 120 and 200 CZK (5 and 8 EUR) excluding soups and drinks (prices may be half of these amounts in the countryside, but double in the centre of Prague). A main menu in a fast-food chain ranges from 100 to 125 CZK (from 4 to 5 EUR).

Many restaurants offer discounted daily lunch menus during weekdays usually between 11 a.m. till 3 p.m.

Prices of beers usually range between 20 and 60 CZK (0.8 and 2.5 EUR).

Soft drinks usually cost from 25 to 35 CZK (from 1 to 1.4 EUR).

## Prices of fuels

Usual prices of motor petrol and motor oil range between 35 and 39 CZK per litre (1.4 and 1.56 EUR).

## Duty

As a general rule, duties do not apply between EU member states. However keep in mind that some goods may be subject to excise tax if imported in excessive amounts. These include among others automobile fuel, alcohol and tobacco products.

Please check with the Customs Administration of the Czech Republic if you intend to transport large quantities of such goods. More information may be found at <http://www.celnisprava.cz/en>.

# In case of emergency

## Travel health insurance

Always travel with your European Health Insurance Card (EHIC), The EHIC gives you access to medically necessary, state-provided health-care during a temporary stay in any of the 27 EU countries including the Czech Republic, Iceland, Lichtenstein, Norway and Switzerland.

However, keep in mind that some expenses such as private health care, repatriation to your home country, or in case you are travelling for the express purpose of obtaining medical treatment are not covered by your EHIC. As a consequence, it is highly recommendable to conclude travel health insurance before visiting the Czech Republic.

## Emergency numbers:

**112 – European Emergency Number** – Integrated Rescue System, operators speak Czech, English and German

155 – Emergency Medical Service

158 – Police

156 – Local Police

150 – Fire Fighters



# Travelling in the Czech Republic

## On the road

Speed limit in built-up areas is 50 km/h, outside built-up areas it is 90 km/h and on the highways it is 130 km/h. In general, Czech regional and district roads are often narrow and in a poor state.

On highways it is necessary to buy a vignette. There are three types of vignettes (to find out about prices see [www.motorway.cz/stickers](http://www.motorway.cz/stickers)): annual for 1500 CZK, monthly for 440 CZK and ten-day for 310 CZK. Vignettes are available at border crossings, gas stations and post offices or at other establishments providing services for motorists and marked with the vignette sign.

## On trains and buses

In the Czech Republic, there is quite a dense network of railways mostly with frequent trains especially among major cities and district municipalities. Train tickets can be purchased online and at railway stations or with an extra charge also on the trains.

There are also frequent buses connections among places all over the country. Bus tickets are to be bought on the bus and some long-distance tickets can be also purchased online.

## By air

The major international airport is located in Prague (Prague Airport; in the autumn 2012 to be named after the first Czech president Václav Havel) and then there are four other airports used both for national and international flights in Brno, Ostrava, Karlovy Vary and Pardubice.

At the Prague Airport, the Terminal 2 is for flights operated within the Schengen area and Terminal 1 is for flights to and from non-Schengen countries.

## Transport from the Prague Airport

To get to the city centre from the Prague Airport, you can get on the bus No. 119. The ticket costs 32 CZK and can be purchased from a machine at the bus stop at the Terminal 2 or with an extra fee of 8 CZK from the bus driver. The bus will take you to the metro station Dejvická from which you can take the metro line A to the Muzeum station located at the Wenceslas Square in the city centre. There is also a more expensive express bus departing less frequently (every 30 minutes) from the Airport – it arrives at the main railway station Hlavní nádraží not far from the Wenceslas Square. Remember that the fare for a piece of luggage is 16 CZK.

There are also a number of taxi cabs available at the airport.

# Travelling in the Czech Republic

## Taxi services

There are taxi cabs of various companies or taxi cabs of individual entrepreneurs available in the cities and towns all around the country.

It is always advisable to ask the driver about the estimated price of the service before getting on the taxi and to make sure that the price list of services as well as business identification number of the operator is available, that the car is marked with the roof yellow sign "taxi" as well as with black and white stripes on the doors, that the taximeter is on during the journey and that the bill is issued at the end of the journey.

Be aware that some Czech taxi drivers may not always be fair trying to charge you with amounts of money that are higher than the appropriate price. In Prague it is advisable to take a taxi at a "TAXI FAIR PLACE" spot where only taxis supervised by the Prague City Hall are allowed to operate. These "fair place" taxi ranks are obliged to guarantee a maximum charge of 28 CZK per kilometre, as set by the Prague City hall.

## Public transport

The prices for public transport in Prague are as such: 32 CZK (90 minutes), 110 CZK (one day). Children get a discount. In other cities and towns, prices are lower than this. Mostly only buses are available, in larger cities there are buses and trams or trolley buses and in Prague there is also a metro.



# Exchange of goods and complaints procedure

## Defective goods - conformity with sale contract and statutory guarantee

As the Czech Republic is a member of the European Union, the EU legislation on consumer law has been implemented into the Czech law. As in other countries within the EU, every consumer has the right for the purchased goods to be in conformity with the contract of purchase which can be asserted by the consumer within 2 years from the purchase. If within this period a defect appears which was in the item at the moment of delivery, the consumer is entitled to choose between a free-of-charge repair or exchange for a non-defective item. If the consumer's choice is not possible, the consumer can withdraw from the contract and ask for his money back, or for a reasonable discount.

However, the Czech consumer law also contains a concept that is translated as statutory guarantee. Statutory guarantee means that consumer goods have a two-year statutory guarantee that is similar to voluntary guarantee. In accordance with the Czech law, the vendor is responsible not only for the defects the item has at the moment of delivery but also, under certain conditions, for those that may occur subsequently, within the statutory guarantee period. In this respect, the Czech law provides higher level of protection than required by the European legislation.

## Commercial/voluntary guarantee

A commercial or voluntary guarantee given by a producer relates to the functionality of items in question and does not restrict the rights resulting from the statutory guarantee or non-conformity with the contract. It is a proclamation mostly given by producers in writing which states that the functionality of items in question or of the product is guaranteed for the whole period stated in the guarantee card. Once it is provided, it is binding and the rights resulting from it can be enforced by customers.

Customers usually have the right to repair or exchange under commercial guarantees. Voluntary guarantee is always used in parallel or in addition to the statutory guarantee.

**To sum it up, in the Czech consumer law it is necessary to distinguish between conformity with the contract, statutory guarantee and voluntary guarantee.**

## Exchange of non-faulty goods

The exchange of non-faulty goods is voluntary and depends on the particular vendor. Consumers should ask for this possibility when buying the product and let the vendor acknowledge this possibility on the receipt. Often the exchange must be requested by a certain date and the goods must be unused and price and information tags mustn't be taken off.

# Exchange of goods and complaints procedure

## How to make a claim

It is highly recommended to make a claim in writing. To be able to prove the delivery, it is better to send a registered letter and naturally, to carefully save the proof of delivery.

You can make claims resulting from contractual guarantee, non-conformity with the contract or from the statutory guarantee. If you make your claim directly in the store, the seller is obliged to issue a written confirmation of your request.

In the Czech Republic, vendors shall complete the repair or exchange **within 30 days** at the latest otherwise consumers have the right to withdraw from the contract and ask for their money back or to ask for a reasonable discount. This applies only in case of a valid claim.

In accordance with the European legislation, the Czech law sets down that the seller shall reimburse necessary costs related to the claim (e.g. postage). Therefore, when claiming goods, you should always ask the vendor to cover such costs, too.

## Receipt

The seller must issue a receipt for the consumer on the consumer's request.



# Problem with a product or a service?

The European Consumer Centres' Network (ECC-Net) provides consumers with information concerning their rights in the European single market, thereby aiming to support their confidence in purchasing goods and services also in the other Member States.

European Consumer Centres provide free-of-charge advice and out-of-court assistance in resolution of cross-border consumer disputes through the network of 29 centres of the ECC-Net.

Consumers from the EU member states, Norway or Iceland having problems with vendors from another EU country, Norway or Iceland, can contact a European Consumer Centre in their home country by phone, e-mail or an enquiry online form.

The contact details of the centres are available at:  
<http://ec.europa.eu/ecc-net>

The ECC-Net is operated and financed by the European Commission and the participating states.



# Small conversational first-aid kit

|   |  |
|---|--|
| Cena                                    | Price  |
| Daň z přidané hodnoty (DPH)             | VAT  |
| Účtenka                                 | Receipt  |
| Smlouva                                 | Agreement/Contract                               |
| Dodací lhůta                            | Delivery period                                  |
| Vada                                    | Defect   |
| Záruka                                  | Guarantee  |
| Reklamace                               | Complaint  |
| Shoda s kupní smlouvou                  | Conformity with the contract                     |
| Výměna                                  | Exchange   |
| Oprava                                  | Repair   |
| Porušení smluvních podmínek             | Breach of contract terms                         |
| Snížení ceny (sleva)                    | Discount   |
| Právo na odstoupení od smlouvy          | Right to withdraw from the contract              |
| Vrácení peněz                           | Refund   |
| Přístroj nefunguje.                     | The device does not work.                        |
| Toto zboží je vadné.                    | These goods are defective                        |
| Chtěl/a bych ho nechat opravit/vyměnit. | I would like you to have it repaired/ exchanged. |
| Pivo                                    | Beer   |

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