



**DiscoverEU**

## **FREQUENTLY ASKED QUESTIONS ON STAYING SAFE**

Travelling with DiscoverEU is a fun, rewarding and educational experience - and while most travellers make nothing but fantastic memories, it's highly advisable to be prepared for any eventuality, especially since it's likely you'll be spending time in unfamiliar surroundings.

Here are some frequently asked questions on how to stay safe while travelling with DiscoverEU.

### **GENERAL SAFETY ADVICE**

#### **What are some general tips for staying safe while travelling?**

Preparation is key to minimising risk. Make sure that you research your destinations well, book all your accommodation in advance and keep spare, printed copies of all reservation and other important documents just in case. You should also keep your family and friends informed about your full itinerary so they know where you are at all times.

If possible, it's best to travel within a group of people that you know and trust so that you can look out for each other. Don't forget to pack a first aid kit too!

Most importantly, pay attention to your surroundings and use your judgment when it comes to anything suspicious.

#### **How can I stay safe while travelling alone?**

Always keep your family and friends informed about your full itinerary. You may also want to register your visit with the embassy or consulate at your destination.

Keep your cash, cards and documents in separate places on your person – for example in different bags or pockets.

Thoroughly research your accommodation through resources such as travel reviews beforehand. Take precautions with your valuables when in common areas – use a safe if possible – and don't let strangers into your room unaccompanied.

It's also a good idea to carry a spare phone (a cheap old one will do the trick) or a power bank to avoid running out of battery in crucial moments.

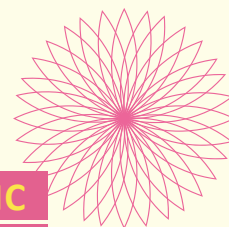
You can also ask for tips from your peers on the [Official DiscoverEU Facebook group](#).



**EXPAND  
YOUR  
COMFORT  
ZONE**

**#DiscoverEU**





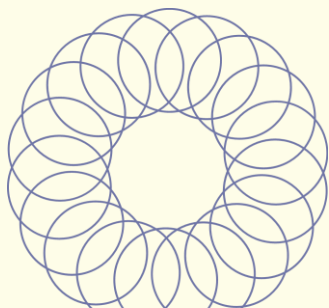
## KEEPING YOUR VALUABLES SAFE

### How can I keep my documents safe?

It's a good idea to make duplicates of all your important documents: identity cards, passports, itineraries, reservations, etc. It may also be useful to print out relevant addresses and phone numbers – keep a spare copy in a waterproof bag and send digital copies to your family and friends. You can also carry a small USB drive containing these documents.

### How can I keep my valuables safe?

Never leave your belongings unattended. Where possible, use a locker or safe to store your valuables, especially when staying in places with shared facilities. When leaving your accommodation, only carry what you need for the day.



## IN CASE OF EMERGENCY

### What should I do in case of emergency?

112 is the pan-European number to call in the event of an emergency. Calling the number will put you in contact with police, firefighting, ambulance and rescue services in any EU country.

You may also need to contact your nearest embassy or consulate – consult the [official EU page for embassies and consulates in the EU](#).

## THE COVID-19 PANDEMIC TRAVELLING SAFELY

### How can I protect myself against COVID-19?

If possible, it is best to first get vaccinated before you travel. You can keep up-to-date with the latest country-specific COVID-19 measures by visiting [ReopenEU](#) – this will help you plan your journey. The World Health Organization also maintains a webpage on [COVID-19 general safety measures](#). In general, it's best to avoid crowds, often wash or sanitise your hands (keep that bottle of hand gel close!) and sneeze or cough into your elbow.

Tip: carry hand sanitiser with you, and several reusable masks – you may want to carry them in two bags: one for clean masks and one for used ones.

### What if I fall ill while travelling?

The European Health Insurance Card (EHIC) lets you access state-provided healthcare in the 27 EU countries, plus Iceland, Liechtenstein and Norway. Consult the [official EHIC page](#) to learn how to apply for and use the card while travelling.

Please note that the EHIC only covers medical costs. You should also apply for travel insurance – for example from your bank or insurance company.

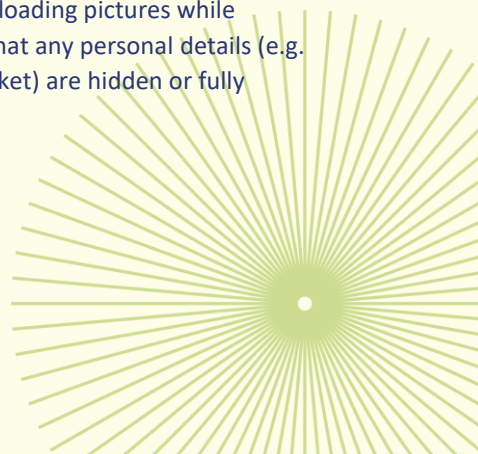
## DIGITAL SAFETY

### Is it safe to use public wi-fi?

Publicly available wi-fi may be risky and your personal data may be compromised – particularly if the wi-fi is unidentifiable. It is best to make use of the [free roaming](#) available in all EU countries which lets you use your phone in the same way as you would at home, or buy a prepaid SIM card upon arrival at your destination.

### How can I safely share images of my travel on social media?

Never share your personal information publicly on social media. When uploading pictures while travelling, make sure that any personal details (e.g. your passport, train ticket) are hidden or fully blurred out.



**EXPAND  
YOUR  
COMFORT  
ZONE**

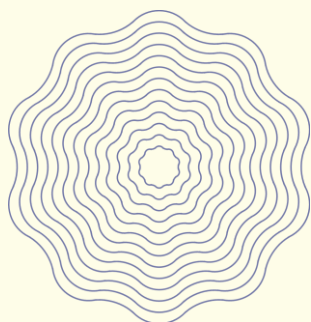
**#DiscoverEU**

## KEEPING FAMILY FRIENDS INFORMED

### How can I save emergency contacts?

If you find yourself in an emergency, it can be helpful for first responders to be able to contact your next-of-kin. 'ICE' is the universally recognised acronym for *In Case of Emergency*. By saving your parents', partners' or housemates' numbers under the name ICE (or ICE1, ICE2, etc.), these contacts can be found quickly.

Many smartphones have built-in ICE functionalities. On Android devices, you can find *Emergency Contacts* under *Settings > Personal Safety*. On Apple phones, you can find *Emergency Contacts* in the *Health* app.



## PASSENGER RIGHTS

### What if my flight/train/bus/boat is delayed/cancelled/etc.?

All public transportation passengers in the EU are covered by [EU Passenger Rights](#) that protect you in case of delays or cancellations. You always have the right to adequate information about the cause of the delay and what is being done to solve the problem. Depending on the length of the delay, you may also be entitled to food, accommodation, and/or a free return journey back to your initial point of departure.

## OTHER SAFETY MEASURES

### How can I stay safe while travelling alone as a woman?

When travelling alone, it may be wise to carry an emergency whistle or alarm.

Sleeping in shared accommodation with strangers is affordable but may be uncomfortable for some. [Many hostels offer female-only dorms](#) – and some are even exclusively for women.

### How can I avoid being scammed?

Street scams are common around the world – particularly in big or densely populated city centres and touristic areas. The best way to protect yourself against scammers is to be prepared for them. Learn about the [10 most common travel scams](#).

### How can I know the food I'm eating is safe?

Be wary of unlicensed food vendors – particularly in places where street food is common. A good tip is to eat at popular places with long lines, or ask the receptionist of your hostel for suggestions. You can also ask for tips on the [Official DiscoverEU Facebook Group](#).

If you are sensitive to certain foods or have allergies, you may want to prepare flashcards with translations of your allergies in the local language to make sure you avoid foods unsafe for you.

EXPAND  
YOUR  
COMFORT  
ZONE

#DiscoverEU

