

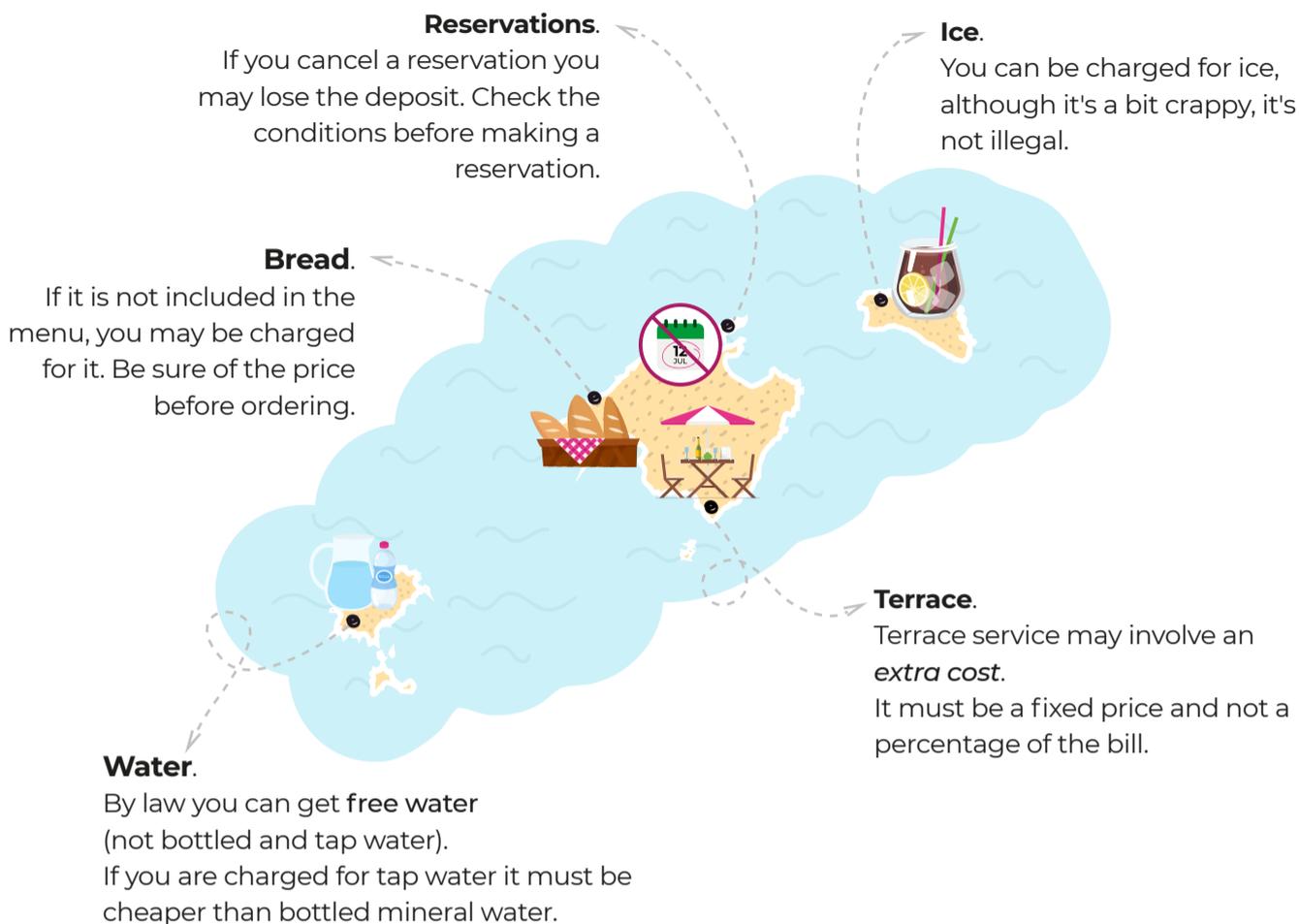
Enjoy the Balearics without abuse

Rights you should know if you visit us



Hotel and catering

Prices for all services must be shown on the menu and **must include VAT***:



Recommendation:

Before choosing a venue, check the price list carefully to avoid surprises.

Trade

Since 2018, shops do not give out **plastic bags** free of charge.

Cost.
They usually charge between 5 and 15 euro cents.



Alternatives.
Even if the bag is made of paper, it can also have a cost.

Recommendation:

Always carry a bag to save money and be kind to the planet.

Accommodation

Before booking, check the conditions offered and cancellation policies.



Quality.

They must offer services in accordance with the **stars offered**. If this is not the case, complain.



Receptionists.

They must be fluent in **Spanish and Catalan**. Although they usually also speak English, German and French.



Tourist tax.

All guests over 16 years of age are obliged to pay the tourist tax. **Between 1-4€ per person per night + 10% VAT***

Recommendation:

Keep all documentation of the booking: conditions, terms and advertising in order to be able to complain if necessary.

*Value added tax



All restaurants, bars, hotels, tourist flats... **must provide a complaint form**. You have 3 months from the date of the incident to formalise your complaint.

At **ASUFIN**, we can help you, so how can we talk you?



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El proyecto "Atención, asesoramiento y educación financiera para las personas consumidoras de las Islas Baleares 2025" ha sido subvencionado por la Consejería de Salud de las Islas Baleares, siendo su contenido responsabilidad exclusiva de ASUFIN IB.

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