

We're booking a summer holiday to Spain. What can we do to prepare and protect ourselves from things going wrong?

The first thing to do is check if your passport is in date. Renewing can take several weeks. This is especially important if you're flying to Europe as EU countries no longer accept passports that are more than ten years old, even if the expiry date is more than ten years from the issue date.

If your flight is delayed for a long time, your airline has to give you access to food and drink vouchers, phone calls and emails, and accommodation if you're delayed overnight. If your flight is cancelled, you have a legal right to a full refund or replacement flight to help you get to your destination. You also have a right to claim compensation if your airline delays, loses or damages your checked-in luggage.

Compensation for other things, like a day trip being cancelled, or not being given the standard of room you paid for, depends on whether you booked a package holiday or arranged it independently, so you need to check the details.

Get travel insurance as soon as you book a holiday. You may have an existing insurance policy. Insurance can cover many of the things already mentioned, but also events like medical emergencies. If you need advice, check the Citizens Advice website, or contact South Lakes Citizens Advice.

Free, confidential advice and help is available from South Lakes Citizens Advice on any aspect of debt, consumer problems, benefits, housing, employment or any other problems. South Lakes Citizens Advice, your local charity, is here for you. How to access:

- ***Call 015394 46464 - this is being staffed from 9:30 – 2pm***
- ***Adviceline: 0808 2787 984***
- ***email advice via our submission page on our website www.southlakescab.org.uk***
- ***Help to Claim (Universal Support): 0800 144 8 444***