Europe: a continent with thousands of years of history, a rich cultural heritage and some of the world’s most breathtaking scenery. So much for the traveller to discover and explore and all made much easier thanks to the European Union (EU).

You can cross many borders within the EU without being checked and the euro makes it easier to shop around for bargains. You have easy access to healthcare should you need it and your dog or cat can travel with you. If you drive, your driving licence and motor insurance policy issued in one EU country are valid in all the others. And using your mobile phone abroad is getting much cheaper.

For more information, helpful tips and a map of Europe, see inside.

Order or download this leaflet here: http://europa.eu/!dn99BU
The European Union of 28 countries stretches over the continent of Europe from Lapland in the north to the Mediterranean Sea, and from the west coast of Ireland to the shores of Cyprus: a rich tapestry of landscapes from rocky coastlines to sandy beaches, from fertile pastureland to arid plains, from lakes and forests to arctic tundra.

The peoples of Europe, with their diverse traditions, cultures and languages, make up around 7% of the world’s population. Their historic heritage is charted in prehistoric cave paintings, Greek and Roman antiquities, Moorish architecture, medieval fortresses, Renaissance palaces and baroque churches. Modern Europe too attracts the traveller, with its vibrant cities, colourful cultural festivities, winter and summer sports and varied cuisine.

Europeans love to travel. The removal of most passport and baggage formalities and the use of the same currency — the euro — in 19 EU countries have made travelling much easier. The creation of a single market of more than 500 million people has brought wider choice and lower prices. In fact most Europeans find it as easy to travel around the EU as it is to travel in their home country.

Documents you will need

For EU citizens
Passport or identity card
There are no longer any controls at the borders between 22 EU countries and the Schengen area. The Schengen rules, which are part of EU law, apply to all EU countries, except for Bulgaria, Croatia, Cyprus, Ireland, Romania and the United Kingdom, to full Schengen members. Iceland, Liechtenstein, Norway and Switzerland are also Schengen members but are not in the EU. The Schengen rules remove all internal border controls but put in place effective controls at the external borders of the EU and introduce a common visa policy. Internal border controls may exceptionally be reintroduced for a limited period if there is a serious threat to public order or internal security in a given Member State.

You will therefore need to present a valid passport or ID card when travelling to or returning from the six non-Schengen countries and when entering or leaving the EU at the external borders. Carry them when travelling in the EU because they may be required for identification or security purposes. Before travelling outside the EU, check what documents are required by the non-EU country you plan to visit. Be aware that the only valid ID is the one obtained from national authorities.

Children must have their own passport or ID card.

Visa
You will not need a visa for travelling within the EU.

For non-EU citizens
Passport
You will need a valid passport.

Visa
There are more than 50 countries whose nationals do not need a visa to visit the EU for up to 90 days. In general, most EU citizens do not need a visa to visit these non-EU countries either. They include Australia, Canada, Japan, New Zealand and the United States.

The list of countries of nationals whose interests require visas to travel to Ireland or the United Kingdom differs slightly from other EU countries. Apply for a visa at the consulate or embassy of the country you plan to visit.

If you hold a Schengen visa you can travel to all the Schengen countries. Moreover, if you have a valid residence permit issued by one of those Schengen countries, you can stay for up to 90 days in other Schengen countries. You may need a national visa to visit the non-Schengen EU countries.

2016-17

TRAVELLING IN EUROPE

The European Union of 28 countries
The euro
The euro is currently used by around two thirds of EU citizens, or more than 337 million people in 19 EU countries: Austria, Belgium, Cyprus, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxemburg, Malta, the Netherlands, Portugal, Slovakia, Slovenia and Spain (see insert map overleaf). In European countries outside the euro area, many hotels, shops and restaurants, particularly in tourist areas, accept payment in euros as well as the national currency, although they are not legally obliged to do so.

Cash and cards
EU rules now ensure that banks charge the same fees for international payments in euros within the EU as for a national transaction of the same value in euros. So withdrawing euros from a cash machine anywhere in the EU costs you the same as it does in your own country from a cash machine that does not belong to your bank. The same fees must apply to all payments by debit or credit cards in euros, to euro credit transfers or direct debit payments, no matter whether the transaction takes place in your own country or within the EU. Charges for any transactions may of course differ significantly between banks.

International payments in other currencies are not subject to these provisions.

Block any lost or stolen bank cards immediately by calling the issuer. Make a note of the number to ring before you travel.

If you enter or leave the EU with €10 000 or more in cash (or its equivalent in other currencies) you must declare it to the customs authorities.

Coming into the EU
If you enter the EU from a non-EU country, you can bring with you when you enter the EU:

- 200 cigarettes, or 100 cigarillos, or 50 cigars, or 250 g of tobacco
- 1 litre of spirits over 22 % vol. or 2 litres of fortified or sparkling wine
- 4 litres of still wine
- 16 litres of beer

Shopping
Within the EU
There are no limits on what you can buy and take with you when you travel between EU countries, as long as it is for personal use and not for resale. Taxes (VAT and excise duties) are included in the price you pay and no further payment of tax can be due in any other EU country.

To determine whether tobacco and alcohol are for personal use, each country can set guide levels. If you carry a larger quantity of these goods, you may be questioned to check that you have no commercial intent. However, countries may not set their guide levels lower than:

- 800 cigarettes
- 400 cigarillos
- 200 cigars
- 1 kg of tobacco
- 10 litres of spirits
- 20 litres of wine
- 10 litres of spirits or 20 litres of wine (of which, a maximum of 60 litres of sparkling wine)
- 90 litres of wine
- 110 litres of beer

Food
There are no general restrictions on carrying meat or dairy products when travelling within the EU.

Alcoholic drinks
- 1 litre of spirits over 22 % vol. or 2 litres of fortified or sparkling wine
- 4 litres of still wine
- 16 litres of beer
Each EU country chooses whether to apply the higher or the lower limits to travellers coming from outside the EU. If it applies the lower limits it may apply them only to land and sea travellers (Bulgaria, Greece, Hungary, Latvia, Lithuania, Poland, Slovakia and Sweden) or to all travellers (Estonia and Romania).

Higher limit
Lower limit
200 cigarettes or 100 cigarillos or 50 cigars or 250g tobacco
100 cigarettes or 50 cigarillos or 25 cigars or 125g tobacco

Travellers under the age of 17 cannot make use of these alcohol and tobacco allowances.

Other goods, including perfumes
Up to a value of €320 for air and sea travellers
Up to a value of €300 for other travellers

Some EU countries apply a lower limit for travellers under 15 but it may not be lower than €150.

Food
It is illegal to bring back any meat or dairy products, even in small quantities, when coming back into the EU from most countries outside the EU. The only exceptions are Andorra, Faeroe Islands, Greenland, Iceland, Liechtenstein, Norway, San Marino and Switzerland. This is to protect EU livestock from animal diseases.

Help for consumers
As a consumer you are guaranteed fair treatment, products which meet acceptable standards and a right of redress if something goes wrong, wherever you are in the EU.

Know what you are eating
You can be assured of the highest food safety standards because of strict laws on the production, processing and selling of food. Improved food labelling rules mean clearer, more comprehensive and accurate information on food content.

Look out for the EU organic logo on all pre-packaged organic labelled foodstuffs.

Know what you are buying
You are protected from a wide range of unfair commercial practices both online and in shops. Pre-ticked boxes on websites are now banned, so that you do not unintentionally pay for travel insurance, say, when buying a plane ticket online. Unjustified surcharges for paying by credit card online have also been banned.

Comparing prices
The full price, including VAT, of all goods for sale must be clearly displayed, as well as the unit price — the price per kilo or per litre. When booking a flight online, the total price of the ticket, including charges and taxes, must be visible from the start of the booking process.

Resolve any problems
European Consumer Centres give practical information on EU consumer rights as well as free advice and assistance with cross-border complaints or disputes. There are centres in all 28 Member States and in Iceland and Norway. There is also a useful ECC-Net Travel app with lots of practical help and information.
Getting there

By road

Driving licence

A valid driving licence issued in an EU country is recognised throughout the EU. Every new licence now being issued is in the form of a plastic card with a standard European format. In most countries, in addition to carrying a valid driving licence, you will need to have your vehicle’s registration certificate with you.

Motor insurance

If you choose to drive your own vehicle while on holiday, make sure you have comprehensive insurance in place. In most countries, in addition to carrying a valid driving licence, you will need to have your vehicle’s registration certificate with you.

Driving safely

In all EU countries, seat belts must be worn in all vehicles fitted with them. Children must have appropriate child restraints. Using a mobile phone while driving greatly increases the risk of an accident and is forbidden in almost all EU countries, unless using a hands-free set.

By air

Creating a single European market in air transport has meant lower fares and a far wider choice of carriers, routes and services for passengers. The EU has made it possible for any airline and its fleet that meets EU-wide safety standards to fly to and from anywhere in the EU, even taking on domestic routes in another country.

By rail

The EU has more than 215,000 km of railways. There are over 7,300 km of high-speed lines in several countries connecting important axes like London–Paris, Paris–Brussels–Amsterdam–Cologne, Milan–Rome and Barcelona–Madrid with trains reaching speeds of up to 350 km/h. Much more is under construction or planned.

By water

There are many sea routes between EU countries offering regular, high-quality services as an alternative to, or in combination with, road, air or rail. There are also over 41,500 km of navigable rivers, canals and lakes. The EU has been at the forefront of improving maritime safety and promoting high-quality standards, with rules to protect passengers and crew sailing on ferries or seagoing vessels to and from European ports as well as on passenger ships sailing within the EU.

By bicycle

Enjoy getting around Europe’s towns and cities by using one of the hundreds of self-service bike rental schemes, some of which have been co-financed by the EU.
Passenger rights

The EU is the only area in the world where passengers benefit from a comprehensive set of rights for all modes of transport: road, air, rail and water. Passengers in the EU, including disabled passengers and those with reduced mobility, have the right to accurate, timely and accessible information, assistance and, in certain circumstances, compensation, in case of cancellation or long delays. Travellers also have certain rights in relation to package holidays.

Bus and coach passengers
All bus and coach passengers have the right to receive adequate information about the service and about their passenger rights before and during their journey. Passengers on international services travelling 250 km or more have additional rights, such as assistance, reimbursement or rerouting in case of delay and cancellation.

Air passengers
As an air passenger, you have the right to information, reimbursement, rerouting, compensation (under certain circumstances) and assistance if your flight is delayed or cancelled or if you are denied boarding. These rights apply to passengers on all flights departing from an EU airport and on flights arriving in the EU operated by EU air carriers. Air carriers are liable in the event of accidents or for lost, damaged or mishandled luggage.

Rail passengers
Rail passengers have the right to timely information, refunds, rerouting, compensation and assistance in the event of long delays and cancellations on all international rail services within the EU. Passenger rights on domestic services may differ from country to country.

Sea and inland waterway passengers
Passengers travelling by sea or inland waterway enjoy rights including in the event of cancellations or delays, as well as the right to adequately accessible information. These rights are extended to passengers on services departing from or arriving in a port within the EU or on cruises where the port of embarkation is in the EU.

Disabled passengers and those with reduced mobility
Passengers who are disabled or reduced in their mobility are entitled to free assistance in airports, train stations and ports and in designated coach terminals, as well as on board aircraft, trains, ships and coaches. It is advisable to notify the carrier or terminal operator of specific needs at the time of booking, when buying the ticket in advance, or at least 48 hours before travelling (36 hours when travelling by coach).

Seeking redress
If you feel that your rights have not been respected while travelling and you want to seek redress, first contact the carrier or terminal operator. If they fail to fulfil their obligations then you can contact the national enforcement body for your specific mode of transport. Call the Europe Direct freephone number 00 800 6 7 8 9 10 11 for more information and details of the relevant enforcement body. There is also a useful app — Your Passenger Rights — for checking on the spot what your rights are and how to claim them.

Staying healthy
Access to health care
As an EU national, if you are suddenly taken ill or have an accident during a temporary visit to another EU country, Iceland, Liechtenstein, Norway or Switzerland, you are entitled to use the public healthcare services on the same terms and at the same cost as the people insured in that country. Each country has its own rules for public medical provision. In some, treatment is free or you only have to pay part of the cost; in others you have to pay the full cost and then claim a refund. So keep all your bills, prescriptions and receipts so that you can apply for reimbursement in the country you are visiting or, failing that, when you get home.

The European Health Insurance Card proves that you are insured in an EU country and is available free from your national health insurer. It simplifies the procedures and helps to speed up the reimbursement of costs. Some countries incorporate the card on the reverse side of a national card while others issue separate cards. The European Health Insurance Card app gives you information on emergency phone numbers, treatments covered, costs and how to claim reimbursement.

Travel insurance
The European Health Insurance Card is not a substitute for travel insurance as it does not cover private hospitals or costs such as repatriation or mountain rescue in ski resorts. So you may want to take out travel insurance to cover these risks.
Medicines

A prescription from your doctor is valid in all EU countries but check that the prescribed medicine is authorised for sale and is available in the country you are visiting. Ask for a cross-border prescription. It is designed to help pharmacists fulfil the prescription by giving them clear information on the prescriber, the patient and the prescribed product, including its common name, brand name and the quantity and dose required.

Immunisation

There are, in general, no immunisation requirements when travelling in the EU. However, there are requirements or recommendations for certain of the EU’s overseas territories. Check with your doctor before you go.

Bathing water

Strict standards are set for EU bathing water to protect bathers’ health and the environment. The overall water quality at the EU’s 21,000 bathing sites remains high: more than 95% meet the minimum water quality standards and 83% meet the more stringent ‘excellent’ standard. Official symbols at the bathing sites give information on the quality of water.

Time zones

Daylight saving time begins across the EU on 27 March 2016, when clocks are moved forward an hour, and it ends on 30 October 2016, when clocks are put back an hour. The dates for 2017 are 26 March and 29 October.

Communicating

Languages

Europe is rich in languages. Most of them belong to the Germanic, Romance, Slavic, Baltic and Celtic language families. The EU has 24 official languages but there are many other regional and minority ones.

More than half of Europeans say that they are able to hold a conversation in at least one language other than their mother tongue and a quarter say that they are able to speak at least two additional languages. Enjoy using your language skills on your travels in Europe. Even a few phrases of the local language when talking to local people will be appreciated.

Here’s how to say ‘thank you’.

<table>
<thead>
<tr>
<th>Language</th>
<th>‘Thank you’</th>
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<td>Hvala</td>
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<tr>
<td>Czech</td>
<td>Děkuji</td>
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<tr>
<td>Dutch</td>
<td>Bedankt</td>
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<tr>
<td>English</td>
<td>Thank you</td>
</tr>
<tr>
<td>Estonian</td>
<td>Aitäh</td>
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<tr>
<td>Finnish</td>
<td>Kiitos</td>
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<tr>
<td>French</td>
<td>Merci</td>
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<tr>
<td>Greek</td>
<td>Efkaristo</td>
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<tr>
<td>Hungarian</td>
<td>Köszönöm</td>
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<tr>
<td>Irish</td>
<td>Go raibh maith agat</td>
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<tr>
<td>Italian</td>
<td>Grazie</td>
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<tr>
<td>Latvian</td>
<td>Paldies</td>
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Telephone

There is just one prefix for making international telephone calls anywhere in the EU. It is 00.

The country codes (listed according to the abbreviations for countries used on nationality plates on cars) are:

<table>
<thead>
<tr>
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<td>43</td>
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<tr>
<td>Belgium</td>
<td>32</td>
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<tr>
<td>Bulgaria</td>
<td>359</td>
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<tr>
<td>Cyprus</td>
<td>357</td>
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<tr>
<td>Czech Republic</td>
<td>420</td>
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<tr>
<td>Germany</td>
<td>49</td>
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<tr>
<td>Denmark</td>
<td>3</td>
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<tr>
<td>Spain</td>
<td>34</td>
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<tr>
<td>Estonia</td>
<td>372</td>
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<tr>
<td>France</td>
<td>33</td>
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<tr>
<td>Finland</td>
<td>358</td>
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<tr>
<td>United Kingdom</td>
<td>44</td>
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<tr>
<td>Greece</td>
<td>30</td>
</tr>
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<td>36</td>
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Croatian Hvala Italian Grazi
Danish Tak Lithuanian Ačiū
Dutch Bedankt Maltese Grazie
English Thank you Polish Dziekuje
Estonian Aitäh Portuguese Obrigado
Finnish Kiitos Romanian Mulțumesc
French Merci Russian Díkov
German Danke Slovenian Hvala
Greek Efkaristo Swedish Tack
The EU supports and contributes to many cultural projects and events across Europe every year, including the designation of a cultural capital of Europe. The EU helps to fund exhibitions and events highlighting the cultural heritage of the chosen cities, bringing together a vast array of artists and performers from across Europe.

The Basque city of Donostia-San Sebastián on the Bay of Biscay in northern Spain and the multicultural city of Wrocław in the Silesian lowlands in Poland are the European Capitals of Culture in 2016. Aarhus, Denmark’s dynamic university city in Jutland, and Pafos, with its archaeological treasures on the south west coast of Cyprus, share the title in 2017.

There is a dazzling choice of things to do and see in Europe. For ideas and information on all countries, have a look at the European tourist destinations website (visiteurope.com) or go to the websites of the official national tourist organisations of each EU country.

The abbreviations for countries are those used on nationality plates on cars.

Mobile phones
EU rules have significantly reduced the cost of using mobile phones and smart devices abroad by capping prices. Prices for roaming calls, texts and data have fallen by 80 % since 2007, with roaming charges now down to €0.05 per minute for calls and €0.05 per MB of data (excluding VAT). And from 15 June 2017 there will be no roaming charges when travelling in the EU. You will pay the same price for calls, texts and mobile data when travelling in the EU as you do at home.

Postage
Postage stamps can only be used in the country in which you buy them, even when in prices in euros.

Electrical devices
All of Europe has 220–240 volt alternating current.

Pets
Most EU countries permit the travel of dogs, cats, and ferrets provided they use an EU pet passport, available from any vet. However, a few EU countries require specific treatments before travelling. For more information, contact your EU country's official veterinary authority.

Croatia

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EU rules have significantly reduced the cost of using mobile phones and smart devices abroad by capping prices. Prices for roaming calls, texts and data have fallen by 80 % since 2007, with roaming charges now down to €0.05 per minute for calls and €0.05 per MB of data (excluding VAT). And from 15 June 2017 there will be no roaming charges when travelling in the EU. You will pay the same price for calls, texts and mobile data when travelling in the EU as you do at home.

Postage
Postage stamps can only be used in the country in which you buy them, even when in prices in euros.

Electrical devices
All of Europe has 220–240 volt alternating current.

Pets
Most EU countries permit the travel of dogs, cats, and ferrets provided they use an EU pet passport, available from any vet. However, a few EU countries require specific treatments before travelling. For more information, contact your EU country's official veterinary authority.

Croatia

The EU supports and contributes to many cultural projects and events across Europe every year, including the designation of a cultural capital of Europe. The EU helps to fund exhibitions and events highlighting the cultural heritage of the chosen cities, bringing together a vast array of artists and performers from across Europe.

The Basque city of Donostia-San Sebastián on the Bay of Biscay in northern Spain and the multicultural city of Wrocław in the Silesian lowlands in Poland are the European Capitals of Culture in 2016. Aarhus, Denmark’s dynamic university city in Jutland, and Pafos, with its archaeological treasures on the south west coast of Cyprus, share the title in 2017.

There is a dazzling choice of things to do and see in Europe. For ideas and information on all countries, have a look at the European tourist destinations website (visiteurope.com) or go to the websites of the official national tourist organisations of each EU country.

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If things go wrong

Single European emergency number: 112
To contact the emergency services in any EU country from any phone, fixed or mobile, dial 112, free of charge.

Less or theft
Report any theft to the local police. You will need to
enclose the police report when making your insurance or
compensation claim. Cancel any lost or stolen debit or
credit cards immediately. If your passport has been stolen, report
it to your country’s consulate or embassy as well as to the
police. Remember if you are outside the EU you can get help
from the consulate or embassy of any other EU country if yours is not reproducible.

Getting in touch with the EU

Online
Information in all the official languages of the European Union is available on the Europe website: europa.eu

In person
All over Europe there are hundreds of local information centres.
To find the address of the centre nearest to you at:
europa.eu/europa2park

On the phone or by email
Europe Direct is a service which answers your queries
about the European Union. You can contact this service by:
freephone: 00800 678 9 10 11 (certain mobile telephone
operators do not allow access to this number or may
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In person
The website ‘Your Europe’ gives
more advice on your rights when
police. Remember that if you are outside the EU you can get
help from the consulate or embassy of any other EU country if
your passport is not reproducible.

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If things go wrong

Single European emergency number: 112

To contact the emergency services in a country from another, you can dial 112, free of charge.

Loss of Pets

Report any theft to the local police. You will need to provide the date and time of the theft, the type and name of the pet and any identifying features such as age, colour or size. This information will be added to the database of stolen pets.

The pet passport is the international travel document for companion animals, including dogs, cats and ferrets. It contains information about the animal, its owner and the health checks required for travel.

Getting in touch with the EU

The abbreviations for countries are those used on nationality cards immediately. If your passport has been stolen, report it to the police and contact the diplomatic mission or consular post of your country.

Mobile phones

All EU countries have introduced roaming charges for mobile phone calls. However, the cost of roaming can be expensive, so it is advisable to inform your mobile phone provider in advance.

Internet

The European Union provides free access to the internet in all EU member states. The services are provided by the EU member states.

Things to do

There is a wide range of things to do and see in European countries. Some of the most popular activities include cultural events, festivals, sports and nature reserves.

Tips

There are a few things you should keep in mind when travelling in the EU. Firstly, the currency in the EU is the euro, so it is advisable to carry some cash. Secondly, it is important to be aware of the local customs and traditions, as they can vary from country to country.

PETS

Traveling with a dog or a cat? To travel with your dog or cat, you will need to obtain a pet passport. This will be issued by your veterinary surgeon or a recognised vet. You must then apply for a pet passport from your local authority. The passport will contain information about your pet, such as its name, age, sex, breed and country of birth. It will also contain details of the health checks that your pet has undergone.

Vaccination

All EU member states require cats and dogs to be vaccinated against rabies. The vaccination must be carried out after the animal has been in quarantine for 10 days. The vaccination must be accompanied by a certificate of vaccination.

狂犬病

所有欧盟成员国都要求猫和狗接种狂犬病疫苗。接种后必须携带接种狂犬病疫苗的证书。