



GAME CONSUMER TRAPS

Olympics edition 2024

QUESTION 1

Buying tickets for the events

I'd like to book tickets for me and three friends to watch the Paralympic Games.

It's already 5 September 2023.

How do I go about it?



QUESTION 1

Buying tickets for the events

What is a draw?

If you are successful in the draw, you will be allocated a timeslot to purchase tickets.

QUESTION 1

Buying tickets for the events



To buy tickets, use only the official Olympic* website.

*and the Paralympic Games

QUESTION 2

Booking the initial trip

I'm going to order a return journey by train or long-distance bus on the Internet.

I thought I'd use comparison websites.

What are your tips?



QUESTION 2

Booking the initial trip

What is an online comparison tool?

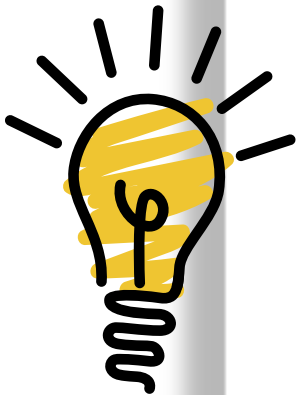
Definition:

The comparison website proposes a series of offers, from different operators, corresponding to the service you are looking for.

You can compare their prices and features.

QUESTION 2

Booking the initial trip



Comparison websites are useful for making a pre-selection.

To order your journey, go directly to the website of the chosen operator (carrier/transport company).

QUESTION 3

Booking accommodation

To attend the selected events with my family, I plan to book accommodation on a rental platform.

What should I look out for?



QUESTION 3

Booking accommodation

What is a rental platform?

Definition:

It is an intermediary that brings together those offering accommodation for rent and those interested in renting it.

QUESTION 3

Booking accommodation



The platform only acts as an intermediary.

Your contact is the lessor, whether private or professional.

QUESTION 4

Transport in Île-de-France and to competition venues

I'll be attending events at different venues and I don't know much about the Paris region.

How can I find out more?



QUESTION 4

Transport in Île-de-France and to competition venues



There are a variety of accessible transport solutions for different journeys.

Find out in advance about conditions, fares and journey times during peak periods.

QUESTION 5

Practical organisation of your stay in Île-de-France

To make the most of your stay in the Paris Region during the Olympic Games and the Paralympic Games,

where to find information on tourism, leisure activities, everyday life, etc.?



QUESTION 5

Practical organisation of your stay in Île-de-France



To find objective information,

Prefer non-commercial sites and proposals.

QUESTION 6

Services ordered online

What to look out for when ordering services over the Internet?



QUESTION 6

Services ordered online



Order from a **reliable seller**

and check **the essential features** of the service **before subscribing.**

QUESTION 7

Online payment

How to make a
secure online payment?



QUESTION 7

Online payment

What is an online payment?

Definition:

It's a payment using an electronic system.
The most common are card payments.

QUESTION 7

Online payment



Order only from secure websites.

Think about payment services dedicated to online payment: virtual bank cards, micro-payment systems.

QUESTION 8

Booking without Internet access

**How to book for the Olympics*
if you don't have an Internet
access?**

Who to contact in your area?

*or the Paralympic Games



QUESTION 8

Booking without Internet access



A digital mediation point (Point de Médiation Numérique in French) can help you make all your bookings for the Olympic Games.

Look for the one nearest you on the printed list you have been given.

QUESTION 9

Persons with disabilities

What is planned to ensure **access for people with disabilities**

to events, transport, etc.?



QUESTION 9

Persons with disabilities



Opportunities are available to attend the games, get help and take public transport.

Inquire and **book these services in advance.**

QUESTION 10

Avoid scams during your stay

What are the **scams to look out for** during the Olympic Games*?

* or the Paralympic Games



QUESTION 10

Avoid scams during your stay



Be cautious about the proposals you receive.

Don't respond immediately, take time to think and reflect.

QUESTION 11

Budget linked to the Olympics

As a young worker**, can I take out a loan to finance my participation in the Olympic Games?

** or person with income



QUESTION 11

Budget linked to the Olympics

What is a loan (*crédit* in French)?

Definition :

It involves a lender making a sum of money available to a borrower in return for a **commitment to repay** it according to a pre-determined schedule.

QUESTION 11

Budget linked to the Olympics



Credit has a cost.

Compare several offers
before taking out a loan.

You have a 14-day cooling-off period.

QUESTION 12

Points of vigilance in connection with sports

When it comes to sports, which **practices are costly or risky?**



QUESTION 12

Points of vigilance in connection with sports



Online sports betting is dangerous.

Subscriptions to sports clubs can give rise to deception or abuse.

Check their terms and conditions before committing yourself!

QUESTION 13

Complaint

The furnished rental I've booked doesn't match the description.

What are my rights?



QUESTION 13

Complaint

What is the description?

Definition :

It must state the **precise address of the accommodation, the duration of the rental period (arrival and departure times)**, the possibility of parking, cleaning requirements, access to an Internet connection, communal facilities, etc.

QUESTION 13

Complaint



React quickly, make a precise request to the lessor by telephone, then confirm by email.

Keep a record of any anomalies and exchanges with the lessor.

QUESTION 14

Scams

Que faire ?

I've noticed **debits** on my bank account for **transactions I didn't carry out.**

What should I do?



QUESTION 14

Scams

What's a fraud?

Definition :

Fraud consists of a swindler obtaining goods, services or money **by means of deception** (false name, fraudulent maneuvers).

QUESTION 14

Scams



React quickly, **lodge a complaint**,
then report the offence in the public
interest.

Thank you for your attention!

Created by



Translated by

