



LESSON 10: ACTIVITY 1

Snakes and ladders

FINISH	31	30	29
Your phone bill is huge – you’re being charged for calls you did not make. There is obviously some kind of mistake. You completely lose the plot with the company representative on the phone. 25	26	27 You learn about scams in school and you now know how to avoid becoming a victim of a scam	28
You buy a concert ticket online and then decide that you don’t want to go but you forgot that the cooling-off period doesn’t apply to things 24 like concert tickets	23	22	21
17	18	19 Your family get a new dog and you persuade your mother to look into pet insurance.	20
16	15	14 You buy a new smart phone but it doesn’t work properly. You bring it back to the shop and accept when they say that you have to pay for the repairs yourself.	13
When you shop online you always try to buy from an EU based company to make sure that you are covered by EU consumer legislation. 9	10	11	12
A new clothes shop opens up in town. You buy new jeans but throw away your proof of purchase straight away 8	7	6	5
START	2	3 You look up information on consumer rights on www.consumerhelp.ie	4