



Flash Eurobarometer 350

SAFETY OF SERVICES

REPORT

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This survey has been requested by Directorate-General for Health and Consumers Affairs (SANCO) and co-ordinated by Directorate-General for Communication (DG COMM "Research and Speechwriting" Unit).

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer 350 - TNS Political & Social

Flash Eurobarometer 350

Safety of services

Conducted by TNS Political & Social at the request of
Directorate-General for Health and Consumers Affairs (SANCO)

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Research and Speechwriting" Unit)

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INTRODUCTION

Some services pose specific risks to consumers, for instance injuries caused by poor safety supervision on outdoor activities, accidents caused by poor facilities and equipment at amusement parks or in accommodation, and skin damage caused by beauty treatments. For many of these consumer services, safety rules are set at a national level, and it remains unclear if greater consumer protection in the form of Pan-European rules are required. Public consultation in 2002 led the Commission to adopt a report on the safety of services for consumers¹, and a resolution that mandated Commission action to improve the safety of services².

In view of this mandate, Directorate-General SANCO commissioned this study to investigate Europeans' perceptions and experiences with the safety of specific services: accommodation; organised outdoor leisure activities; swimming pools; beauty and wellness centres; and amusement parks and fairgrounds. Specifically the survey was designed to investigate:

- Perceptions about the safety of these services
- The proportion using each service and the incidence of accidents causing injury
- The experience of safety aspects while using each service
- The perceived causes and the consequences of accidents leading to injury
- Whether consumers complain about accidents, and the reasons they do not complain

The findings of this survey have been analysed firstly at EU level and secondly by country, where sample sizes allow. To provide greater insight, where possible the results have also been analysed by socio-demographic variables such as age, gender, education and occupation.

In the course of this survey, 25524 European citizens aged 15 and above were interviewed by telephone (fixed-line and mobile phone) by the TNS Political & Political network between 7 and 10 May 2012 in all 27 European Union Member States, at the request of the European Commission's Directorate-General for Health and Consumers Affairs (SANCO). The methodology used is that of surveys as carried out by the Directorate General for Communication ("Research and Speechwriting" Unit)³. A technical note on the methodology for interviews conducted by the institutes within the TNS Political & Social network is annexed to this report. This note indicates the interview methods and the confidence intervals⁴.

¹ http://ec.europa.eu/consumers/cons_safe/serv_safe/reports/safety_serv_rep_en.pdf

² http://eur-lex.europa.eu/LexUriServ/site/en/oj/2003/c_299/c_29920031210en00010002.pdf

³ http://ec.europa.eu/public_opinion/index_en.htm

⁴ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent can give several answers to the same question.

The Eurobarometer web site can be consulted at the following address:

http://ec.europa.eu/public_opinion/index_en.htm

We would like to take the opportunity to thank all the respondents across the continent who gave their time to take part in this survey.

Without their active participation, this study would not have been possible.

Note

ABBREVIATIONS

EU27	European Union – 27 Member States
DK/NA	Don't know / No answer
BE	Belgium
BG	Bulgaria
CZ	Czech Republic
DK	Denmark
DE	Germany
EE	Estonia
EL	Greece
ES	Spain
FR	France
IE	Ireland
IT	Italy
CY	Republic of Cyprus
LT	Lithuania
LV	Latvia
LU	Luxembourg
HU	Hungary
MT	Malta
NL	The Netherlands
AT	Austria
PL	Poland
PT	Portugal
RO	Romania
SI	Slovenia
SK	Slovakia
FI	Finland
SE	Sweden
UK	The United Kingdom

* EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007

* The NMS12 are the 12 'new Member States' which joined the European Union during the 2004 and 2007 enlargements

MAIN FINDINGS

Perceived risk, use of services and accidents

Europeans were asked about their use of a range of paid-for services, as well as their perception of the services they consider to have the highest level of accidents resulting in injury. They were also asked about the accidents that occurred while using the services.

Use of services

- **Accommodation** (50%), swimming pools (48%) and beauty and wellness centres (46%) were the most used services in the past two years.
- **Accommodation** was the most used service in ten countries, beauty and wellness centres in nine countries and swimming pools in eight countries.
- One in five (21%) respondents haven't used **any of the services** analysed in the past two years.

Perceived risks

- Two thirds of Europeans considered **organised outdoor activities** to have the highest frequency of accidents, followed by amusement parks (33%) and swimming pools (29%).
- Europeans were most likely to report feeling unsafe when using **amusement parks and fairgrounds**, but the incidence is low (4%).

Accidents

- Europeans were most likely to report an accident resulting in injury when using **organised outdoor leisure activities** (11%).
- In general terms, reports of accidents causing injury while using services were low. Amongst respondents who had used **at least one service** 7% had experienced an accident in at least one type of service.

Safety aspects in paid-for services

Europeans were then asked for their perceptions about the various safety aspects of paid-for accommodation and of the other services including: the building, equipment and recreational facilities; hygiene; heating systems; staff safety training, and fire prevention and equipment.

Accommodation specifically

- At least nine out of ten users of **paid-for accommodation** rated the building and equipment and hygiene at their accommodation as safe, but they were less certain about the pool (64% safe) and heating systems (61% safe).
- Europeans were unsure about the heating system and security against carbon monoxide leaks in their **accommodation** - one in five (22%) said they didn't know if these were safe.

All services subject of the study (accommodation, outdoor leisure activities, swimming pools, amusement parks and fairgrounds, and beauty and wellness centres).

- At least three quarters of the respondents who used **organised outdoor leisure activities** were positive about aspects of their safety.
- Nine out of ten European **pool** users said the premises and equipment on their last visit were in good enough condition, while at least eight out of ten said safety information was displayed and the staff seemed properly qualified in terms of safety precautions.
- More than one in ten European **amusement park** visitors said that safety information and staff safety training was lacking.
- Respondents living in new member states were much less likely to say the **amusement park** premises and/or equipment were in good enough condition (69% vs 84% in the EU15).
- Almost one in five (17%) European **beauty centre** visitors said that safety information was not displayed, although 92% said the premises and equipment were in good enough condition.
- **Swimming pool** facilities consistently rated highly across the three main safety aspects (facilities, staff, and safety information).
- **Accommodation** ranked well on most measures, but is ranked last for staff safety training.

Causes and consequences of accidents

Europeans who had experienced accidents were asked what the accidents were related to, and which were the consequences of this accident. The incidence of accidents involving children was also explored.

Type of accident in accommodation

- One quarter (24%) of accidents in accommodation were related to general safety issues such as common areas and electrical appliances.

Causes

- Most respondents (54%) said that injury causing accidents in paid-for services were caused by themselves/ the user, followed by the bad state of the premises/equipment (20%) and incompetence of the service provider (16%).

Consequences

- Most accidents resulted in superficial injury (49%), or serious but temporary injury (46%). Fatal accidents and accidents resulting in permanent disability are rare, but do occur (both 2%).

Child involvement

- Three in ten (31%) accidents involved a child under 15.

Do people complain in case of accidents?

Those who had experienced an accident were asked whether or not they had made a formal complaint and what were the reasons for not complaining.

- Fewer than one in ten (8%) made an official complaint when they experienced an accident.
- One in five (18%) did not complain because they thought it was unlikely they would get a satisfactory solution.

1. PAID-FOR SERVICES: PERCEIVED RISKS, USE, AND ACCIDENTS

This section of the report examines the Europeans' use of a range of paid-for services, as well as their perception of the services they consider to have the highest level of accidents resulting in injury. They were also asked about the accidents that occurred while using the services.

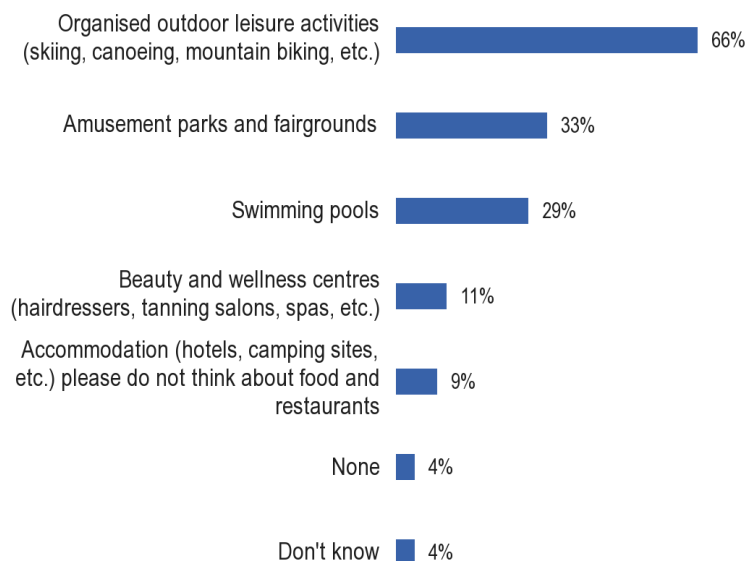
1.1. Perceived risk of services

EU-level analysis

- Two thirds consider organised outdoor activities to have the highest frequency of accidents -

Respondents were asked which types of services they thought had the highest frequency of accidents.

Q1. Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents?



 EU27

Basis: All respondents = 25524

Two thirds (66%) of respondents nominated organised outdoor leisure activities such as skiing, canoeing and mountain biking. One third (33%) said amusement parks and fairgrounds, while 29% said swimming pools have the highest frequency of accidents. One in ten (11%) respondents nominated beauty and wellness centres such as hairdressers and spas, while 9% said accommodations such as hotels and camp sites have the highest incidence of accidents. Fewer than one in twenty (4%) said none of these services have a high frequency of accidents.

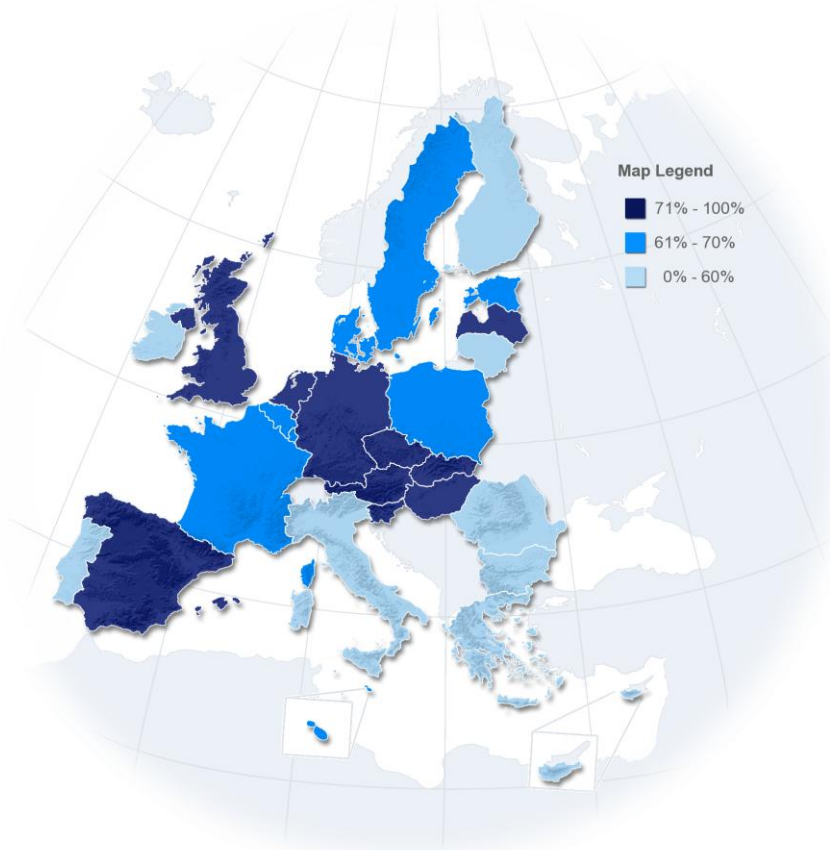
Country-level analysis

Organised outdoor leisure activities

 AT	82%
 CZ	80%
 SI	78%
 HU	77%
 UK	77%
 NL	76%
 SK	76%
 LV	74%
 ES	72%
 DE	72%
 DK	69%
 FR	67%
 LU	67%
 EU	66%
 PL	65%
 MT	65%
 BE	62%
 EE	62%
 SE	61%
 IE	59%
 FI	55%
 LT	55%
 PT	55%
 IT	54%
 EL	53%
 BG	49%
 RO	40%
 CY	32%

Question: Q1. Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents?





























Answers: Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)



Basis: All respondents = 25524

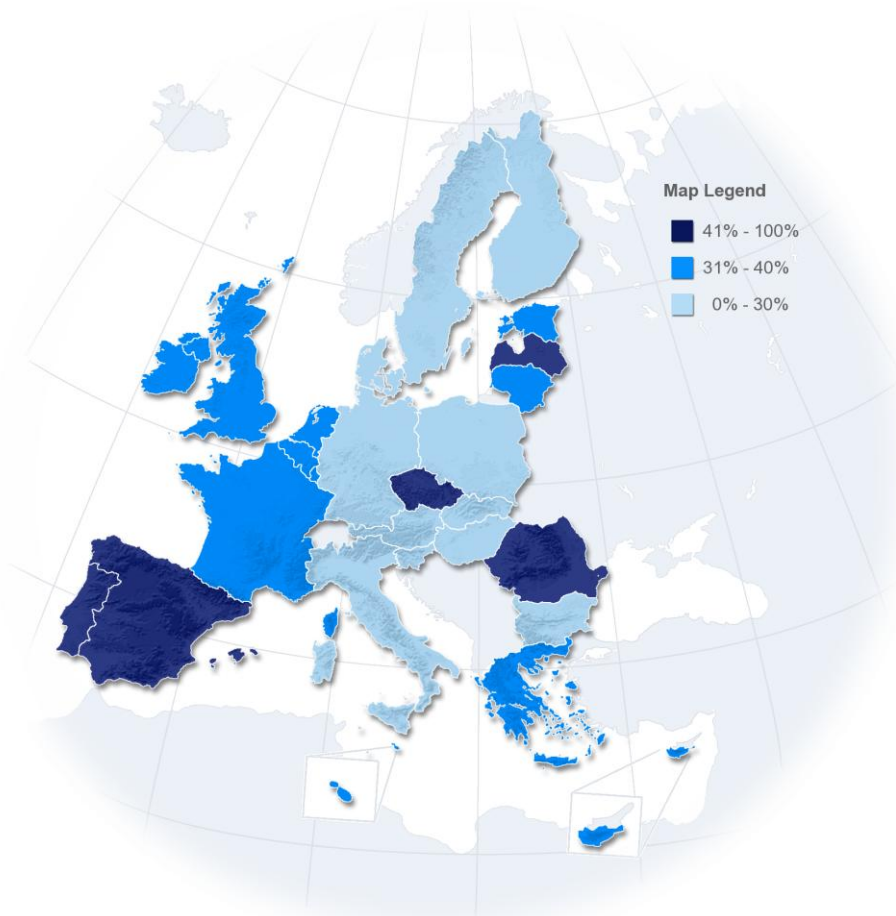
In 24 countries at least half of respondents said they thought that **organised outdoor leisure activities** had the highest frequency of accidents. The exceptions are Cyprus (32%), Romania (40%), and Bulgaria (49%). Cyprus and Romania are the only countries where this item is not the first to be mentioned. In contrast, 82% of respondents in Austria and 80% of those in the Czech Republic mentioned outdoor activities as having the highest frequency of accidents.

Amusement parks and fairgrounds

 RO	48%
 ES	45%
 CZ	44%
 PT	43%
 LV	43%
 NL	40%
 CY	40%
 IE	39%
 BE	39%
 EE	37%
 LU	36%
 LT	36%
 UK	36%
 MT	35%
 FR	34%
 EL	33%
 EU	33%
 HU	30%
 SE	29%
 PL	28%
 IT	28%
 SK	28%
 BG	28%
 FI	27%
 AT	25%
 DE	24%
 DK	23%
 SI	21%

Question: Q1. Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents?





























Answers: Amusement parks and fairgrounds



Basis: All respondents = 25524

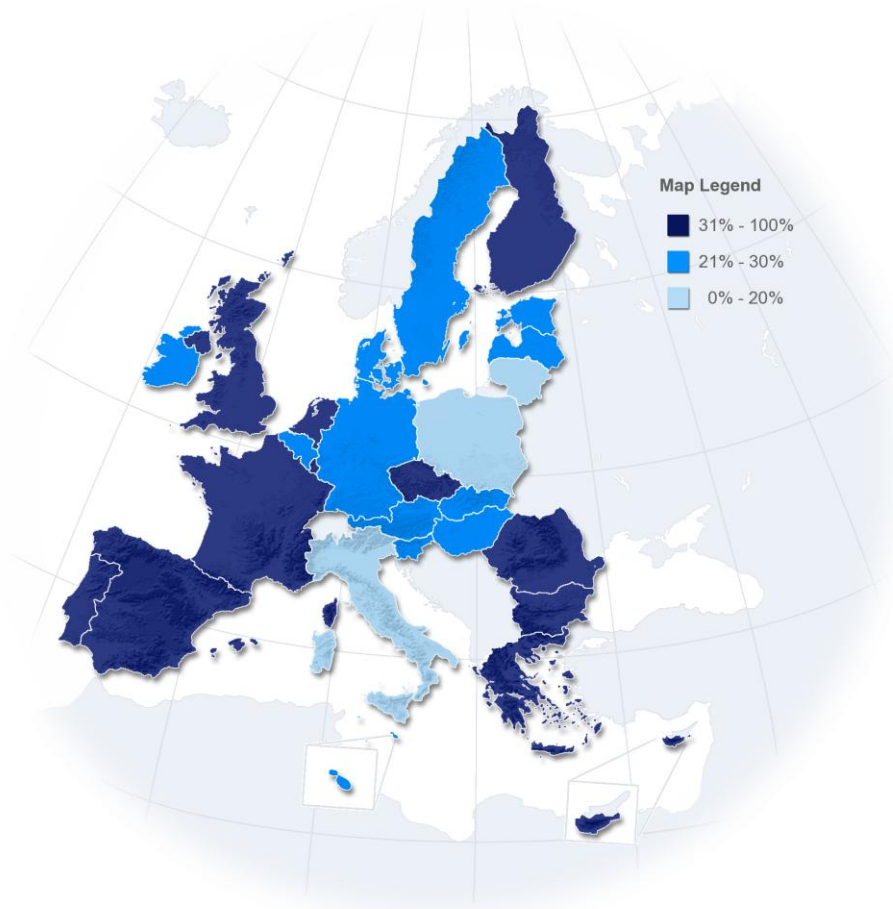
Respondents in Romania (48%) and Spain (45%) are the most likely to say **amusement parks and fairgrounds** have the highest frequency of accidents. In fact, this is the most mentioned activity in Romania. Only 21% of Slovenian and 23% of Danish respondents agree.

Swimming pools

 CY	56%
 PT	49%
 EL	47%
 FR	42%
 ES	38%
 LU	36%
 CZ	36%
 FI	36%
 RO	34%
 NL	34%
 BG	31%
 UK	31%
 LV	30%
 HU	30%
 AT	29%
 EU	29%
 MT	29%
 SE	27%
 BE	26%
 IE	25%
 EE	24%
 DK	23%
 SK	23%
 DE	21%
 SI	21%
 PL	18%
 IT	18%
 LT	16%

Question: Q1. Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents?





























Answers: Swimming pools



Basis: All respondents = 25524

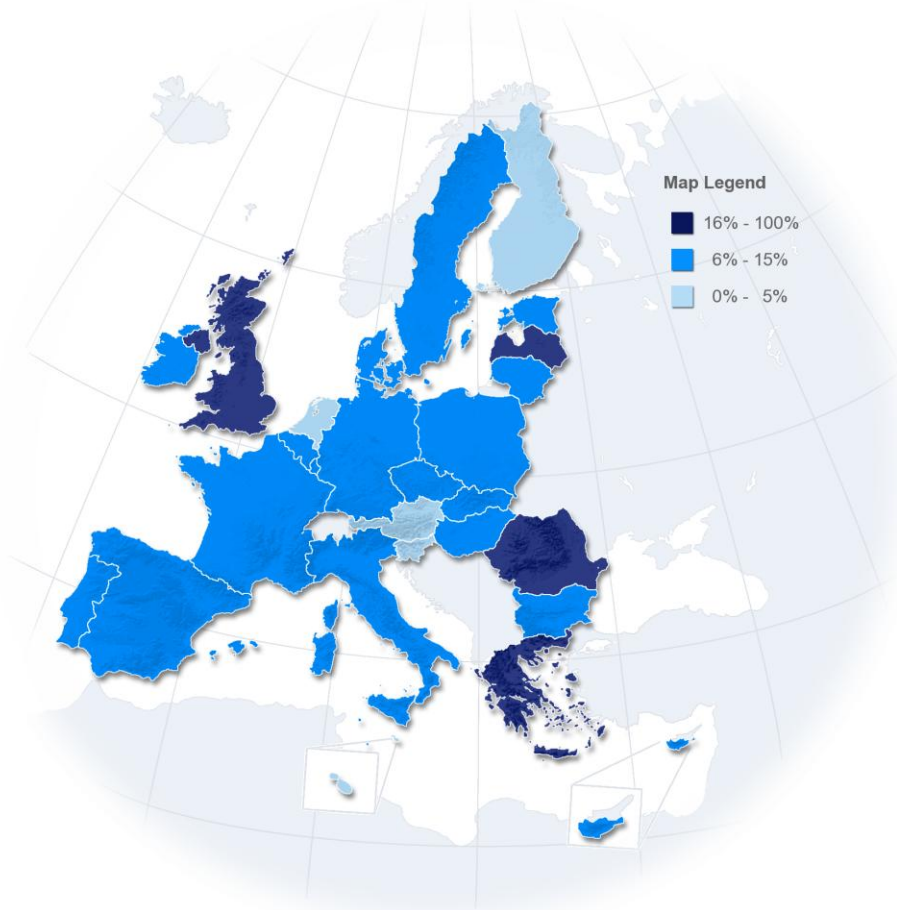
More than half of respondents in Cyprus (56%) mention **swimming pools**. This is the most common answer given by respondents in Cyprus, and they are also the most likely in Europe to nominate swimming pools as having the highest frequency of accidents. Elsewhere, at least four out of ten respondents in Portugal (49%) and Greece (47%) also mention swimming pools. In contrast only 16% of respondents in Lithuania, and 18% of those in Italy and Poland say the same.

Beauty and wellness centres

 RO	20%
 EL	19%
 UK	19%
 LV	17%
 SE	14%
 FR	14%
 PL	13%
 CY	12%
 EU	11%
 LU	10%
 SK	9%
 ES	9%
 BG	9%
 BE	8%
 IT	8%
 PT	8%
 DK	8%
 EE	8%
 DE	7%
 IE	7%
 LT	7%
 CZ	7%
 HU	6%
 FI	5%
 SI	5%
 AT	5%
 NL	3%
 MT	3%

Question: Q1. Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents?

Answers: Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)



Basis: All respondents = 25524

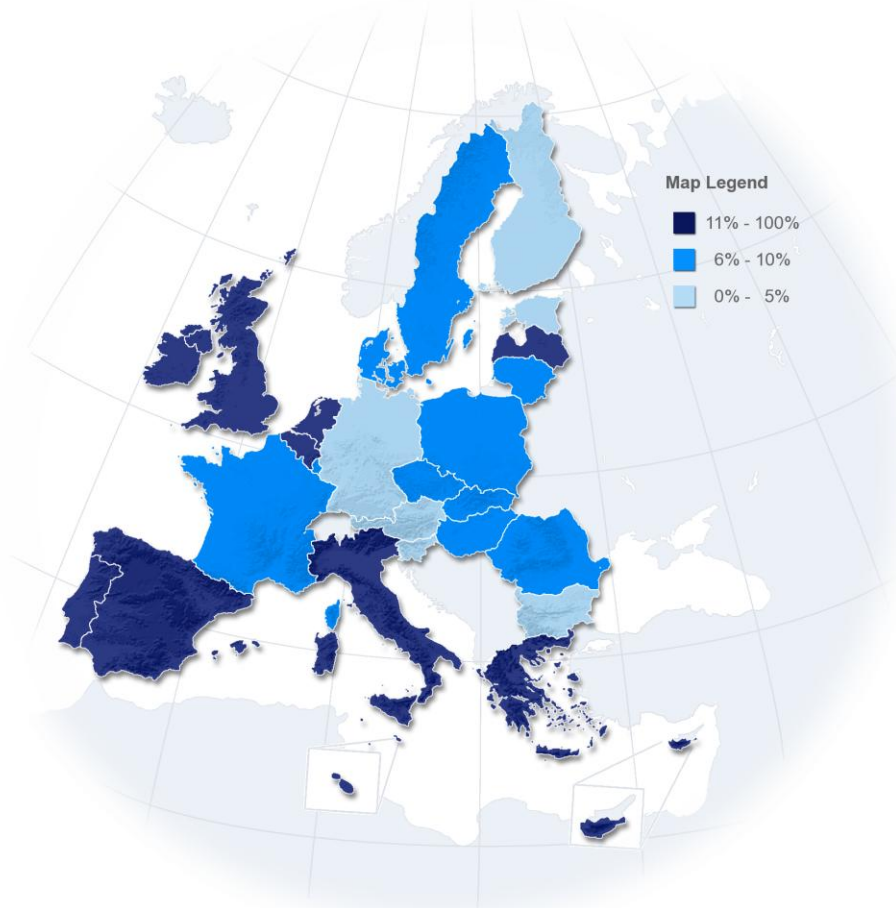
One in five Romanian (20%), Greek and UK respondents (both 19%) say that **beauty and wellness centres** have the highest frequency of accidents, compared to 3% of respondents in the Netherlands and Malta.

Accommodation

	UK	18%
	NL	15%
	EL	14%
	MT	13%
	PT	13%
	BE	12%
	CY	12%
	IE	12%
	LV	11%
	IT	11%
	ES	11%
	EU	9%
	LU	9%
	SK	8%
	PL	8%
	FR	7%
	SE	7%
	HU	7%
	RO	7%
	LT	6%
	CZ	6%
	DK	6%
	BG	5%
	SI	5%
	AT	5%
	FI	4%
	DE	4%
	EE	3%

Question: Q1. Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents?

Answers: Accommodation (hotels, camping sites, etc.) please do not think about food and restaurants



Basis: All respondents = 25524

Accommodation such as hotels are mentioned by 18% of respondents in the UK, but only by 3% of those in Estonia.

Socio-demographic analysis

Q1 Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents? (MAX. 3 ANSWERS)

	Organised outdoor leisure activities	Amusement parks and fairgrounds	Swimming pools	Beauty and wellness centres	Accommodation
EU27	66%	33%	29%	11%	9%
Sex					
Male	68%	29%	27%	9%	9%
Female	65%	37%	31%	13%	9%
Education (End of)					
15-	56%	31%	26%	10%	10%
16-19	67%	33%	29%	11%	9%
20+	70%	33%	29%	11%	9%
Still studying	67%	39%	32%	13%	13%
Respondent occupation scale					
Self-employed	67%	31%	27%	8%	9%
Employee	72%	34%	33%	12%	10%
Manual workers	69%	29%	25%	9%	8%
Not working	62%	34%	28%	12%	9%

Basis: All respondents = 25524

Socio-demographic analysis reveals only a few differences:

- Women are more likely than men to nominate amusement parks and fairgrounds as having the highest frequency of accidents (37% vs 29% of men).
- Respondents who finished their education aged 20+ (70%) are more likely to mention organised outdoor activities compared to those who finished their education aged 16-19 (67%) or aged 15 or younger (56%).
- Students are more likely than those who have completed their education to mention amusement parks (39% vs 31-33%).

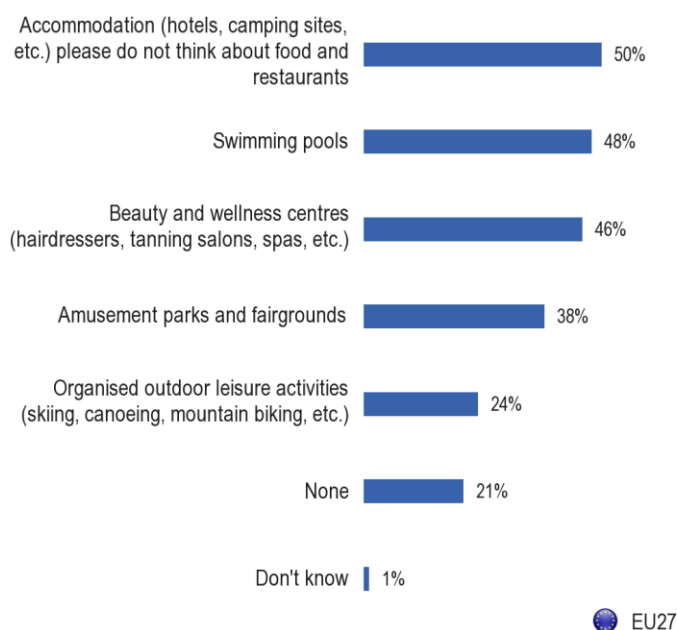
1.2. Use of services in the past two years

EU-level analysis

- Accommodation (50%), swimming pools (48%) and beauty and wellness centres (46%) were the most used services in the past two years -

Respondents were asked which services they or someone in their household had used in the past two years.

Q2. In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)?































Basis: All respondents = 25524

Accommodation is the most frequent answer, at 50%. Swimming pools (48%) and beauty and wellness centres (46%) were also used by almost half of the respondents in the past two years. More than one third (38%) have used amusement parks and fairgrounds, while 24% participated in organised outdoor leisure activities. One in five (21%) said no one in their household had used any of these services in the past two years.

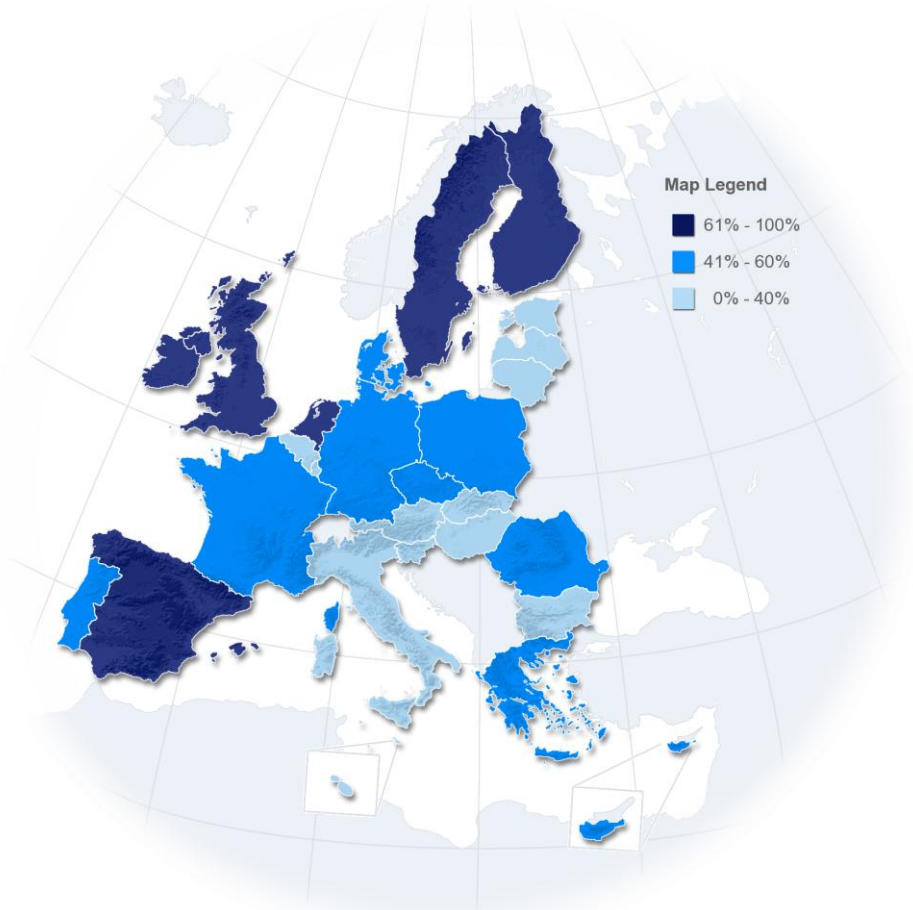
Respondents living in EU15 countries are more likely to say they have used accommodation services in the past two years compared to those living in new member states (53% vs 39%). Respondents in EU15 countries are also more likely to have used swimming pools (49% vs 42%) and amusement parks and fairgrounds (40% vs 29%) when compared to their counterparts in new member states.

Country-level analysis**Accommodation**

 NL	67%
 UK	65%
 FI	65%
 ES	64%
 IE	64%
 SE	63%
 CY	56%
 FR	53%
 DE	51%
 EU	50%
 DK	49%
 EL	48%
 PT	46%
 PL	46%
 CZ	43%
 RO	41%
 AT	40%
 IT	39%
 SK	36%
 BE	36%
 MT	35%
 SI	31%
 BG	30%
 LV	28%
 EE	27%
 HU	24%
 LT	21%
 LU	13%

Question: Q2. In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)?





























Answers: Accommodation (hotels, camping sites, etc.) please do not think about food and restaurants



Basis: All respondents = 25524

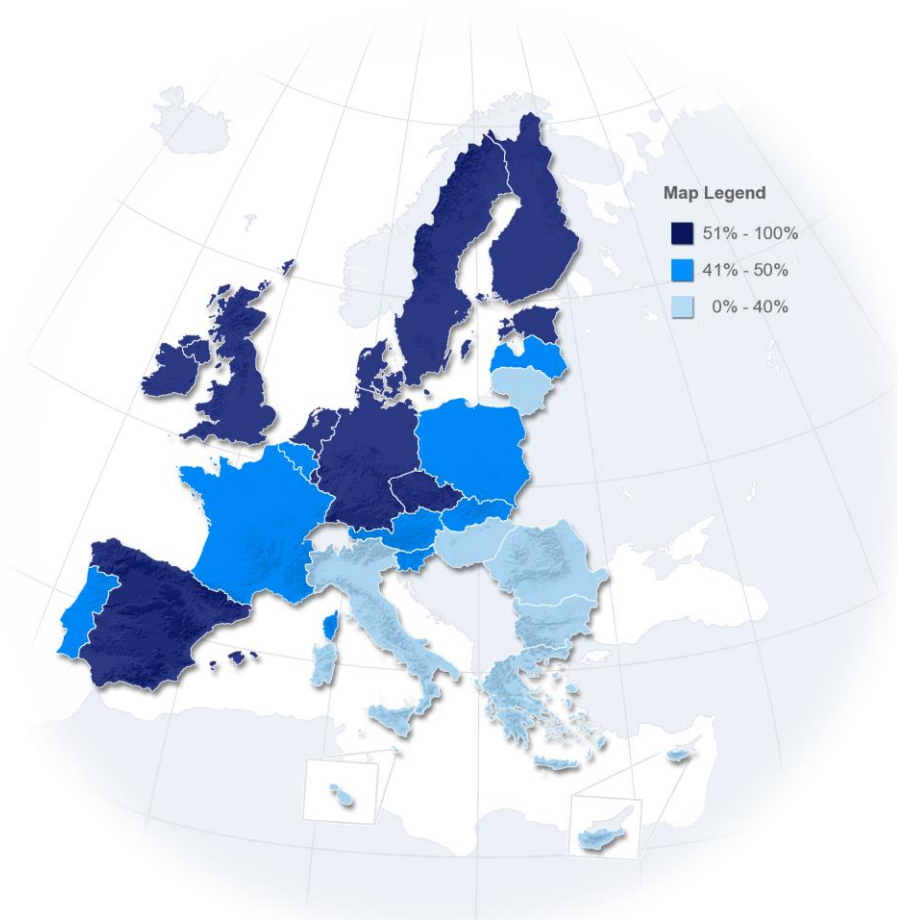
Accommodation is the most used service in ten countries, and is mentioned by at least six out of ten respondents in the Netherlands (67%), Finland, the UK (both 65%), Ireland, Spain (both 64%) and Sweden (63%). In contrast, 13% of respondents in Luxembourg and 21% of those in Lithuania have used accommodation services in the past two years.

Swimming pools

 FI	64%
 NL	60%
 IE	57%
 SE	56%
 UK	56%
 CZ	55%
 ES	55%
 DE	55%
 LU	54%
 EE	52%
 DK	51%
 AT	50%
 SK	49%
 PL	49%
 FR	48%
 EU	48%
 SI	48%
 BE	47%
 PT	45%
 LV	42%
 CY	40%
 HU	36%
 MT	33%
 IT	33%
 RO	33%
 LT	32%
 BG	23%
 EL	20%

Question: Q2. In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)?

Answers: Swimming pools



Basis: All respondents = 25524

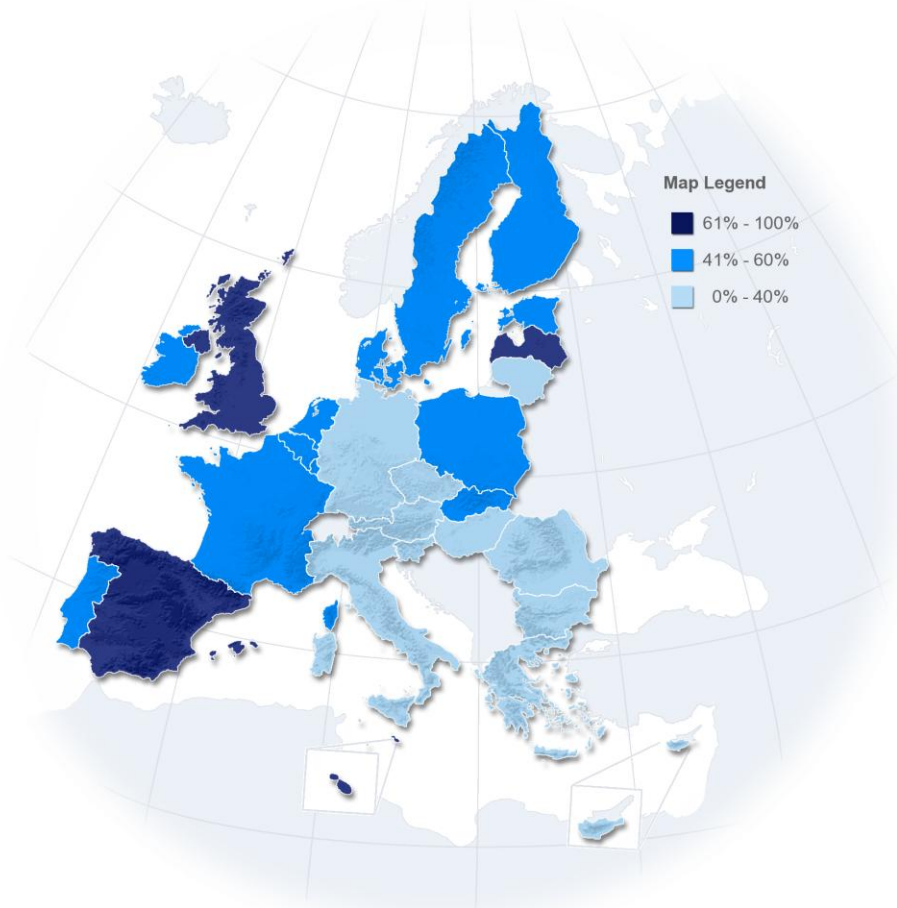
Swimming pools are the most used service in eight countries. At least six out of ten respondents in Finland (64%) and the Netherlands (60%) said they or someone in their household had used a swimming pool in the past two years. This compares with 20% of respondents in Greece, and 23% of those in Bulgaria.

Beauty and wellness centres

 ES	68%
 LV	67%
 UK	62%
 MT	61%
 EE	58%
 PL	57%
 SE	57%
 FI	56%
 NL	53%
 PT	52%
 IE	49%
 SK	49%
 FR	47%
 LU	47%
 EU	46%
 DK	44%
 BE	43%
 EL	40%
 AT	39%
 CZ	38%
 CY	38%
 LT	38%
 DE	37%
 RO	35%
 BG	33%
 HU	30%
 SI	30%
 IT	23%

Question: Q2. In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)?





























Answers: Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)



Basis: All respondents = 25524

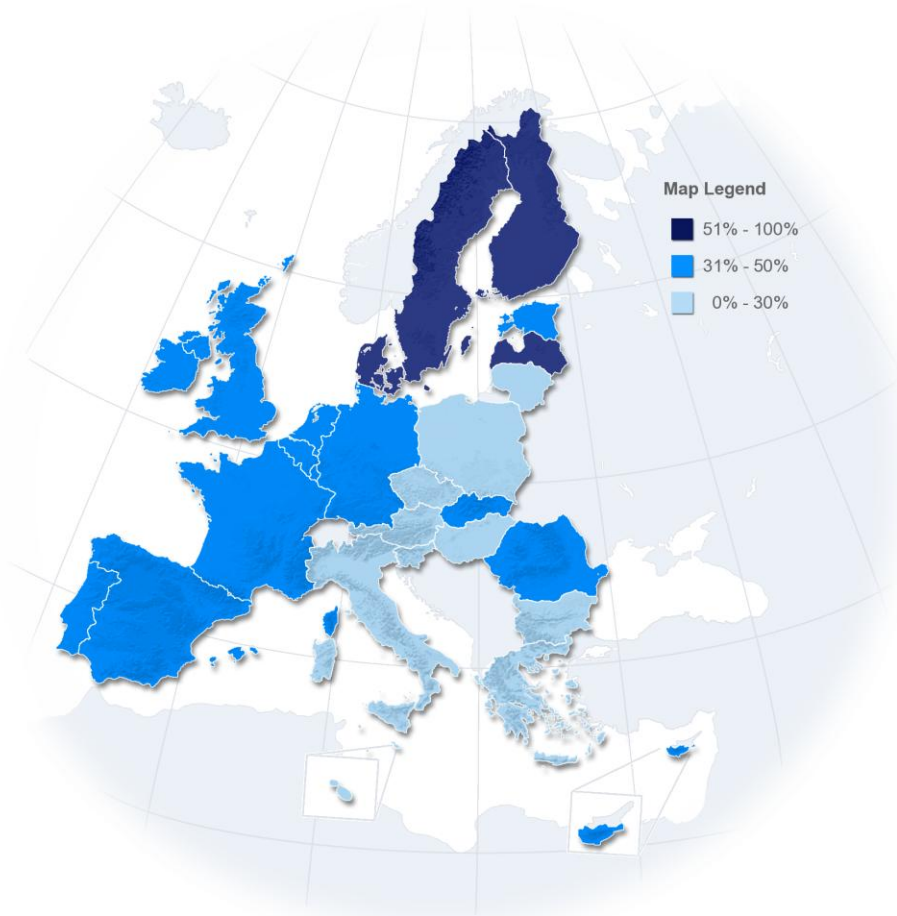
Beauty and wellness centres are the most used service in nine countries. At least six out of ten respondents in Spain (68%), Latvia (67%), the UK (62%) and Malta (61%) said that they or someone in their household had visited one in the past two years. By comparison, 23% of respondents in Italy and 30% of those in Hungary and Slovenia said that they or someone in their household had visited a beauty and wellness centre during this period.

Amusement parks and fairgrounds

 FI	65%
 SE	58%
 LV	55%
 DK	53%
 NL	50%
 ES	46%
 FR	43%
 DE	43%
 BE	43%
 CY	40%
 UK	39%
 LU	38%
 EU	38%
 SK	36%
 PT	36%
 RO	36%
 EE	35%
 IE	32%
 PL	30%
 EL	29%
 LT	27%
 IT	27%
 AT	27%
 CZ	25%
 MT	25%
 HU	20%
 BG	18%
 SI	14%

Question: Q2. In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)?





























Answers: Amusement parks and fairgrounds



Basis: All respondents = 25524

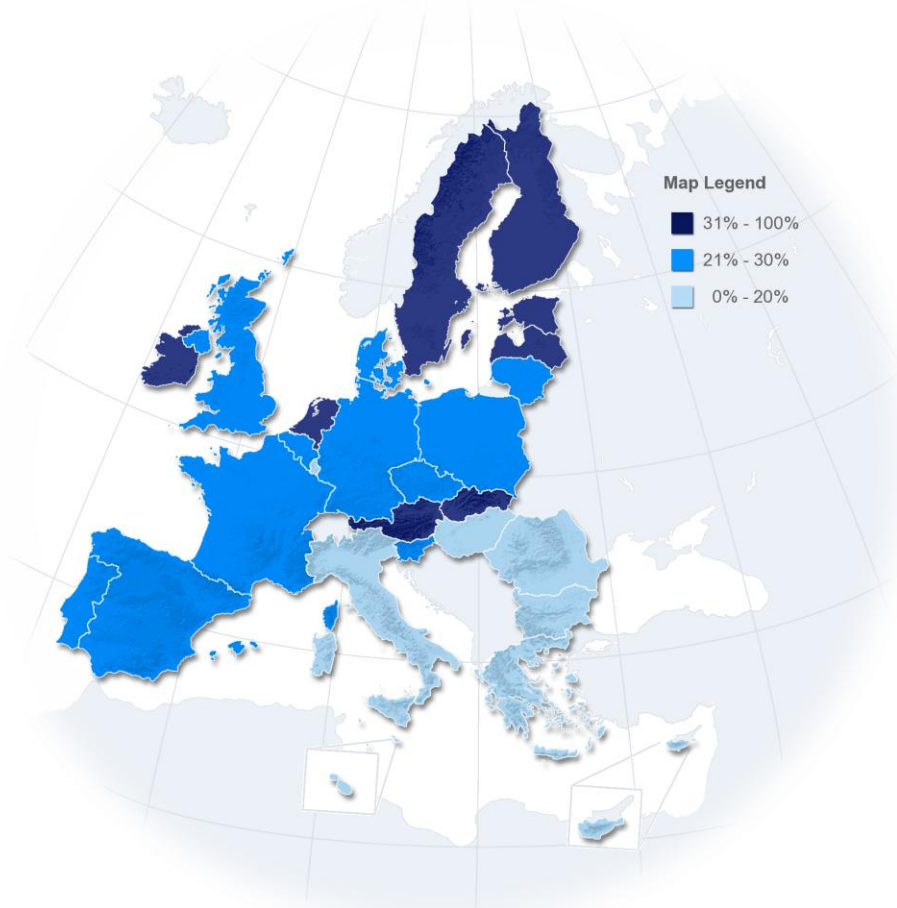
Amusement parks and fairgrounds are the most mentioned service by respondents in Finland (65%) and Denmark (53%). Across Europe, they are most likely to be visited by respondents in Finland (65%), Sweden (58%) and Latvia (55%), and least visited by those in Slovenia (14%) and Bulgaria (18%).

Organised outdoor leisure activities

 SK	37%
 FI	35%
 AT	34%
 SE	34%
 LV	34%
 NL	33%
 EE	32%
 IE	32%
 DK	30%
 SI	29%
 BE	28%
 PL	28%
 CZ	27%
 FR	27%
 DE	24%
 EU	24%
 LT	23%
 ES	23%
 PT	22%
 UK	21%
 IT	19%
 RO	19%
 MT	17%
 LU	16%
 EL	15%
 HU	15%
 BG	14%
 CY	11%

Question: Q2. In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)?

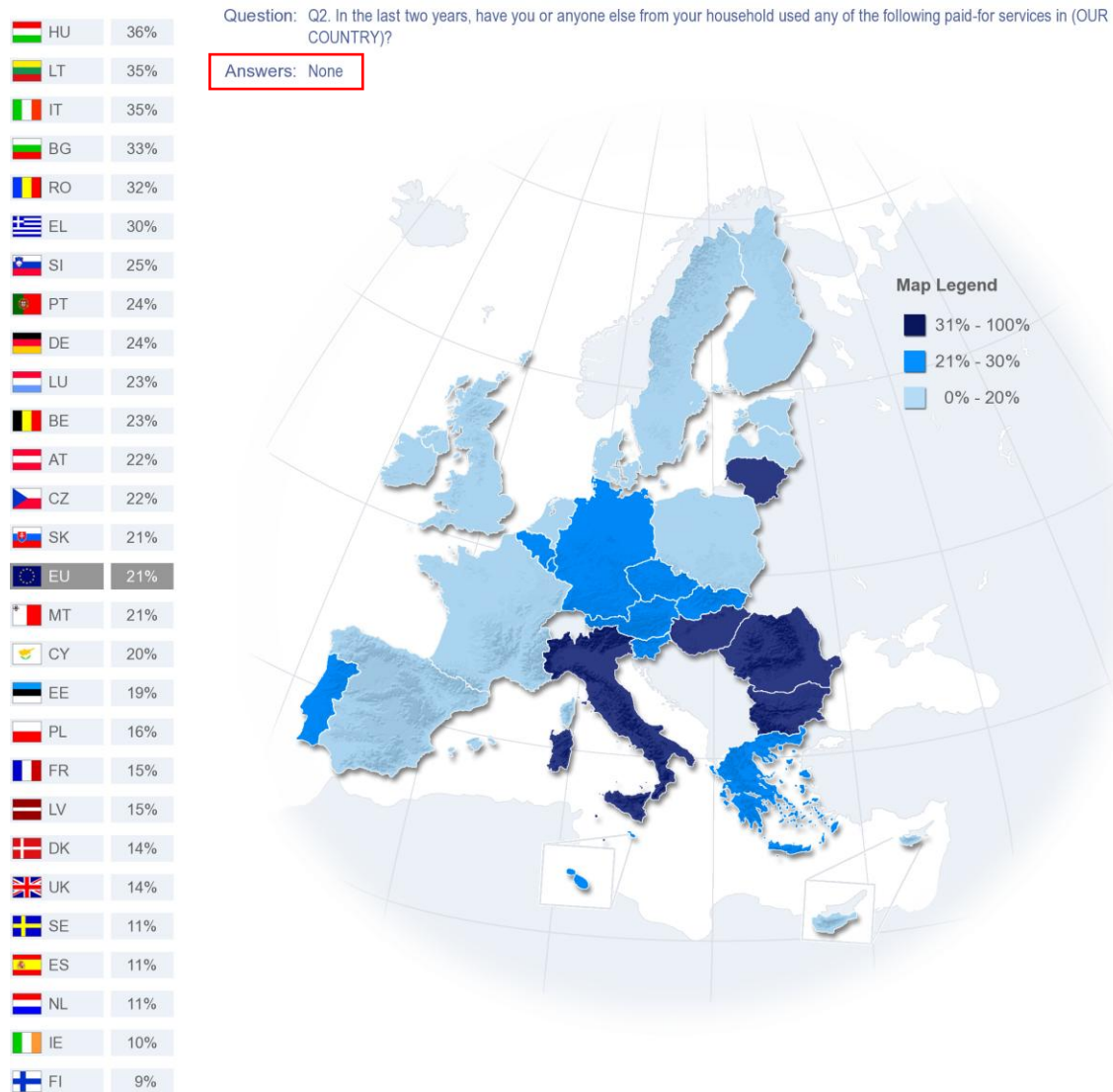
Answers: Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)



Basis: All respondents = 25524

Respondents in Slovakia (37%) and Finland (35%) are most likely to have participated in **organised outdoor leisure activities** in the past two years. By contrast, respondents in Cyprus (11%) and Bulgaria (14%) are the least likely to have participated in this kind of activities.

None of the services mentioned before



Basis: All respondents = 25524

Across Europe one in five (21%) respondents had **not used any of the services** mentioned. This increases to at least one third of respondents in Hungary (36%), Lithuania, Italy (both 35%) and Bulgaria (33%). In contrast, 9% of respondents in Finland, and 10% of those in Ireland say that no one in their household had used any of these services in the past two years.

Socio-demographic analysis

Q2 In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)? (MULTIPLE ANSWERS POSSIBLE)

	Accommodation	Swimming pools	Beauty and wellness centres	Amusement parks and fairgrounds	Organised outdoor leisure activities	None
EU27	50%	48%	46%	38%	24%	21%
Sex						
Male	53%	48%	39%	40%	27%	21%
Female	48%	48%	52%	36%	21%	21%
Age						
15-24	59%	66%	56%	59%	38%	10%
25-39	60%	62%	56%	52%	34%	11%
40-54	54%	53%	48%	41%	25%	17%
55 +	37%	27%	34%	18%	11%	35%
Education (End of)						
15-	27%	23%	30%	18%	9%	45%
16-19	45%	45%	44%	37%	20%	23%
20+	61%	54%	51%	41%	29%	13%
Still studying	61%	70%	57%	59%	41%	7%
Subjective urbanisation						
Rural village	48%	47%	44%	38%	25%	22%
Small/ Mid-size town	49%	48%	46%	38%	23%	22%
Large town	55%	48%	49%	39%	25%	17%
Household composition						
1	41%	37%	38%	27%	18%	30%
2	54%	49%	48%	40%	24%	19%
3	51%	50%	48%	41%	26%	16%
4+	53%	56%	49%	45%	30%	16%

Basis: All respondents = 25524

The socio-demographic analysis highlights a number of differences.

- Women are more likely to say that they or someone in their household have visited a beauty and wellness centre (52% vs 39%).
- The younger the respondents, the more often they report that they or someone in their household have used each of the services in the past two years. For example, 56% of those under 40 have visited a beauty and wellness centre in the past two years, compared to 48% of 40-54 years old and 34% of those aged 55+. A similar pattern applies for each activity.
- Compared to those who finished their education prior to age 20, students and those who completed their education age 20+ are more likely to report that they or someone in their household have used all kinds of service in the past two years. For example, 61% of students and those who completed their education aged 20+ said they or someone in their household have used accommodation services in the past two years. And only 45% of those who finished their education aged 16-19, and 27% of those who finished their education aged 15 or younger used those services as well. The same pattern applies for each of the other services.

- Respondents living in single person households are less likely to have used all types of service compared to those living in a household with at least 2 people. For example, 38% of respondents living alone have used beauty and wellness centres in the past two years, compared to 48% of those in two or three person households and 49% of those living in households with four or more people. The same pattern applies for accommodation, organised outdoor leisure activities, swimming pools and amusement parks and fairgrounds.

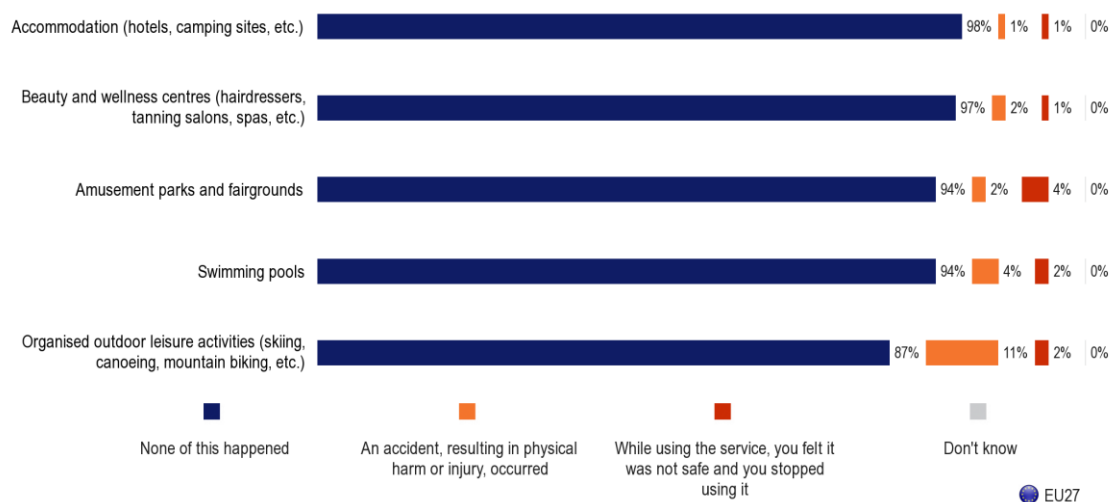
1.3. Experience of injury or feeling unsafe

EU-level analysis

- Europeans are most likely to report an accident resulting in injury when using organised outdoor leisure activities -

Respondents living in households where at least one person had *used* a service in the past two years were asked if an accident or injury occurred, or if they felt unsafe using the service and therefore stopped using it.

Q3. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?



Basis: Those who used accommodation in the last 2 years = 12858

Those who used beauty and wellness centres in the last 2 years = 11749

Those who went to amusement parks and fairgrounds in the last 2 years = 9677

Those who went to swimming pools in the last 2 years = 12200

Those who participated to organized leisure outdoor activities in the last 2 years = 6147

Almost all respondents said neither of these things happened in accommodation (98%), beauty and wellness centres (97%), amusement parks and fairgrounds (94%), swimming pools (94%), and organised outdoor activities (87%).

In the case of **organised outdoor activities**, 11% of respondents said there was an accident resulting in injury while 2% said when using the service they felt unsafe and stopped the activity. Fewer than one in twenty (4%) respondents experienced an accident resulting in injury at a **swimming pool**, while 2% said they felt unsafe and stopped using it. For **amusement parks**, 2% reported an accident leading to injury, while 4% said they felt unsafe. In **beauty and wellness centres** 2% reported an accident resulting in injury, and 1% said they felt unsafe. In **accommodation** 1% reported an accident leading to injury, and 1% said they felt unsafe.

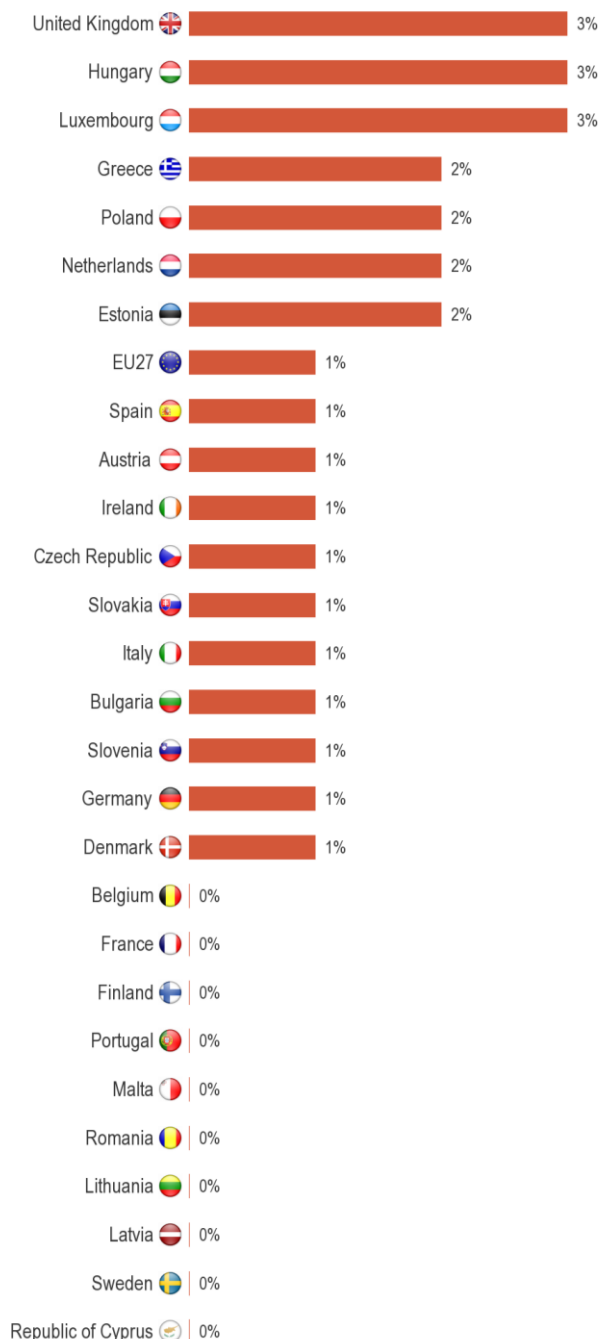
Amongst respondents who had used at least one of the services 7% had experienced an accident in at least one type of services, 6% in one of the services, and 1% in two of them.

Country-level analysis**Paid-for accommodation**

Question: Q3.1. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Accommodation (hotels, camping sites, etc.)

Answers: **An accident, resulting in physical harm or injury, occurred**



Basis: Those who used accommodation in the last 2 years = 12858

When it comes to **accommodation**, reported accidents are low, with 3% being the highest proportion of respondents reporting an accident leading to injury (UK, Hungary, Luxembourg).

Question: Q3.1. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Accommodation (hotels, camping sites, etc.)

Answers: **While using the service, you felt it was not safe and you stopped using it**



Basis: Those who used accommodation in the last 2 years = 12858

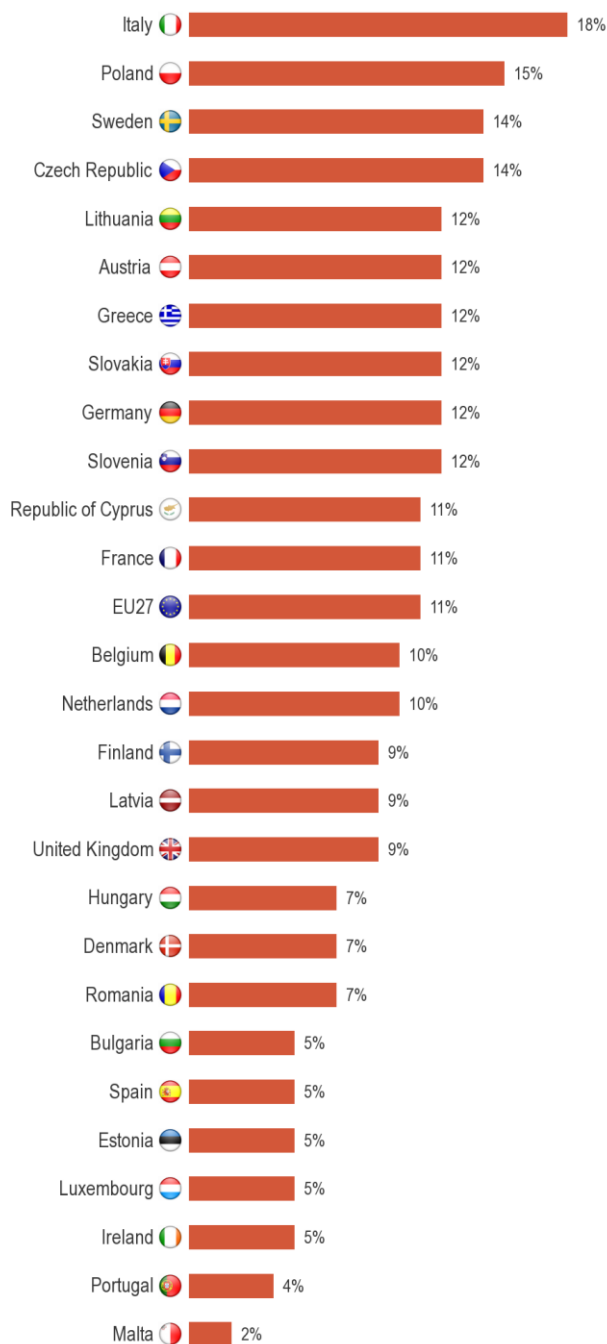
However, at least one in twenty respondents in Luxembourg (6%) and Cyprus (5%) said that they felt unsafe while using a paid for **accommodation** service, and therefore stopped using it.

Organised outdoor leisure activities

Question: Q3.2. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)

Answers: **An accident, resulting in physical harm or injury, occurred**



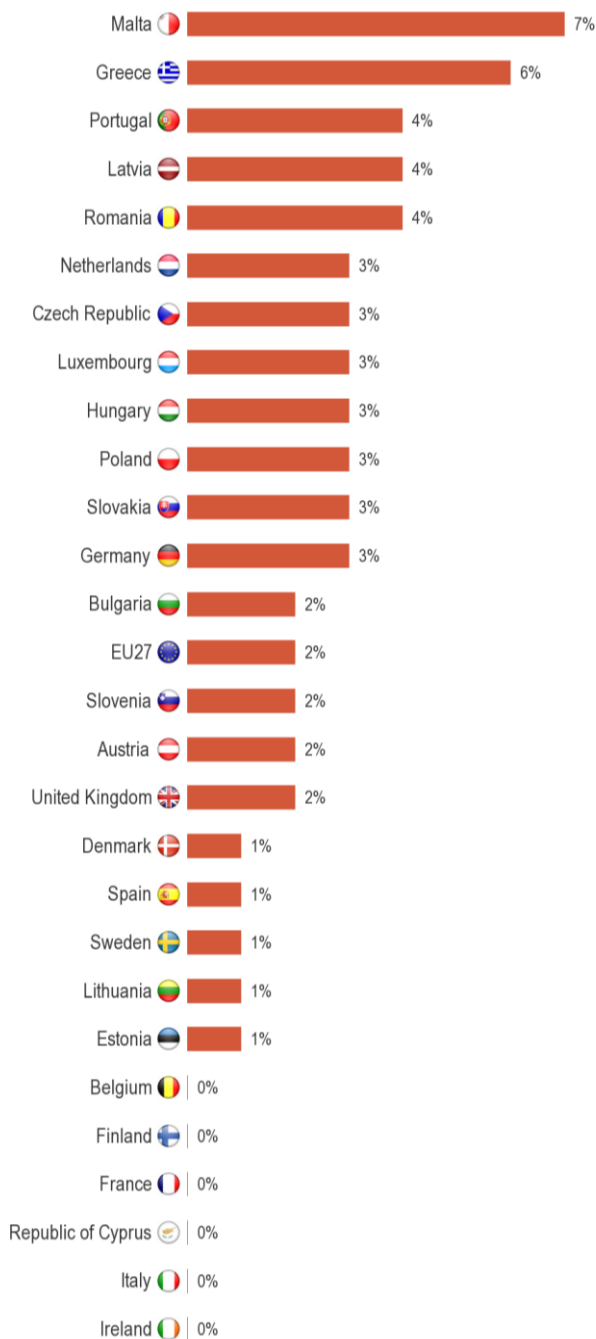
Basis: Those who participated in organised outdoor leisure activities in the last 2 years = 6147

Organised outdoor leisure activities have the highest reporting level of accidents causing injury across Europe (11%). Incidents are highest in Italy, where almost one in five users of these services reported an accident resulting in injury (18%). In contrast only 2% of respondents in Malta reported an accident while using these services.

Question: Q3.2. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)

Answers: While using the service, you felt it was not safe and you stopped using it



Basis: Those who participated in organised outdoor leisure activities in the last 2 years = 6147

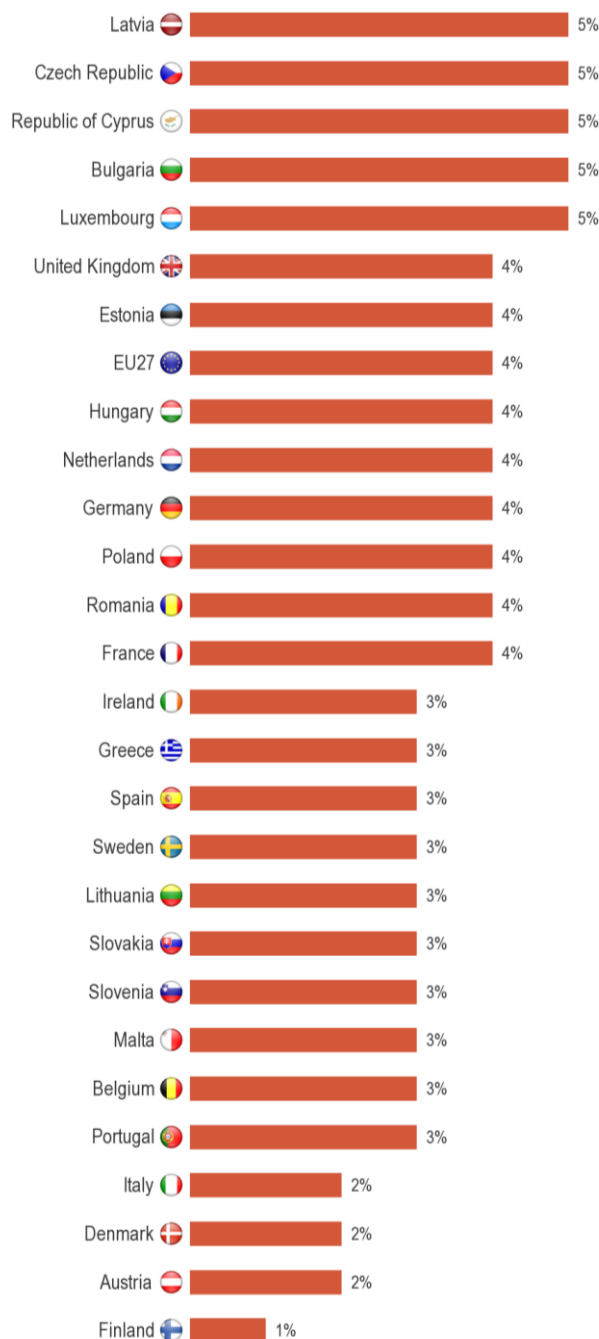
Respondents in Malta and Greece are the most likely to say they felt unsafe while participating in an **organised outdoor leisure activity**, and as a result stopped using the service (7% and 6% respectively).

Swimming pools

Question: Q3.3. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Swimming pools

Answers: **An accident, resulting in physical harm or injury, occurred**



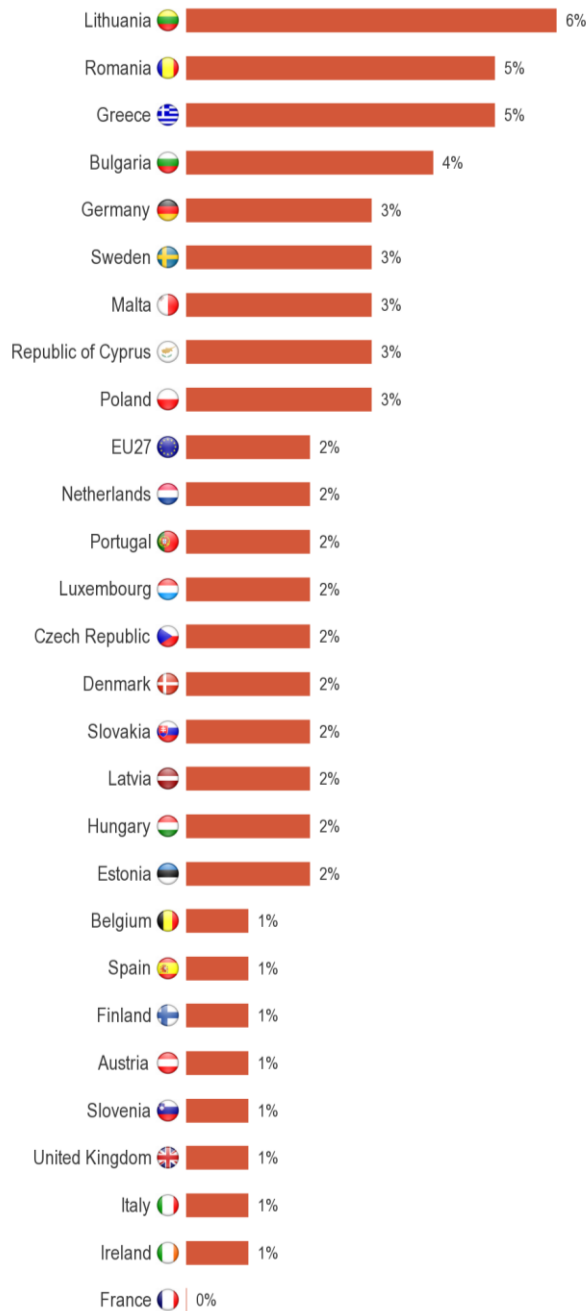
Basis: Those who went to swimming pools in the last 2 years = 12200

There is little variation across Europe in the proportion of respondents who had experienced an accident resulting in injury while using a **swimming pool**. Latvia, Czech Republic, Cyprus, Bulgaria and Luxembourg had the highest proportion of respondents saying this (5%). In contrast, only 1% of Finnish respondents reported an accident resulting in injury while using a swimming pool.

Question: Q3.3. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Swimming pools

Answers: **While using the service, you felt it was not safe and you stopped using it**



Basis: Those who went to swimming pools in the last 2 years = 12200

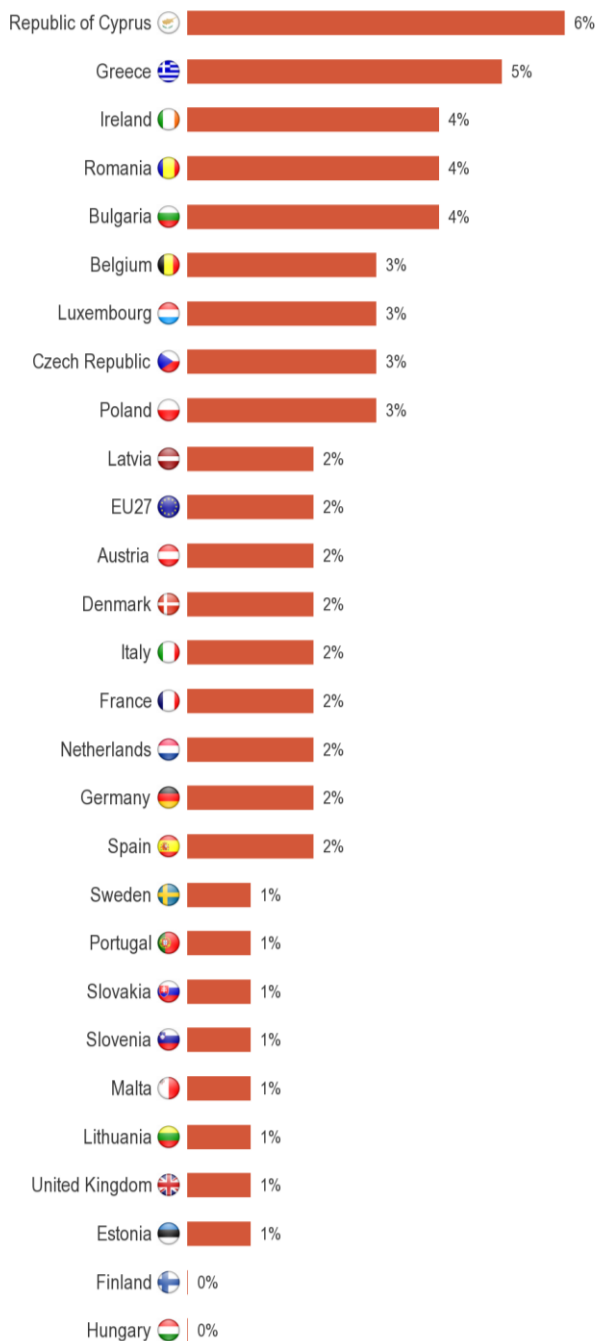
Respondents in Lithuania (6%), Greece and Romania (both 5%) are the most likely to say they stopped using a **swimming pool** because they felt unsafe. No respondents in France said the same.

Amusement parks and fairgrounds

Question: Q3.4. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Amusement parks and fairgrounds

Answers: An accident, resulting in physical harm or injury, occurred



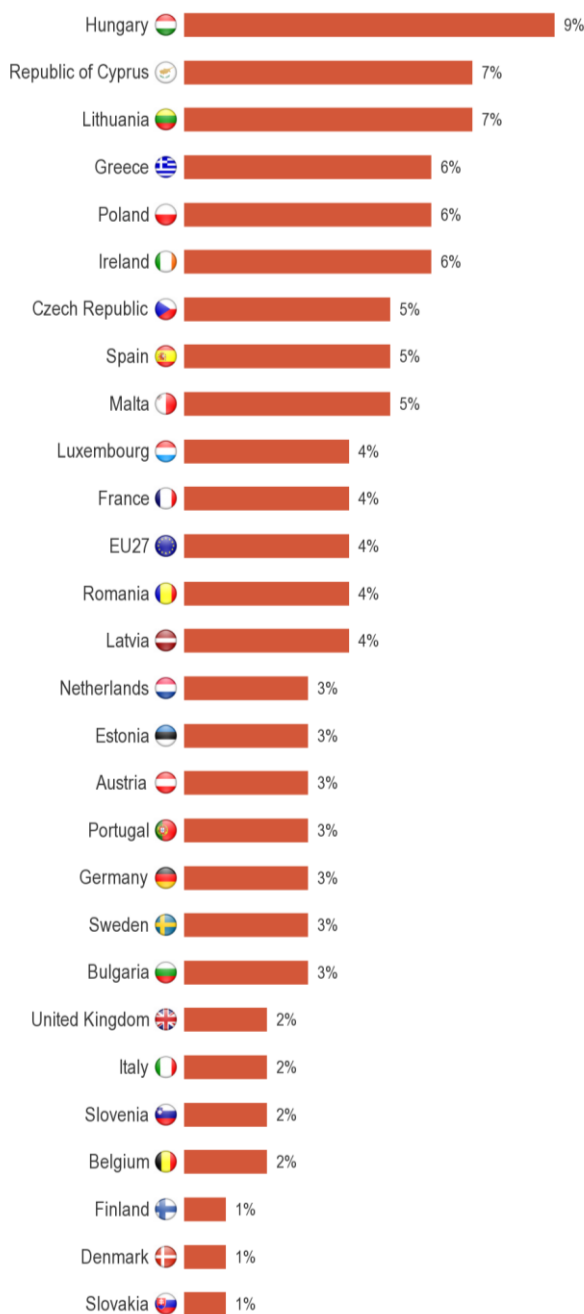
Basis: Those who went to amusement parks and fairgrounds in the last 2 years = 9677

On average, 2% of respondents across Europe said they experienced an accident leading to injury at an **amusement park or fairground**. Respondents in Cyprus are the most likely to report injuries from accidents in amusement parks (6%), followed by those in Greece (5%). No respondents in Finland or Hungary reported accidents resulting in injury.

Question: Q3.4. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Amusement parks and fairgrounds

Answers: While using the service, you felt it was not safe and you stopped using it



Basis: Those who went to amusement parks and fairgrounds in the last 2 years = 9677

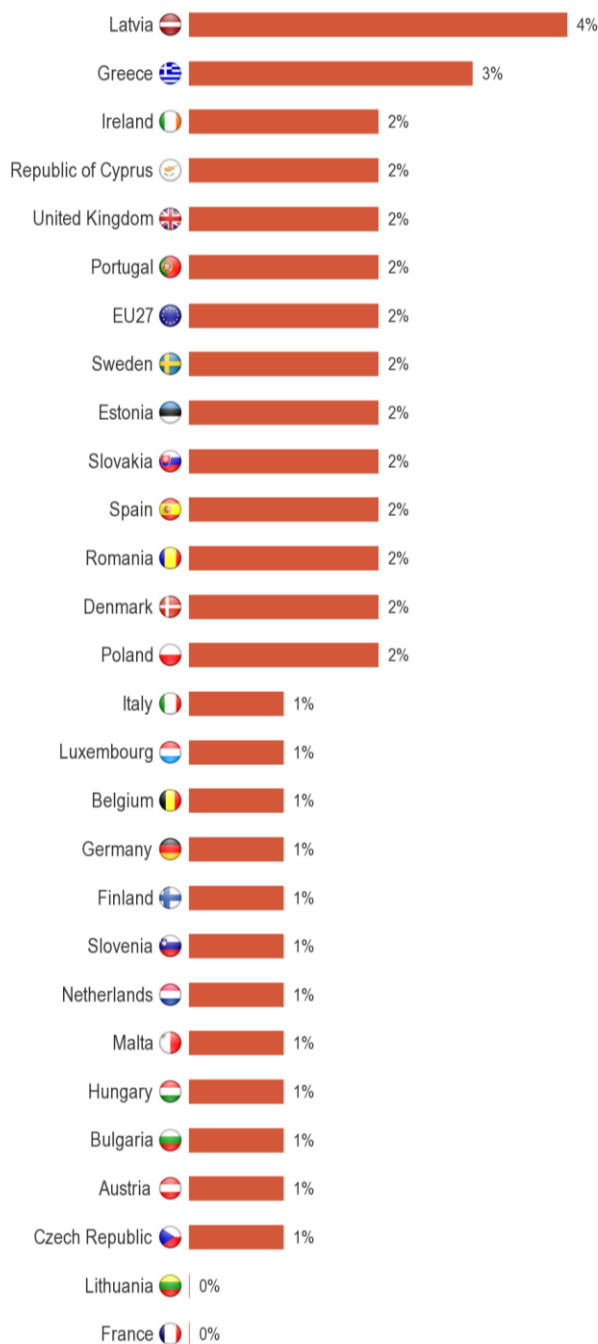
Almost one in ten (9%) respondents in Hungary did say that while using an **amusement park or fairground** they felt unsafe enough to stop using the service. Respondents in Lithuania and Cyprus (both 7%) are the next most likely to report feeling unsafe using a fairground or amusement park.

Beauty and wellness centres

Question: Q3.5. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)

Answers: **An accident, resulting in physical harm or injury, occurred**



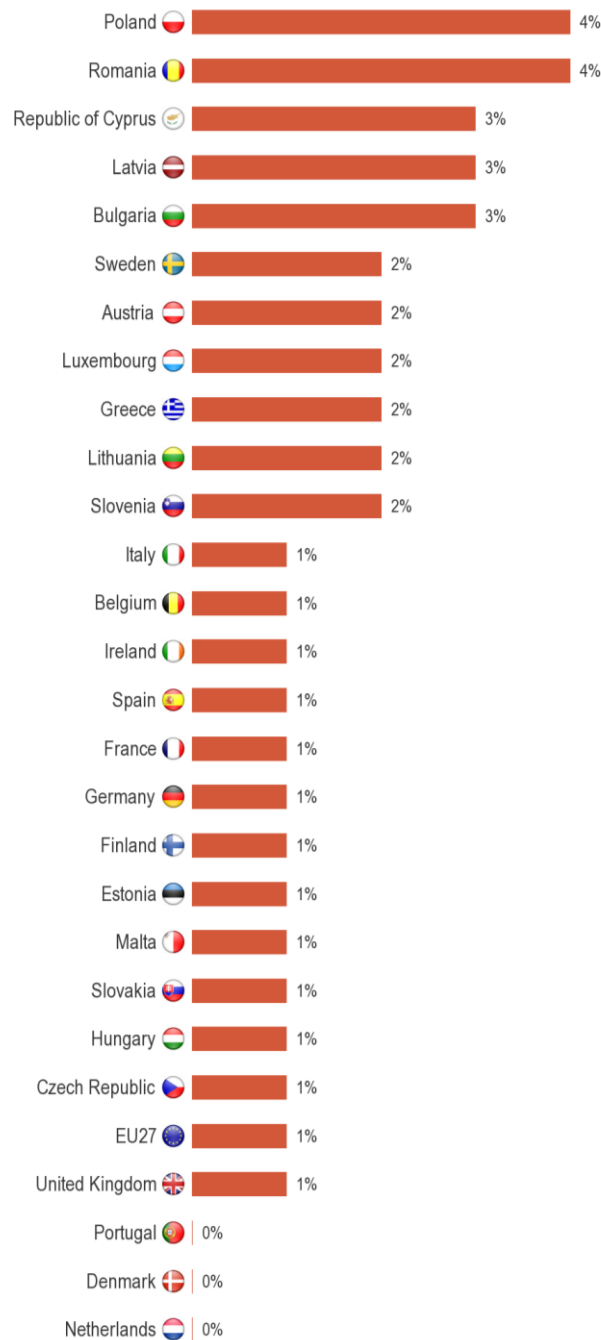
Basis: Those who used beauty and wellness centres in the last 2 years = 11749

Few respondents across Europe reported an accidents leading to injury at a **beauty and wellness centre** (2%). Respondents in Latvia are the most likely to have experienced an injury using one of these services (4%), while no respondents in France and Lithuania said the same.

Question: Q3.5. For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Option: Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)

Answers: **While using the service, you felt it was not safe and you stopped using it**



Basis: Those who used beauty and wellness centres in the last 2 years = 11749

Respondents in Poland and Romania are the most likely to say they felt unsafe while using a **beauty and wellness centre** (both 4%).

Socio-demographic analysis

Q3.3 For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Swimming pools			
	An accident, resulting in physical harm or injury, occurred	While using the service, you felt it was not safe and you stopped using it	None of this happened
EU27	4%	2%	94%
Age			
15-24	5%	3%	92%
25-39	4%	3%	93%
40-54	3%	1%	96%
55 +	2%	1%	97%

Basis: Those who went to swimming pools in the last 2 years = 12200

There is only one socio-demographic difference of note: respondents aged 15-24 (92%) are less likely than those 55+ (97%) to say they didn't have an accident or feel unsafe while using swimming pools.

2. SAFETY IN PAID-FOR SERVICES

This section of the report examines European's perceptions of the various safety aspects of paid-for services. The views on the safety of *accommodation services* are examined in detail, and then general safety aspects are discussed for each service.

2.1. Safety in accommodation services

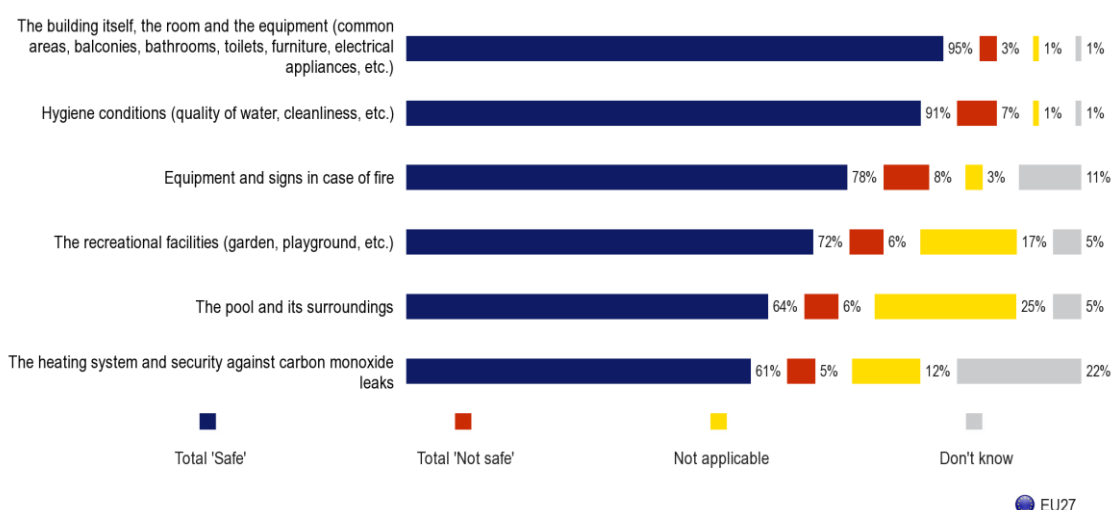
2.1.1. Overall accommodation safety

EU-level analysis

- At least nine out of ten users of paid-for accommodation rate the building hygiene as safe, but they are less certain about the pool and heating systems -

Respondents who had used a paid-for accommodation service in their country in the past two years, but had not experienced an accident, were asked to rate the safety of various aspects of the last accommodation service they used in their country. The majority considered each aspect to be safe.

Q4. Thinking about the last time you used paid-for accommodation in (OUR COUNTRY), please tell me how safe you considered the following aspects of the accommodation?



Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

Respondents are most likely to say that the **fire signs and equipment** in their accommodation were unsafe (8%), followed by **hygiene** (7%). It is worth noting in the case of hygiene that 91% of respondents rated this aspect of their accommodation as safe - compared to 78% for fire signs and equipment.

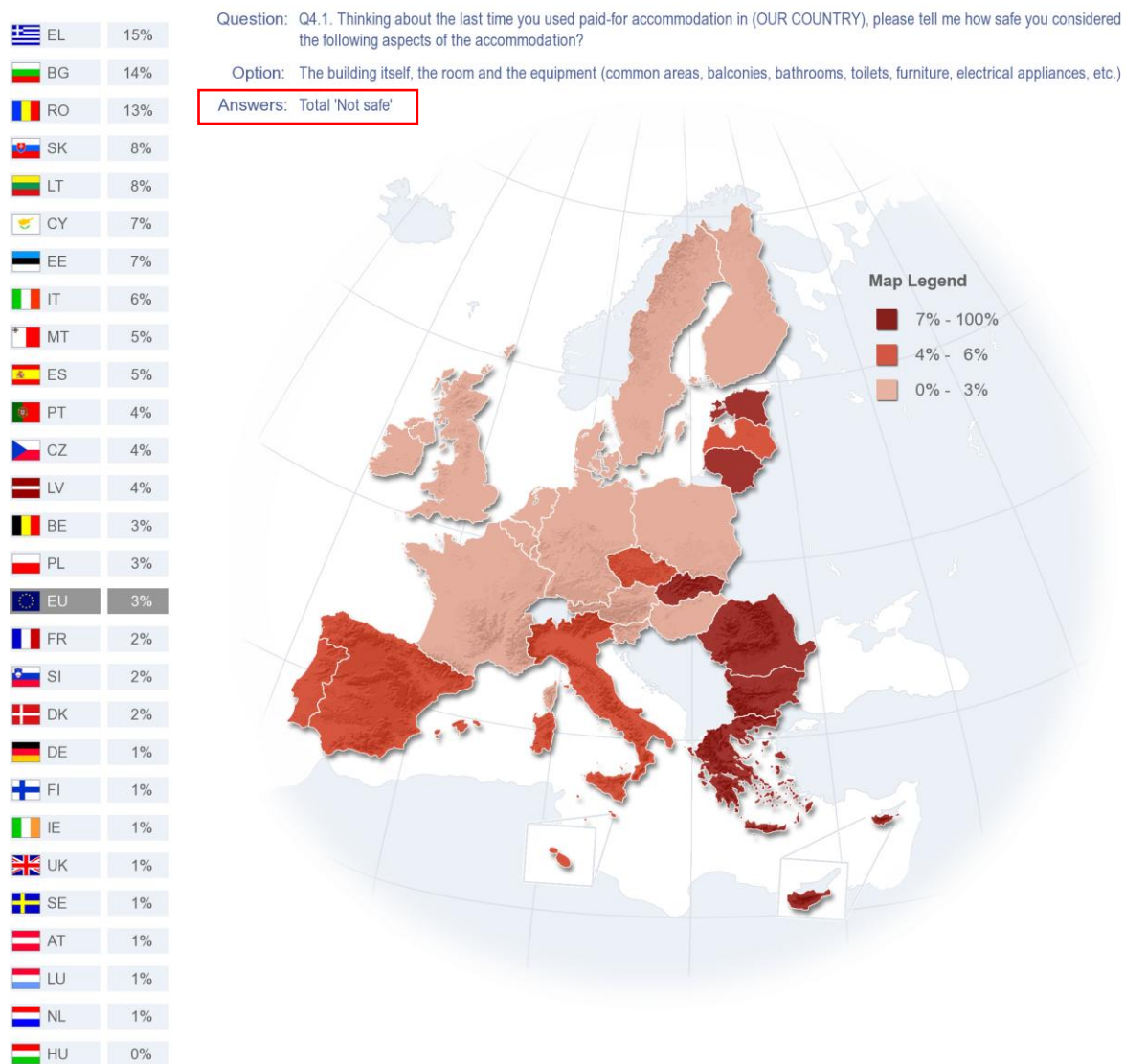
Just over one in twenty (6%) said that the **recreational facilities** of their accommodation were unsafe. **Pool** facilities were also rated as unsafe by 6% of respondents. Of all the aspects asked about, respondents were most likely to say that their accommodation did not have a pool (25%) or recreational facilities (17%).

One in twenty (5%) said that the **heating system and security against carbon monoxide leaks** in their accommodation were unsafe. However more than one in five (22%) were unable to give an opinion on the heating system of their accommodation.

Country-level analysis

2.1.1.1 Accommodation – the building itself, the room and the equipment

Respondents who had used a paid-for accommodation service in their country in the past two years, but had not experienced an accident, were asked to rate the safety of the accommodation building, including the room and the equipment.

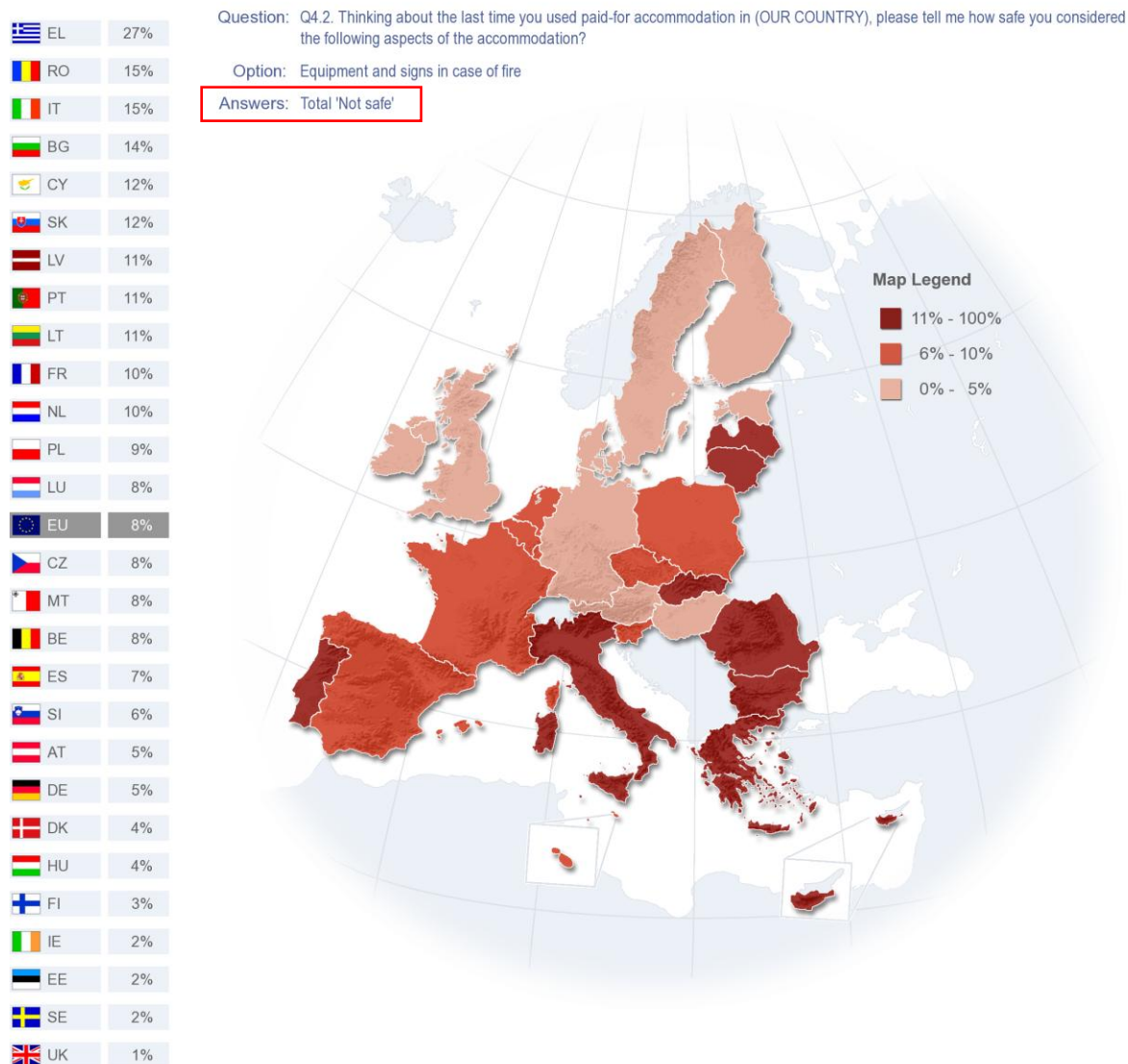


Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

Respondents from Greece (15%), Bulgaria (14%) and Romania (13%) are most likely to say these aspects of their accommodation were unsafe. This is notably higher than the EU average of 3%. In Hungary, no respondents said their accommodation building was unsafe.

2.1.1.2. Accommodation – equipment and signs in case of fire

Respondents who had used a paid-for accommodation service in their country in the past two years, but had not experienced an accident, were asked to rate the safety of the **fire equipment and signs**.

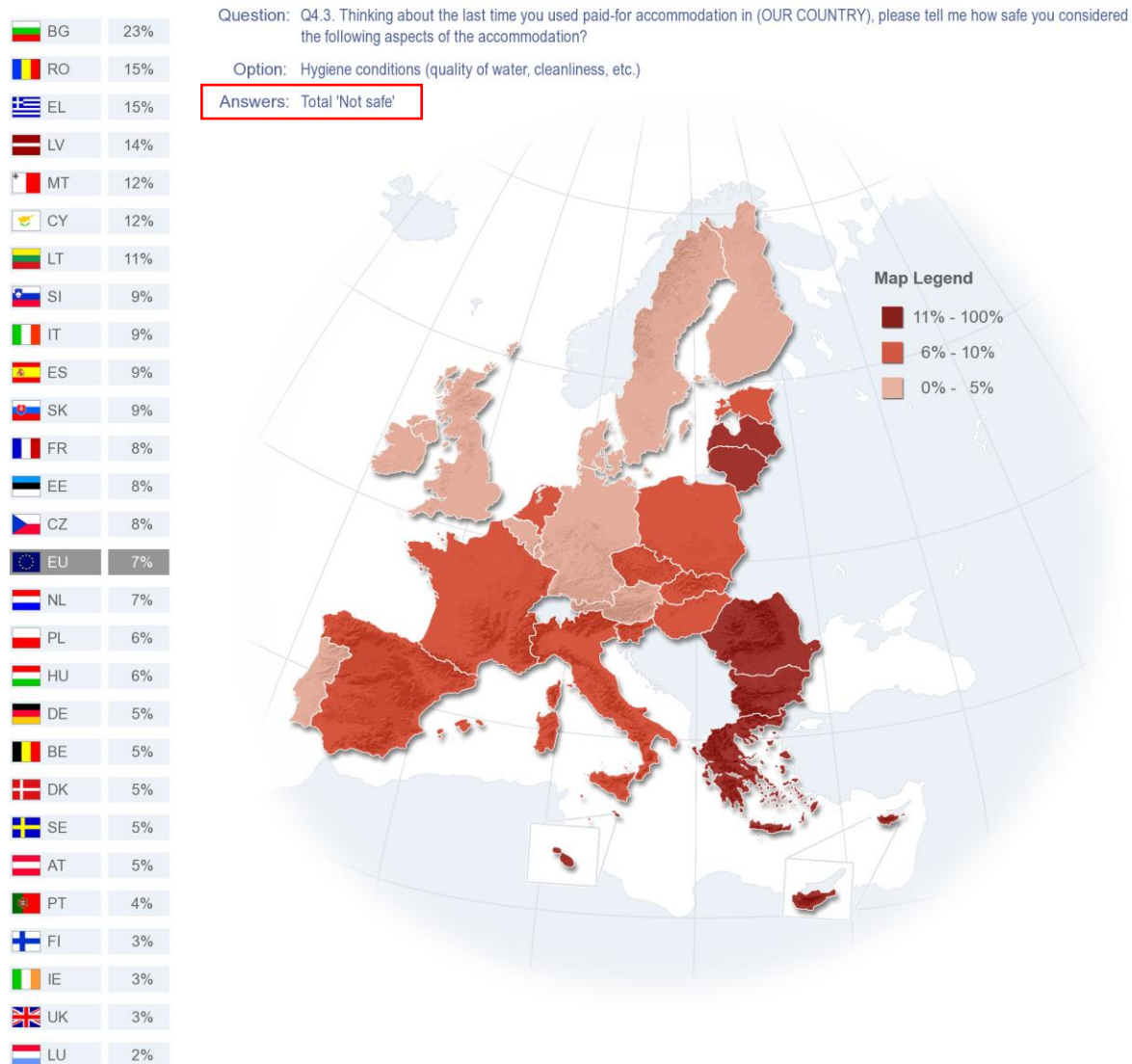


Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

More than one quarter of Greek respondents (27%) said that the **fire signs and equipment** in their accommodation were unsafe. Respondents in Romania and Italy (both 15%) were also more likely to say these aspects of their accommodation were unsafe, compared to the overall EU average of 8%. Respondents in the UK were the least likely to rate the fire signs and equipment as unsafe (1%).

2.1.1.3. Accommodation – hygiene conditions

Respondents who had used a paid-for accommodation service in their country in the past two years, but had not experienced an accident, were asked to rate the safety of the **hygiene conditions**.

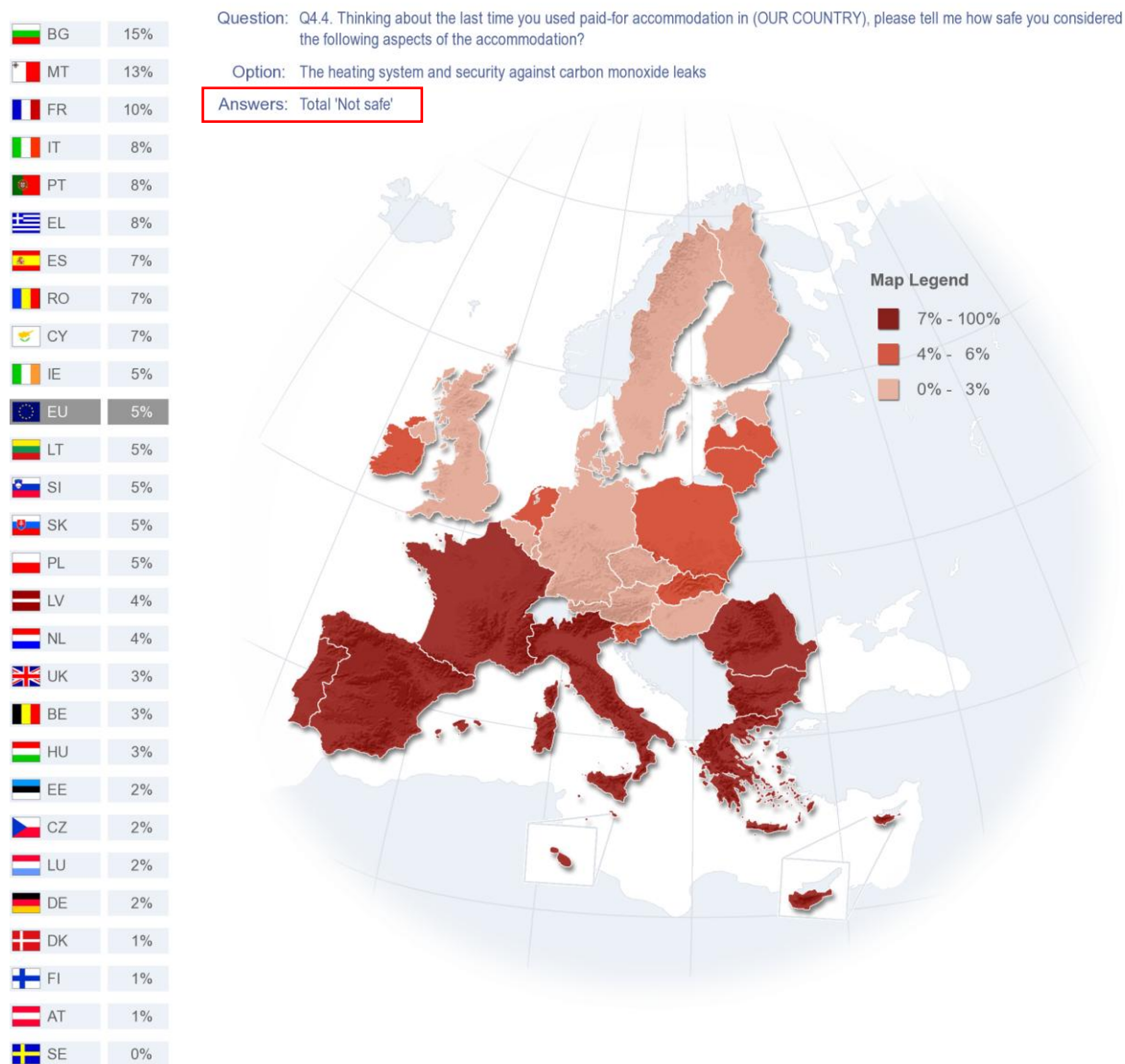


Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

Almost one quarter (23%) of respondents in Bulgaria said the **hygiene** at their accommodation was unsafe, as did 15% of respondents in Greece and Bulgaria. By contrast, 2% of respondents in Luxembourg said the same.

2.1.1.4. Accommodation – heating systems and security against carbon monoxide leakage

Respondents who had used a paid-for accommodation service in their country in the past two years, but had not experienced an accident, were asked to rate the safety of the **heating system and security against carbon monoxide leaks**.



Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

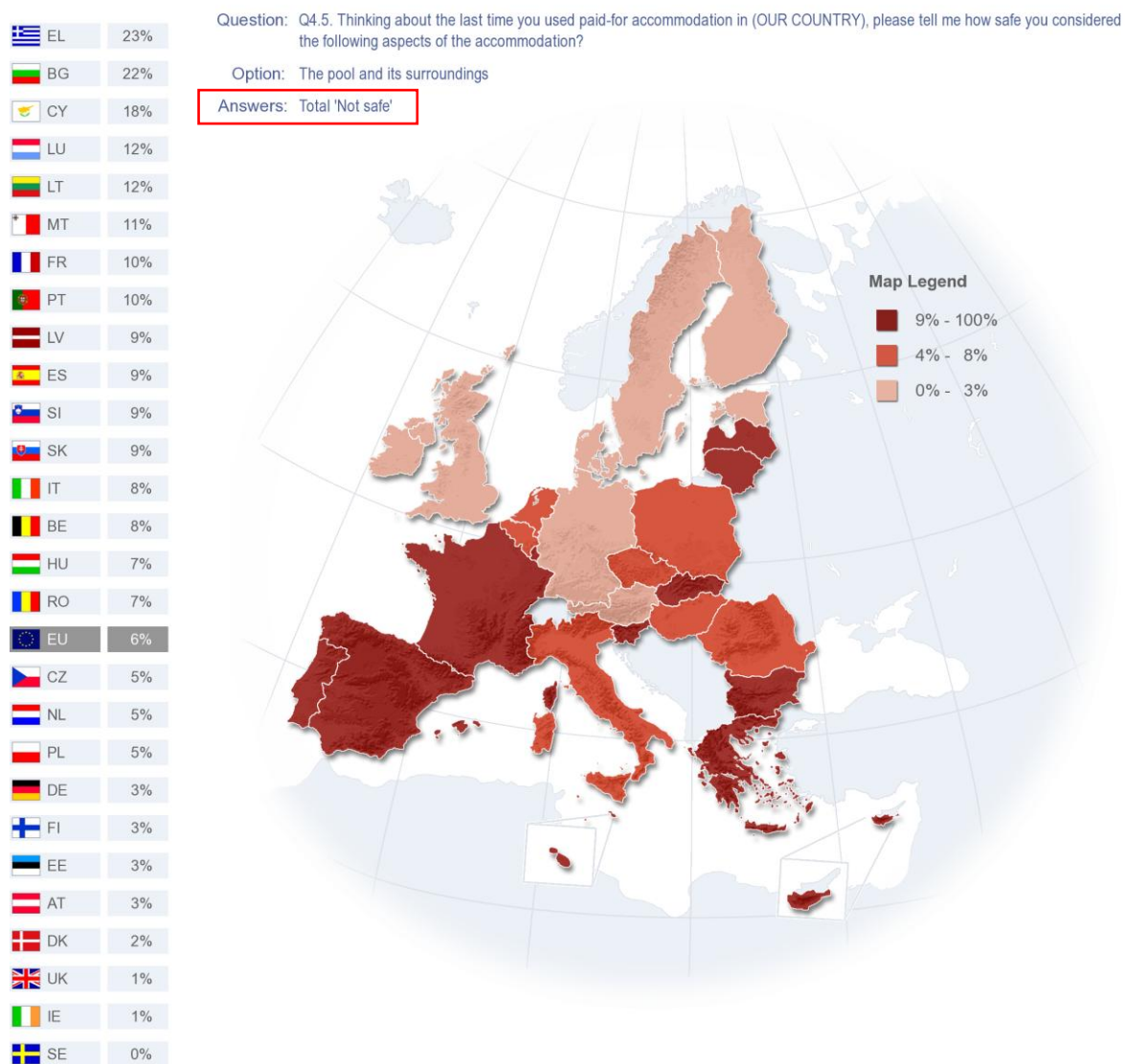
At least one in ten respondents in Bulgaria (15%), Malta (13%) and France (10%) said the **heating system** in their accommodation was not safe). This is a contrast to respondents in the Nordic region and in Austria, where 1% or less said the same (Sweden 0%, Denmark, Finland, Austria, all 1%).

When it comes to heating systems and safety against carbon monoxide leaks, many Europeans are unsure about their safety. Overall, one in five (22%) said that they didn't know if these systems in their accommodation were safe. This increases to 35% of respondents in Germany, and 30% of respondents in Austria and the Netherlands. Respondents in Belgium are least likely to say that they didn't know if the

heating system and security against carbon monoxide leaks were safe in their accommodation.

2.1.1.5. Accommodation – the pool and its surroundings

Respondents who had used a paid-for accommodation service in their country in the past two years, but had not experienced an accident, were asked to rate the safety of the **pool and its surroundings** at their accommodation.



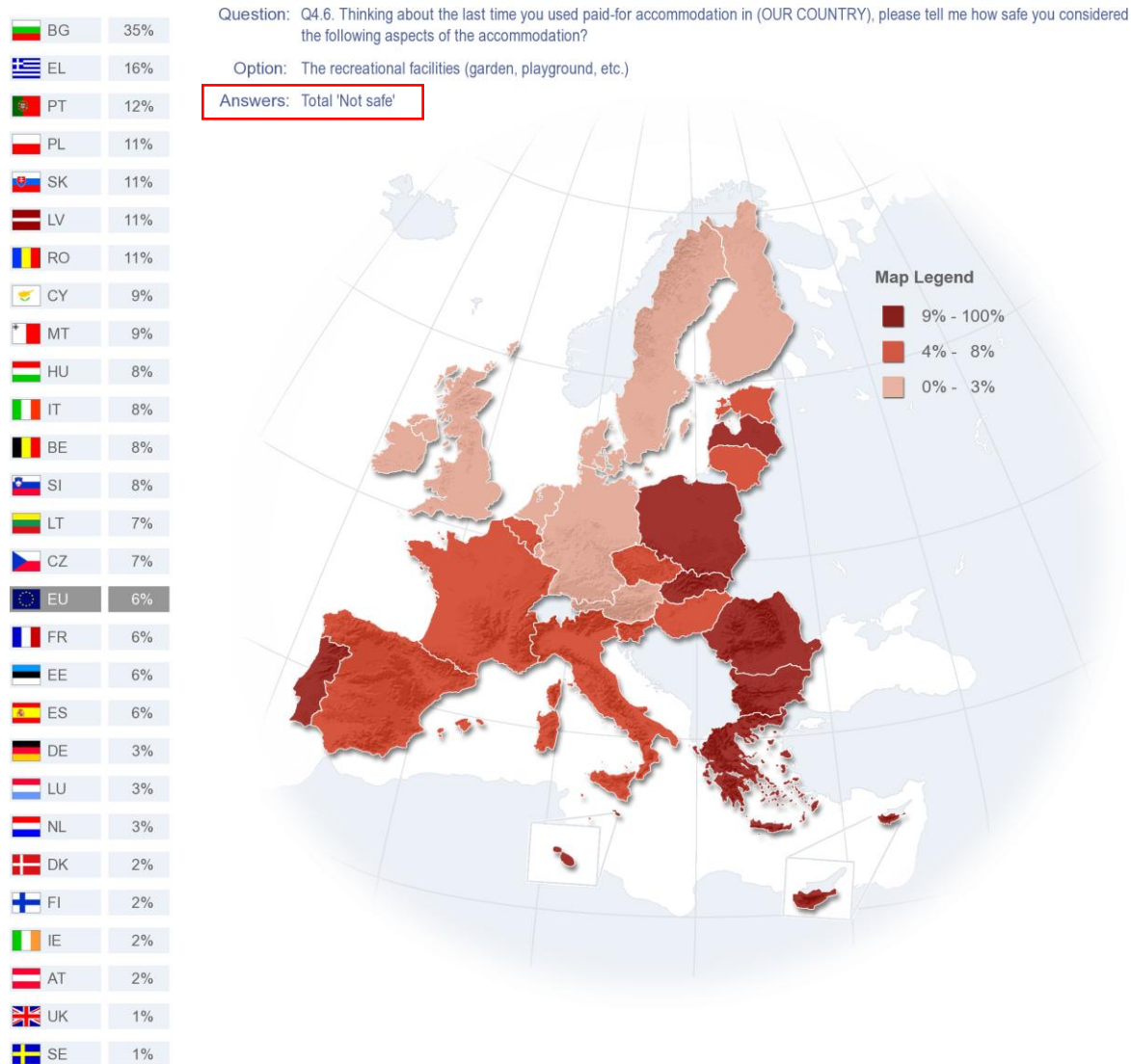
Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

At least one in five respondents in Greece (23%) and Bulgaria (22%) said the **pool** environment at their accommodation was unsafe. This is considerably higher than the EU average of 6%, and a sharp contrast to Sweden, where no respondents said the pool environment was unsafe.

It is worth noting that this aspect of accommodation was not applicable to one quarter of respondents across Europe.

2.1.1.6. Accommodation – recreational facilities

Respondents who had used paid-for accommodation in their country in the past two years without experiencing an accident were asked to rate the safety of the **recreational facilities** at their accommodation.



Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

More than one third (35%) of respondents in Bulgaria said the **recreational facilities** at their accommodation were unsafe. This is considerably higher than the EU average of 6%, and also much higher than the proportion of respondents in next closest country Greece (16%). In contrast 1% of respondents in Sweden and the UK said the recreational facilities at their accommodation were unsafe.

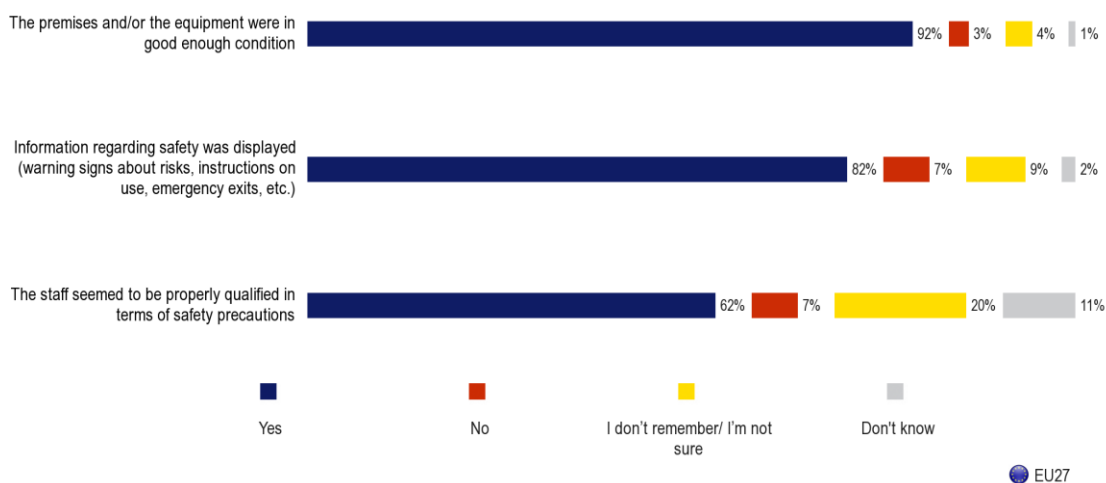
Almost one in five (17%) respondents said that their accommodation did not have recreational facilities.

2.1.2. Accommodation safety

EU-level analysis

Respondents who had stayed in paid-for accommodation in their country without experiencing an accident were also asked to rate three specific safety aspects of the accommodation: **the condition of the premises and equipment, the safety information on display and the qualifications of the staff.**

Q5. Thinking about safety, the last time you used paid-for accommodation in (OUR COUNTRY), please tell me if ...



Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

Almost all (92%) said the premises and equipment were in good enough condition, while 82% said safety information was displayed, and 62% said the staff seemed to be properly qualified in terms of safety precautions. Respondents were most unsure about the safety qualifications of staff, with 20% saying they could not remember or were not sure.

Respondents living in new member states are less likely to say the premises and/or equipment were in good enough condition (87% vs. 93% for EU15), and that safety information was displayed (76% vs. 83%). However, they are more likely than those living in EU15 countries to say the staff seemed properly qualified in terms of safety precautions (71% vs. 61%).

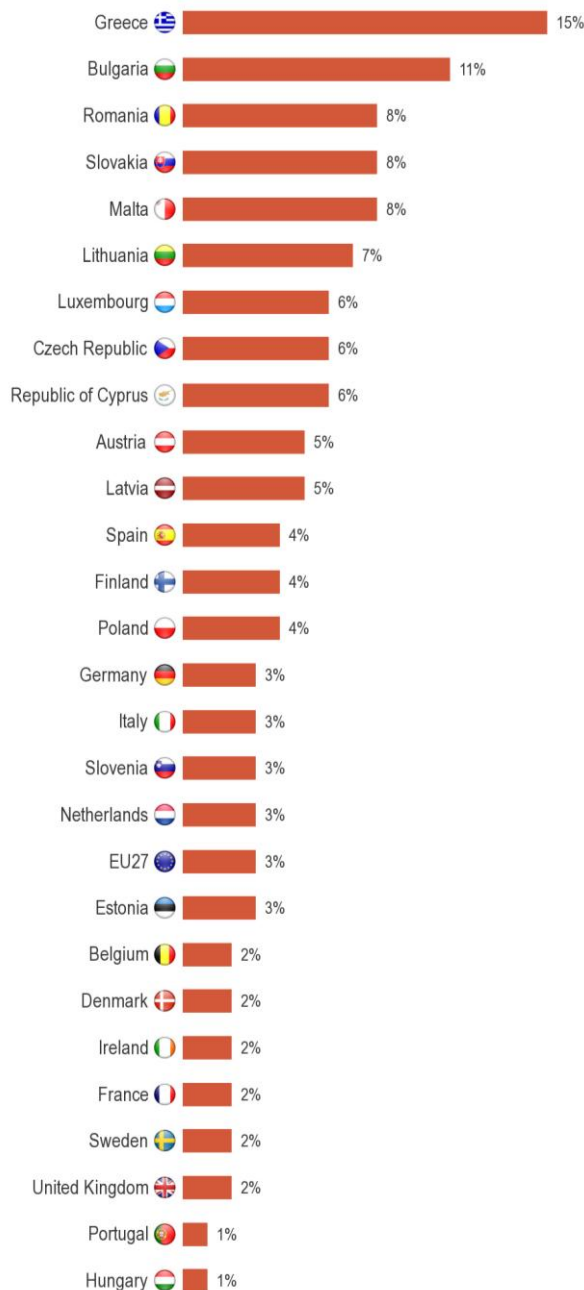
Country-level analysis

2.1.2.1 Condition of the premises and/or equipment

Question: Q5.1. Thinking about safety, the last time you used paid-for accommodation in (OUR COUNTRY), please tell me if ...

Option: The premises and/or the equipment were in good enough condition

Answers: No



Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

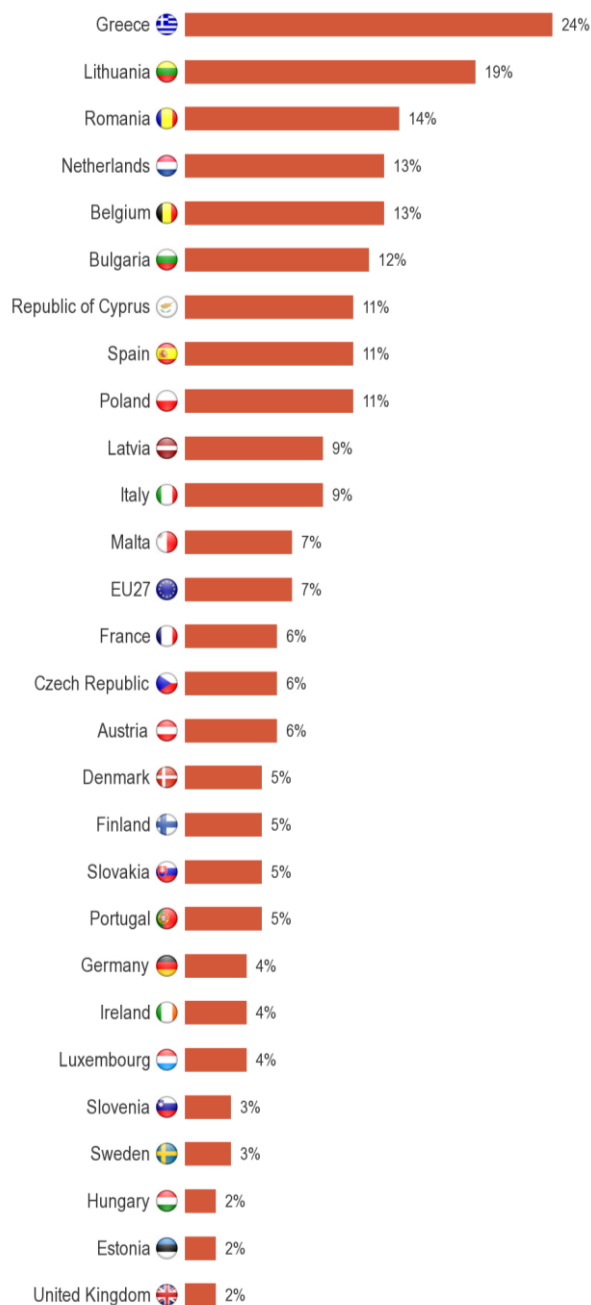
Across the EU 3% of respondents said that their accommodation **premises and equipment were not in good enough condition**. However, this proportion is much higher in Greece and Bulgaria, where 15% and 11% respectively said that the premises and equipment of their accommodation were not in good enough condition. By comparison, in Portugal and Hungary 1% of respondents said the same.

2.1.2.2 Information on display regarding safety

Question: Q5.3. Thinking about safety, the last time you used paid-for accommodation in (OUR COUNTRY), please tell me if ...

Option: Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Answers: No



Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

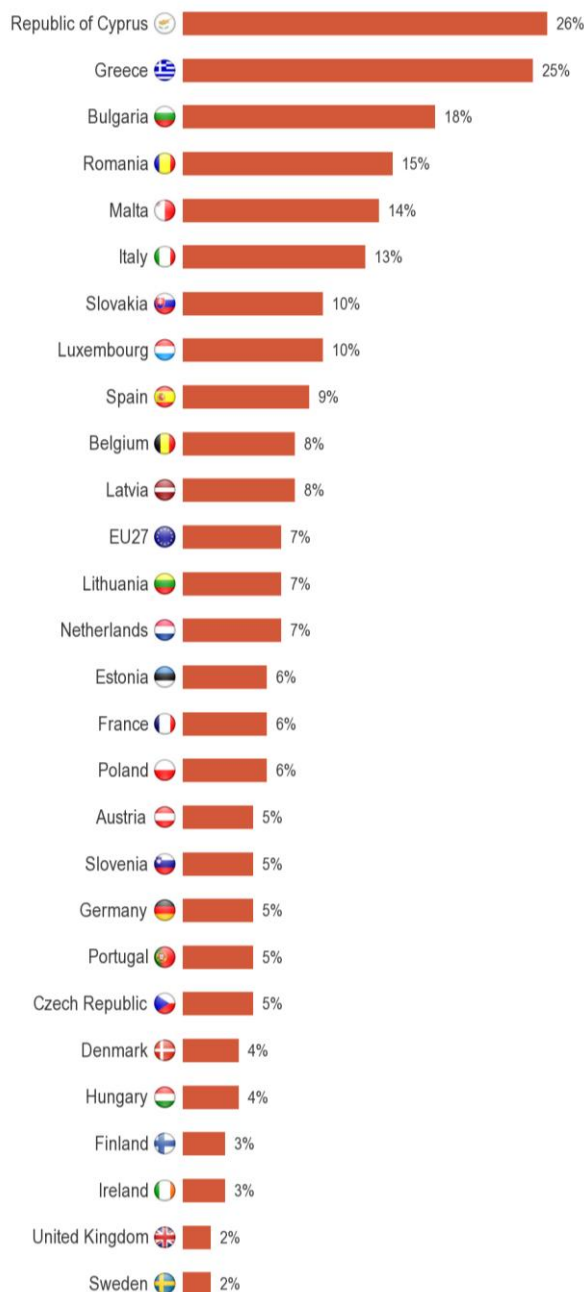
Almost one quarter (24%) of respondents in Greece said that **safety information was not displayed** in their accommodation, as did one in five (19%) respondents in Lithuania. This is notably higher than the EU average of 7%. In Hungary, Estonia and the UK 2% of respondents said that safety information was not displayed in their accommodation.

2.1.2.3 Staff qualifications in terms of safety precautions

Question: Q5.2. Thinking about safety, the last time you used paid-for accommodation in (OUR COUNTRY), please tell me if ...

Option: The staff seemed to be properly qualified in terms of safety precautions

Answers: No



Basis: Those who used accommodation in the last 2 years and did not have any accident = 11792

One quarter of respondents in Cyprus (26%) and Greece (25%) said that the staff at their accommodation **did not seem to be properly qualified in terms of safety precautions**. Almost one in five respondents in Bulgaria said the same (18%). In contrast, 2% of respondents in Sweden and the UK said that staff at their accommodation did not seem to be properly qualified in terms of safety precautions.

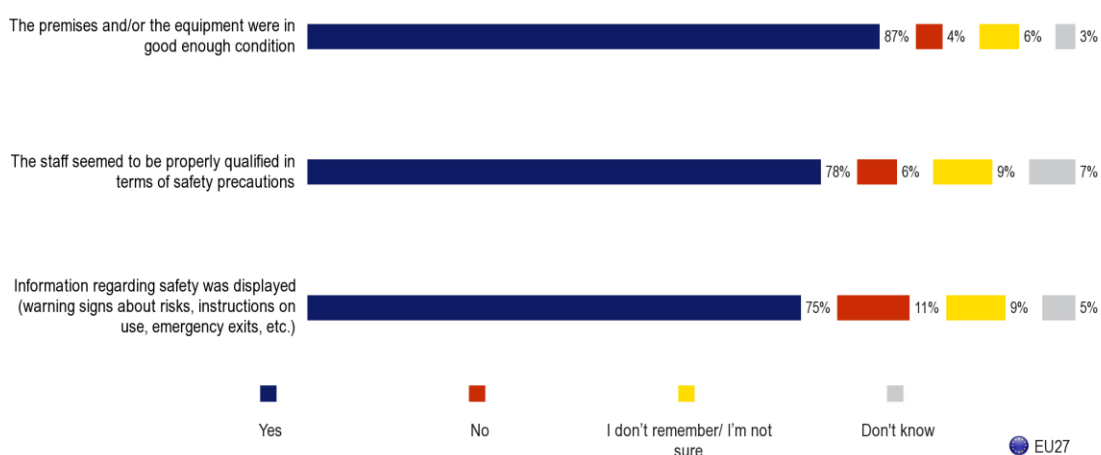
2.2. Safety in organised outdoor leisure activities

EU-level analysis

- Three quarters of organised outdoor leisure activities are positive about aspects of their safety -

Respondents who had participated in outdoor leisure activities but had not experienced an accident were asked to rate three specific safety aspects of their last experience while using such a service: **the condition of the premises and equipment, the information displayed regarding safety and the qualifications of the staff.**

Q6. Thinking about safety, the last time you engaged in an organised outdoor activity in (OUR COUNTRY), please tell me if ...



Basis: Those who used an organised outdoor leisure activity in the last 2 years and did not have any accident = 5239

Respondents are most likely to say that safety information was not displayed at their outdoor leisure activity in their country (11%). Around one in twenty said that staff did not seem to have proper safety training (6%), and that the premises and/or equipment were not in good enough condition (4%).

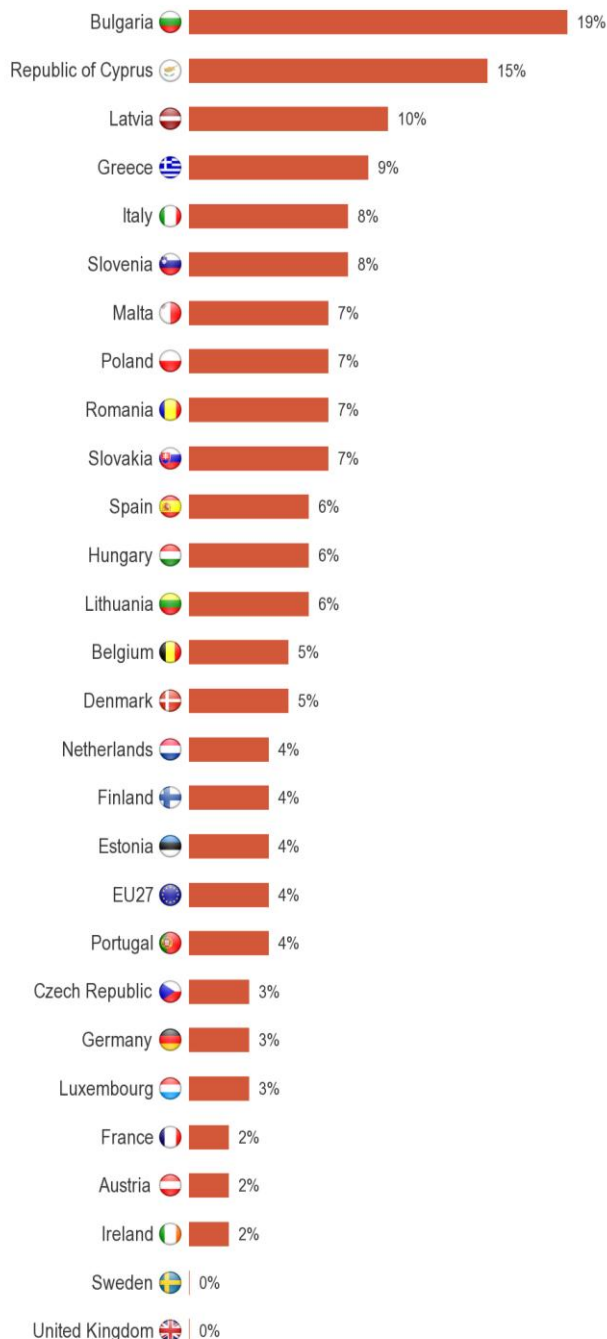
Country-level analysis

2.2.1 Condition of the premises and/or equipment

Question: Q6.1. Thinking about safety, the last time you engaged in an organised outdoor activity in (OUR COUNTRY), please tell me if ...

Option: The premises and/or the equipment were in good enough condition

Answers: No



Basis: Those who used an organised outdoor leisure activity in the last 2 years and did not have any accident = 5239

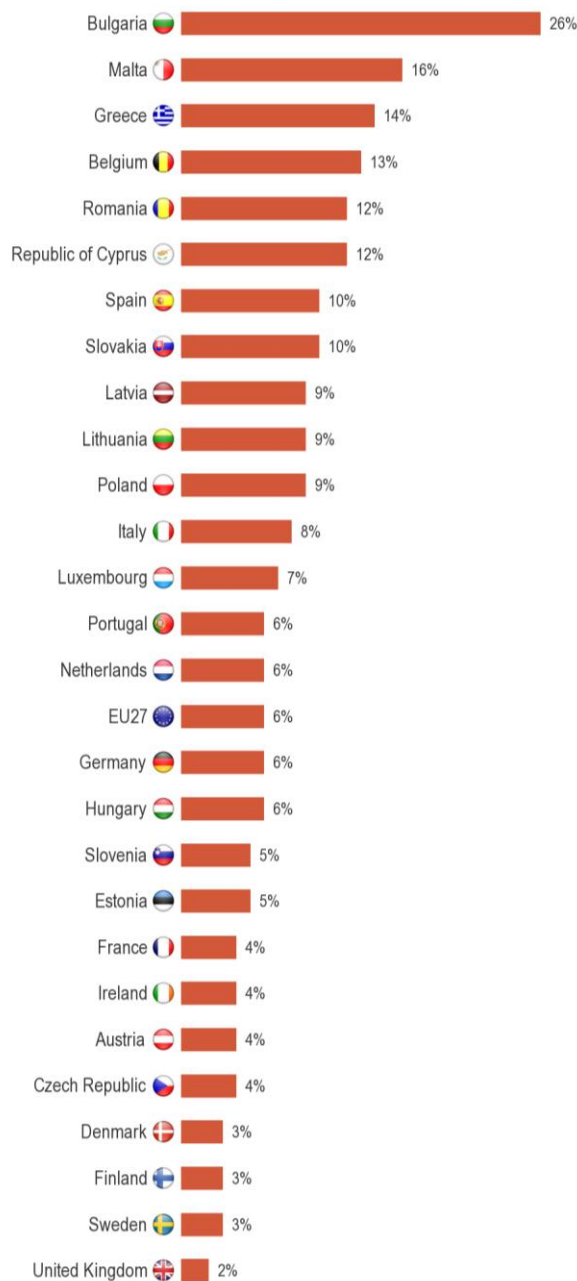
One in five (19%) Bulgarian respondents said that the **premises and/or equipment** of their organised outdoor leisure activity **were not in good enough condition**, as did 15% of respondents in Cyprus. By contrast, no respondents in Sweden or the UK said the same.

2.2.2 Staff qualifications in terms of safety precautions

Question: Q6.2. Thinking about safety, the last time you engaged in an organised outdoor activity in (OUR COUNTRY), please tell me if ...

Option: The staff seemed to be properly qualified in terms of safety precautions

Answers: No



Basis: Those who used an organised outdoor leisure activity in the last 2 years and did not have any accident = 5239

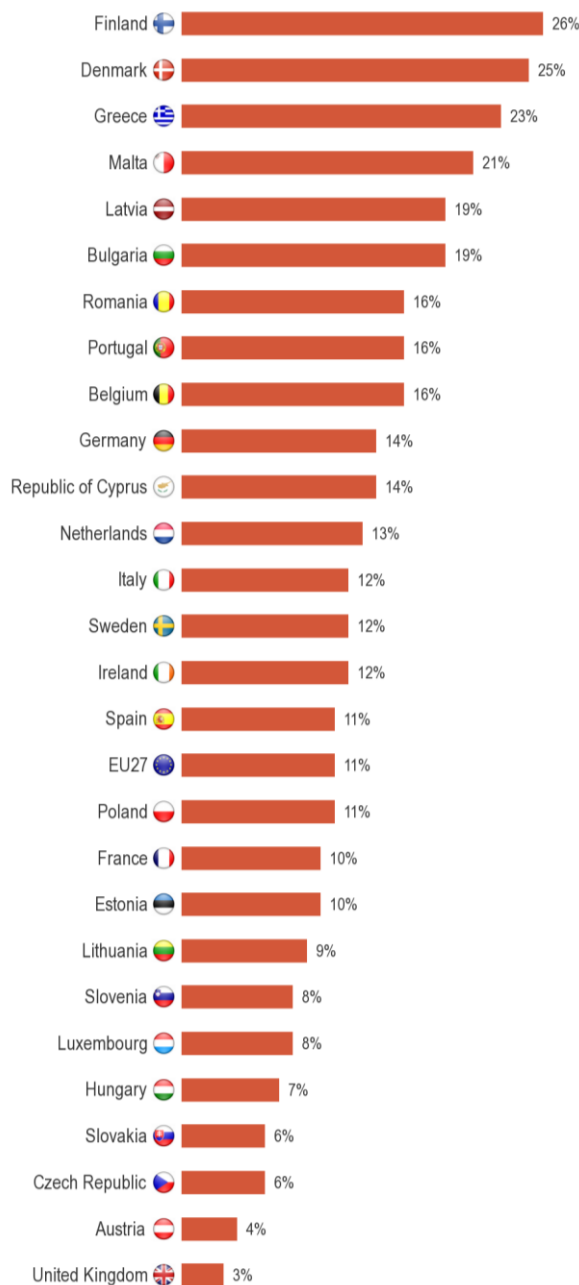
One quarter (26%) of respondents in Bulgaria said that the **staff** at their outdoor leisure activity **did not seem to have the proper qualifications in terms of safety** training. This is considerably higher than the EU average of 6%. Respondents in Malta (16%) and Greece (14%) are the next most likely to say that the staff at the outdoor leisure activity did not seem properly qualified in terms of safety. By comparison, only 2% of respondents in the UK said the same.

2.2.3 Information on display regarding safety

Question: Q6.3. Thinking about safety, the last time you engaged in an organised outdoor activity in (OUR COUNTRY), please tell me if ...

Option: Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Answers: No



Basis: Those who used an organised outdoor leisure activity in the last 2 years and did not have any accident = 5239

About one in four respondents in Finland (26%), Denmark (25%) and Greece (23%) said that **safety information was not displayed** at their outdoor leisure activity. One in five respondents in Malta (21%), Latvia and Bulgaria (both 19%) said the same. Respondents in UK (3%) and Austria (4%) are the least likely to say that safety information was not displayed at their outdoor leisure activity.

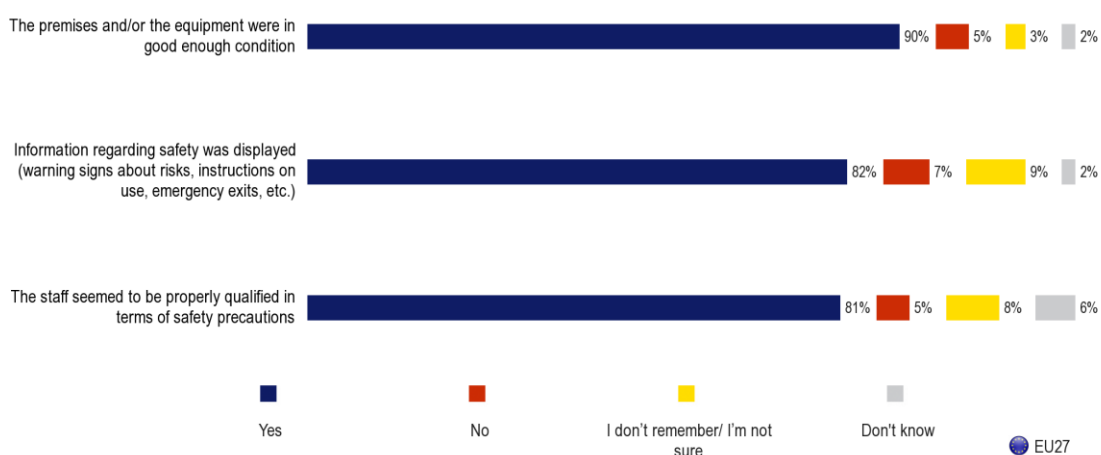
2.3. Safety in swimming pools

EU-level analysis

- Nine out of ten European pool users say the premises and equipment on their last visit were in good enough condition -

Respondents who had visited swimming pools but had not experienced an accident were asked to rate three specific aspects in relation to safety of their last experience while using such a service in their country: **the condition of the premises and equipment, the information on display regarding safety and the qualifications of the staff.**

Q7. Thinking about safety, the last time you used a swimming pool facility in (OUR COUNTRY), please tell me if ...



Basis: Those who used a swimming pool in the last 2 years and did not have any accident = 11059

Nine out of ten (90%) said the premises and/or equipment were in good enough condition, while 82% said safety information was displayed, and 81% said the staff seemed to be properly qualified in terms of safety precautions.

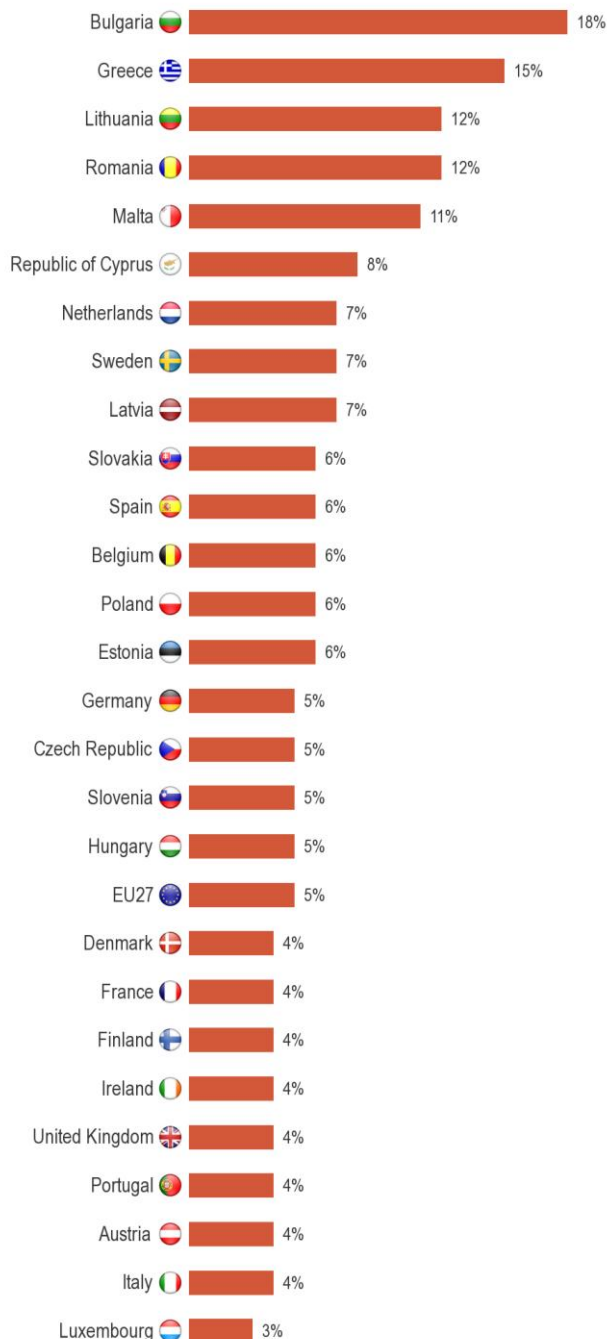
Country-level analysis

2.3.1 Condition of the premises and/or equipment

Question: Q7.1. Thinking about safety, the last time you used a swimming pool facility in (OUR COUNTRY), please tell me if ...

Option: The premises and/or the equipment were in good enough condition

Answers: No



Basis: Those who used a swimming pool in the last 2 years and did not have any accident = 11059

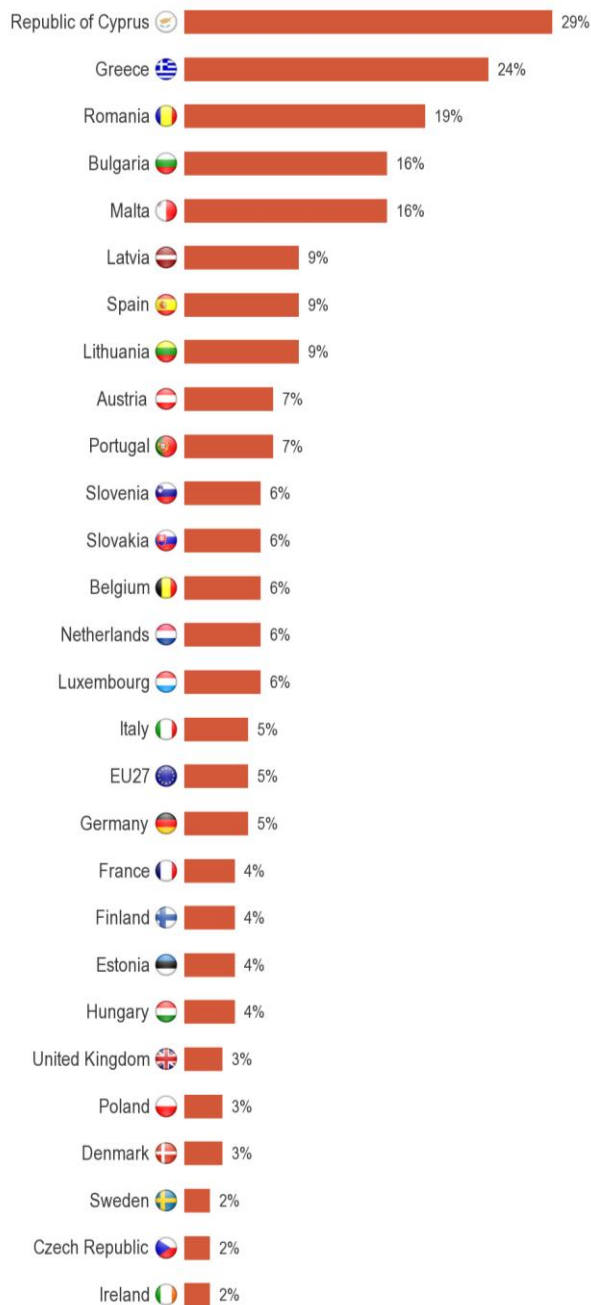
Respondents in Bulgaria (18%) and Greece (15%) are the most likely to say that the **premises and/or equipment** at the swimming pool **were not in good enough condition**. Both results are considerably higher than the overall EU average of 5%.

2.3.2 Staff qualifications in terms of safety precautions

Question: Q7.2. Thinking about safety, the last time you used a swimming pool facility in (OUR COUNTRY), please tell me if ...

Option: The staff seemed to be properly qualified in terms of safety precautions

Answers: No



Basis: Those who used a swimming pool in the last 2 years and did not have any accident = 11059

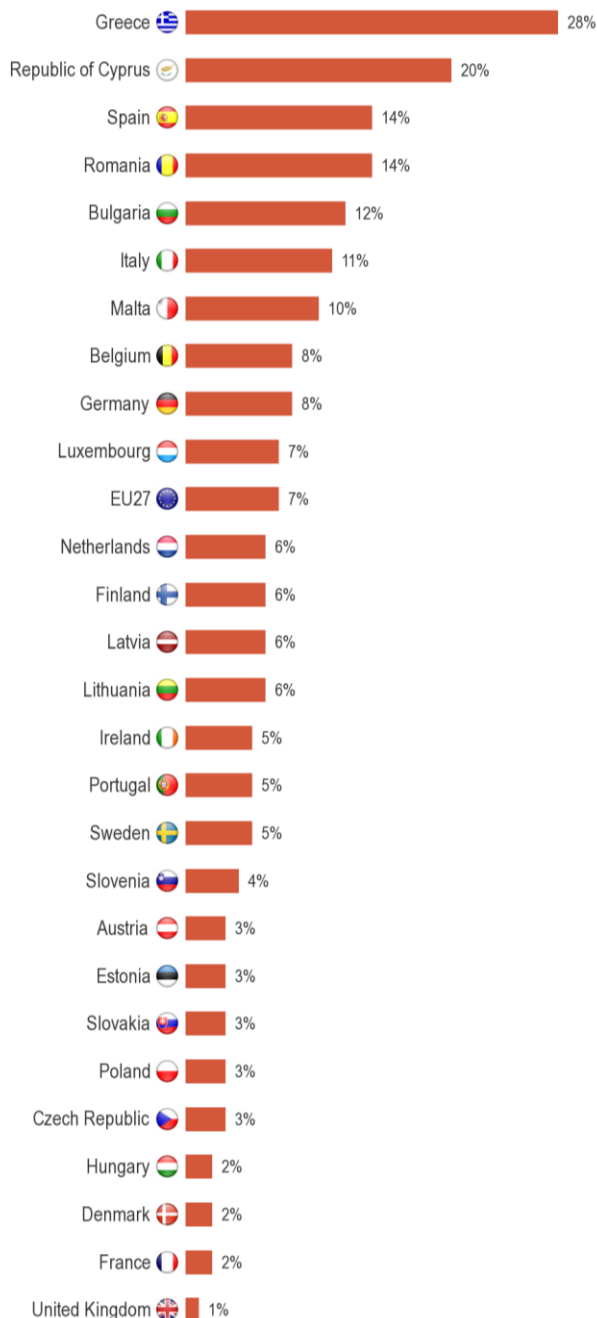
One in three (29%) respondents in Cyprus said that the pool **staff did not seem to be properly qualified in terms of safety**. One quarter (24%) of Greek respondents and 19% of those in Romania said the same. All of these results are much higher than the overall EU average of 5%. In contrast, only 2% of respondents in Ireland, Sweden and the Czech Republic said that the pool staff did not seem to be properly qualified in terms of safety.

2.3.3 Information on display regarding safety

Question: Q7.3. Thinking about safety, the last time you used a swimming pool facility in (OUR COUNTRY), please tell me if ...

Option: Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Answers: No



Basis: Those who used a swimming pool in the last 2 years and did not have any accident = 11059

Respondents in Greece (28%) and Cyprus (20%) are the most likely to say that **safety information was not displayed** at the swimming pool facility they used. This is higher than the EU average of 7%, and much higher than the UK, where only 1% of respondents said the same.

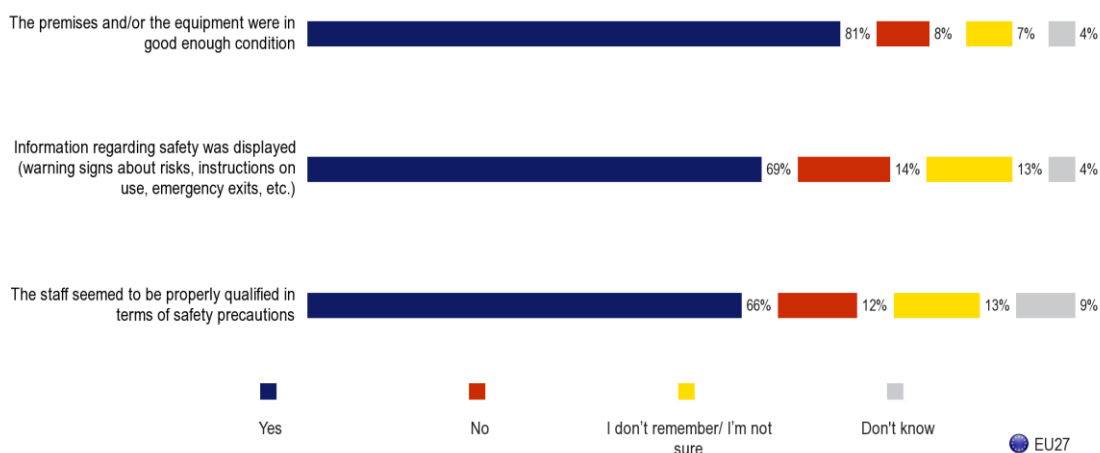
2.4. Safety in amusement parks or fairgrounds

EU-level analysis

- At least one in ten European amusement park visitors say that safety information and staff safety training was lacking -

Respondents who had visited amusement parks or fairgrounds but had not experienced an accident were asked to rate three specific aspects in relation to safety of their last experience when using such a service in their country: **the condition of the premises and equipment, the safety information on display, and the qualifications of the staff.**

Q8. Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...



Basis: Those who went to an amusement park in the last 2 years and did not have any accident = 8707

Eight out of ten (81%) said the premises and/or equipment were in good enough condition, while 69% said safety information was displayed, and 66% said the staff seemed to be properly qualified in terms of safety precautions.

Respondents living in new member states are less likely to say the premises and/or equipment were in good enough condition (69% vs. 84% for EU15), or that safety information was displayed (62% vs. 70% for EU15).

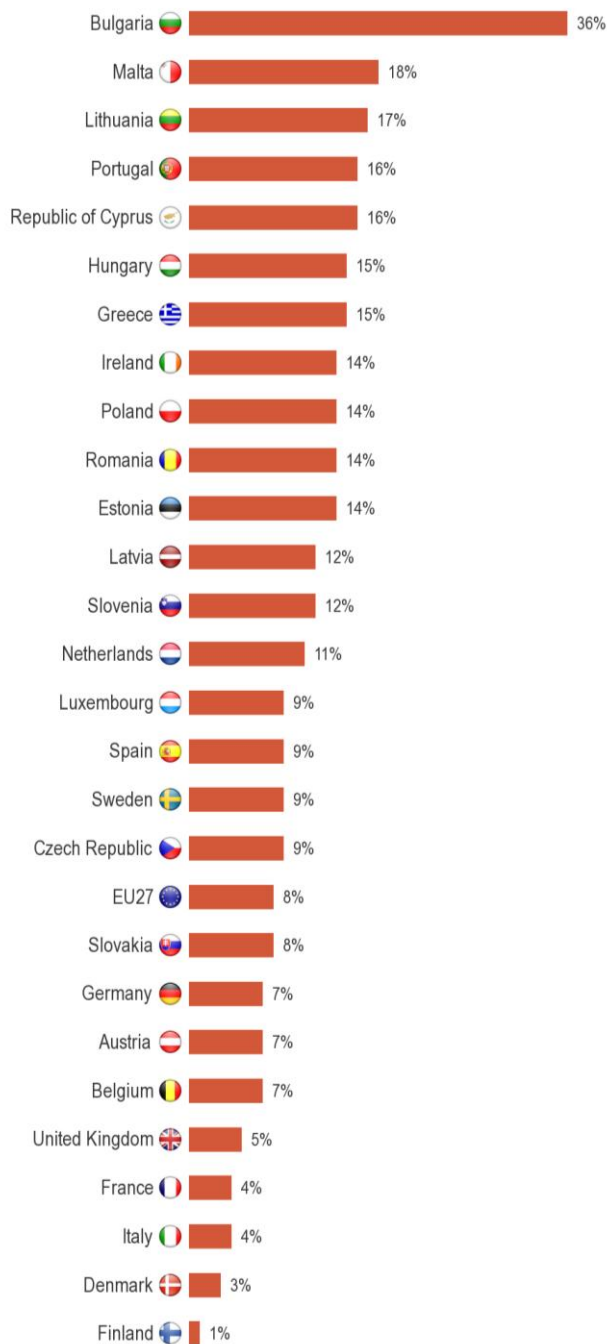
2.4.1 Condition of the premises and/or equipment

Country-level analysis

Question: Q8.1. Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...

Option: The premises and/or the equipment were in good enough condition

Answers: No



Basis: Those who went to an amusement park in the last 2 years and did not have any accident = 8707

More than one third of respondents in Bulgaria (63%) said that the amusement park or fairground **premises and/or equipment were not in good enough condition** the last time they visited one. This is much higher than the EU average of 8%. In a stark contrast only 1% of respondents in Finland, and 3% of those in Denmark said the same.

Socio-demographic analysis

Q8.1 Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...

The premises and/or the equipment were in good enough condition

	No
EU27	8%
Amusement parks	
Was not safe	26%
None of this	7%

Basis: Those who went to an amusement park in the last 2 years and did not have any accident = 8707

Socio-demographic analysis only revealed one notable difference. Respondents who said they had felt unsafe at an amusement park are much more likely to say that the **premises and/or equipment** of the amusement park or fairground **were not in good enough condition** (26% vs. 7% of respondents who had not felt unsafe).

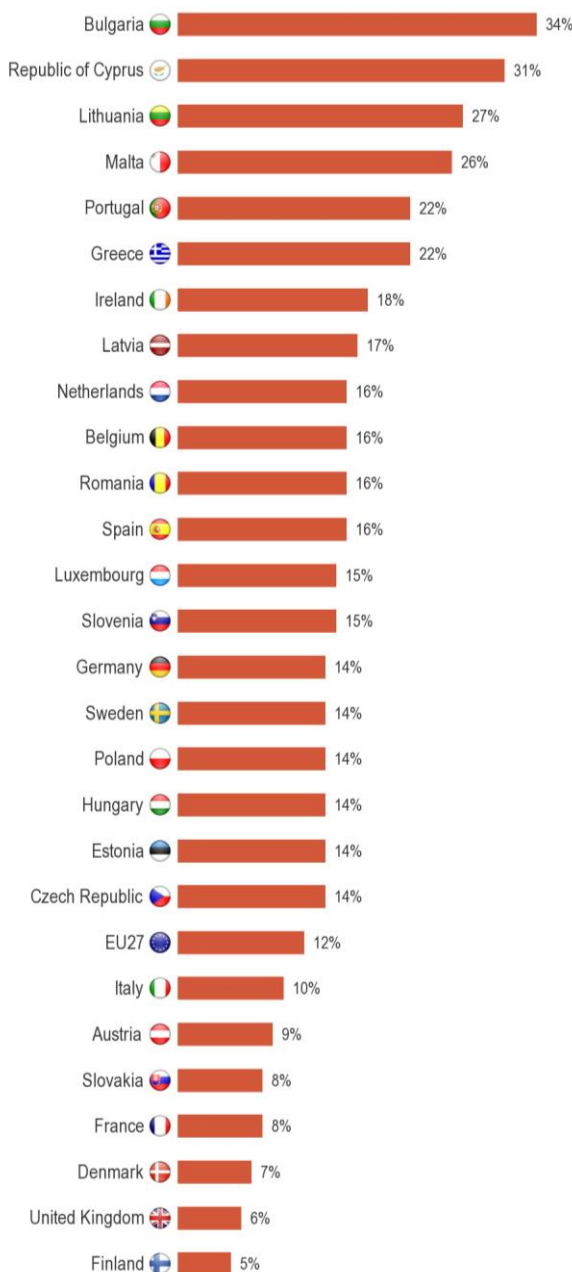
2.4.2 Staff qualifications in terms of safety precautions

Country-level analysis

Question: Q8.2. Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...

Option: The staff seemed to be properly qualified in terms of safety precautions

Answers: No



Basis: Those who went to an amusement park in the last 2 years and did not have any accident = 8707

More than three out of ten respondents in Bulgaria (34%) and Cyprus (31%) said that the **staff** at the amusement park or fairground they visited **did not seem to be properly trained in terms of safety**. It also the case for more than a quarter of the respondents in Lithuania (27%) and Malta (26%). This compares to only 5% of respondents in Finland and 6% in the UK.

Socio-demographic analysis

Q8.2 Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...

The staff seemed to be properly qualified in terms of safety precautions

	No
EU27	12%
Age	
15-24	14%
25-39	15%
40-54	11%
55 +	8%
Amusement parks	
Was not safe	41%
None of this	11%

Basis: Those who went to an amusement park in the last 2 years and did not have any accident = 8707

Socio-demographic analysis illustrates that respondents aged under 40 are more likely to say that staff did not seem properly trained, compared to those aged 55+(14% and 15% vs. 8%). In addition, respondents who said they had felt unsafe at an amusement park are much more likely to say that the **staff did not seem to have proper safety training**, compared to respondents who had not felt unsafe (41% vs. 11%).

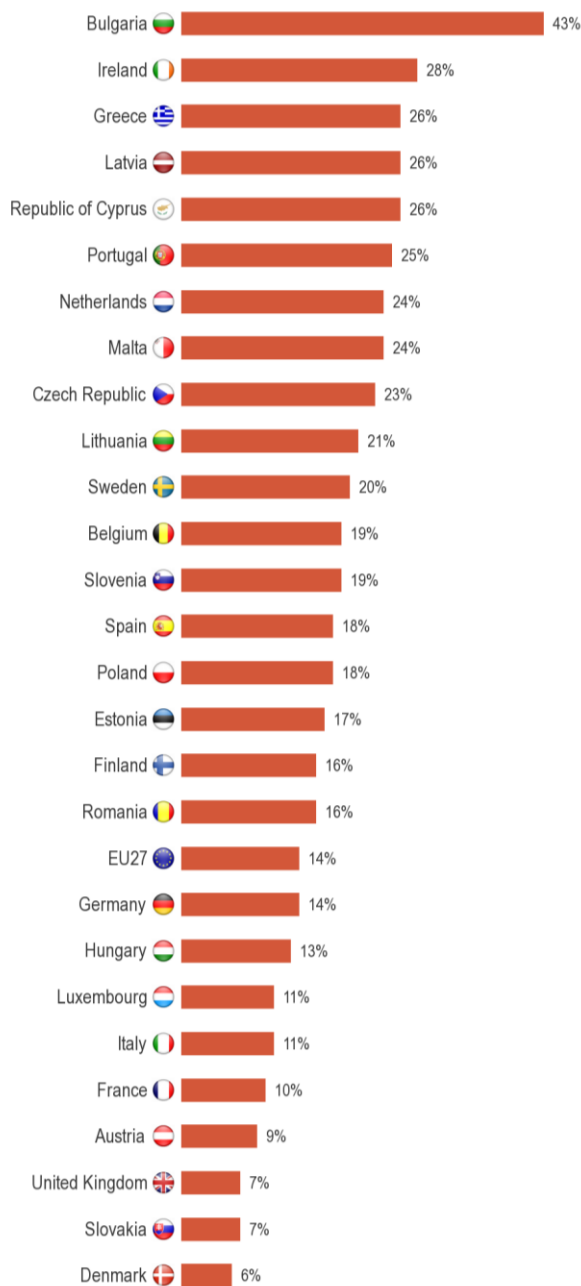
2.4.3 Information on display regarding safety

Country-level analysis

Question: Q8.3. Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...

Option: Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Answers: No



Basis: Those who went to an amusement park in the last 2 years and did not have any accident = 8707

More than four in ten (43%) Bulgarian respondents said that **safety information was not displayed** at the amusement park or fairground they visited. At least one quarter of respondents in Ireland (28%), Greece, Latvia, Cyprus (all 26%) and Portugal (25%) said the same. This is notably higher than the overall EU average of 14%, and much higher than Denmark, where only 6% of respondents said safety information was not displayed.

Socio-demographic analysis

Q8.3 Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...

Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

	No
EU27	14%
Amusement parks	
Was not safe	35%
None of this	14%

Basis: Those who went to an amusement park in the last 2 years and did not have any accident = 8707

Socio-demographic analysis only revealed one notable difference. Respondents who said they had felt unsafe at an amusement park are much more likely to say that **safety information was not displayed**, compared to respondents who had not felt unsafe (35% vs. 14%).

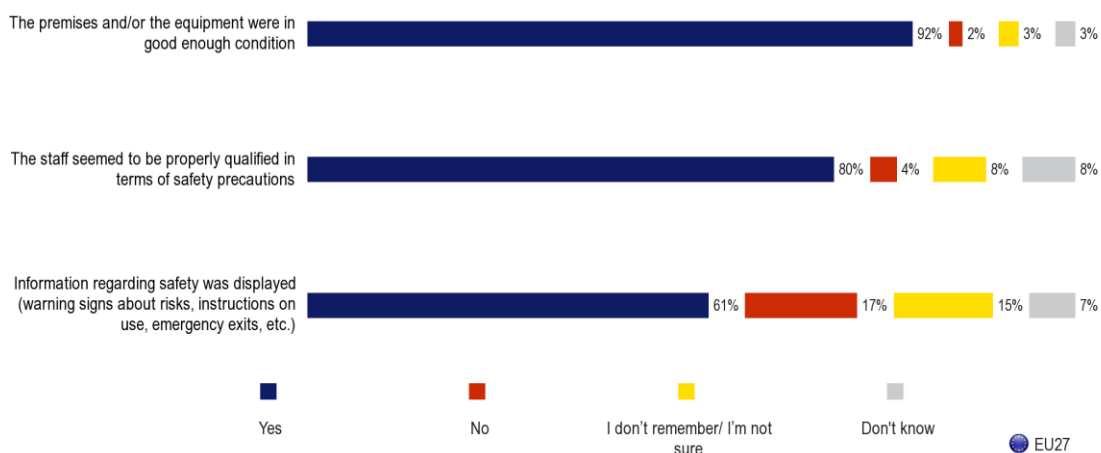
2.5. Safety in beauty and wellness centres

EU-level analysis

- About one in six beauty centre visitors say that safety information was not displayed -

Respondents who had visited beauty and wellness centres but had not experienced an accident were asked to rate three specific aspects in relation to safety of their last experience when using such a service in their country: **the condition of the premises and equipment, the information on display regarding safety and the qualifications of the staff.**

Q9. Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...



Basis: Those who went to a beauty and wellness centre in the last 2 years and did not have any accident = 10792

Nine out of ten (92%) said they premises and/or equipment were in good enough condition, while 80% said the staff seemed to be properly qualified in terms of safety precautions, and 61% said safety information was displayed.

Respondents living in new member states are more likely to say that staff in beauty and wellness centres seemed properly trained in safety precautions (86% vs. 79% for EU15). They are also more likely to say that safety information was displayed (67% vs. 59% for EU15).

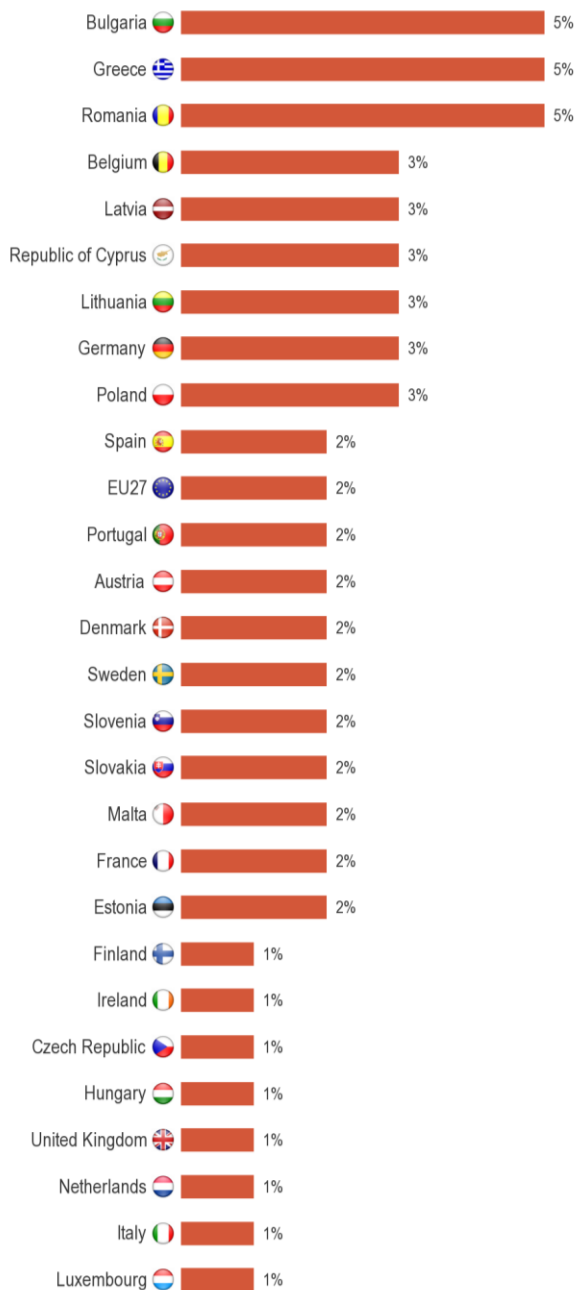
2.5.1 Condition of the premises and/or equipment

Country-level analysis

Question: Q9.1. Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

Option: The premises and/or the equipment were in good enough condition

Answers: No



Basis: Those who went to a beauty and wellness centre in the last 2 years and did not have any accident = 10792

There is very little variation (5 percentage points) across countries in the proportion of respondents who said that the **premises and/or equipment** of their beauty or wellness centre **was not in good enough condition**. Respondents in Bulgaria, Greece and Romania (all 5%) were most likely to say this.

Socio-demographic analysis

Q9.1 Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

The premises and/or the equipment were in good enough condition

	No
EU27	2%
Beauty centres	
Was not safe	16%
None of this	2%

Basis: Those who went to a beauty and wellness centre in the last 2 years and did not have any accident = 10792

Socio-demographic analysis only revealed one noteworthy difference. Respondents who had felt unsafe at a beauty and wellness centre in the past are more likely to say the **equipment and/or premises** of the last centre they visited **was not in good enough condition** (16% vs. 2% of those who had not felt unsafe in the past).

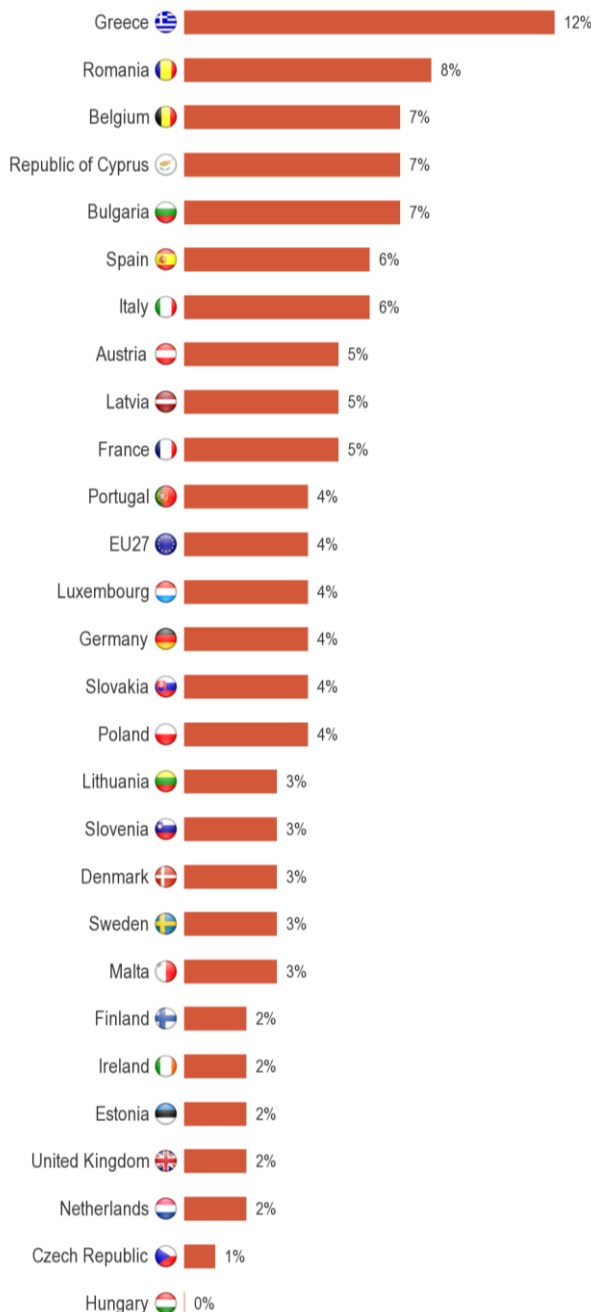
2.5.2 Staff qualifications in terms of safety precautions

Country-level analysis

Question: Q9.2. Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

Option: The staff seemed to be properly qualified in terms of safety precautions

Answers: No



Basis: Those who went to a beauty and wellness centre in the last 2 years and did not have any accident = 10792

Respondents in Greece (12%) are the most likely to say that the **staff** at the beauty and wellness centre they visited **did not seem to be properly qualified in terms of safety**. By comparison no respondents in Hungary said the same.

Socio-demographic analysis

Q9.2 Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

The staff seemed to be properly qualified in terms of safety precautions

	No
EU27	4%
Beauty centres	
Was not safe	31%
None of this	4%

Socio-demographic analysis only revealed one noteworthy difference. Respondents who had felt unsafe at a beauty and wellness centre in the past are more likely to say the **staff did not seem to be properly qualified in terms of safety** (31% vs. 4% of those who had not felt unsafe in the past).

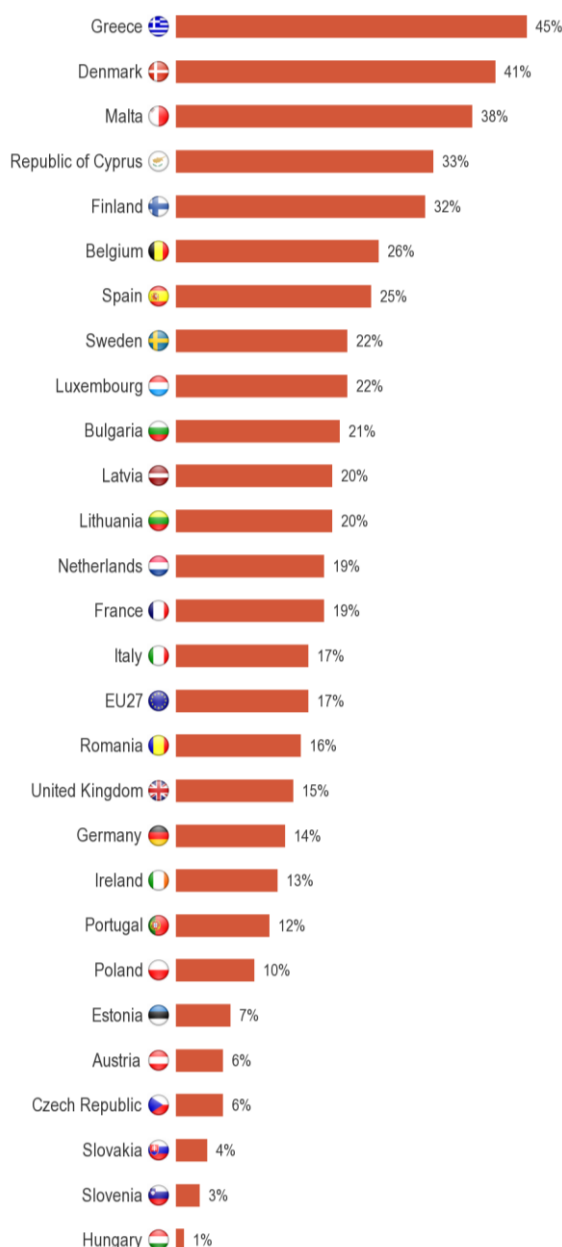
2.5.3 Information on display regarding safety

Country-level analysis

Question: Q9.3. Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

Option: Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Answers: No



Basis: Those who went to a beauty and wellness centre in the last 2 years and did not have any accident = 10792

When it comes to the **display of safety information**, opinions are much more varied. At least four out of ten respondents in Greece (45%) and Denmark (41%) said that safety information was not displayed at their beauty and wellness centre. This is considerably higher than the EU average of 17%, and much higher than in Hungary, where only 1% of respondents said the same.

Socio-demographic analysis

Q9.3 Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

	No
EU27	17%
Age	
15-24	23%
25-39	17%
40-54	16%
55 +	16%
Education (End of)	
15-	14%
16-19	14%
20+	19%
Still studying	25%
Beauty centres	
Was not safe	30%
None of this	17%

Socio-demographic analysis highlighted several differences. Respondents aged 15-24 are more likely than older respondents to say that **safety information was not displayed** at their beauty and wellness centre (23% vs. 16-17%). When considering education levels, students are the most likely to say that safety information was not displayed (25%), particularly compared to those who completed their education before the age of 20 (14%).

Respondents who had felt unsafe at a beauty and wellness centre in the past are more likely to say safety information was not displayed (30% vs. 17% of those who had not felt unsafe in the past).

2.6. Compared level of safety of the different services

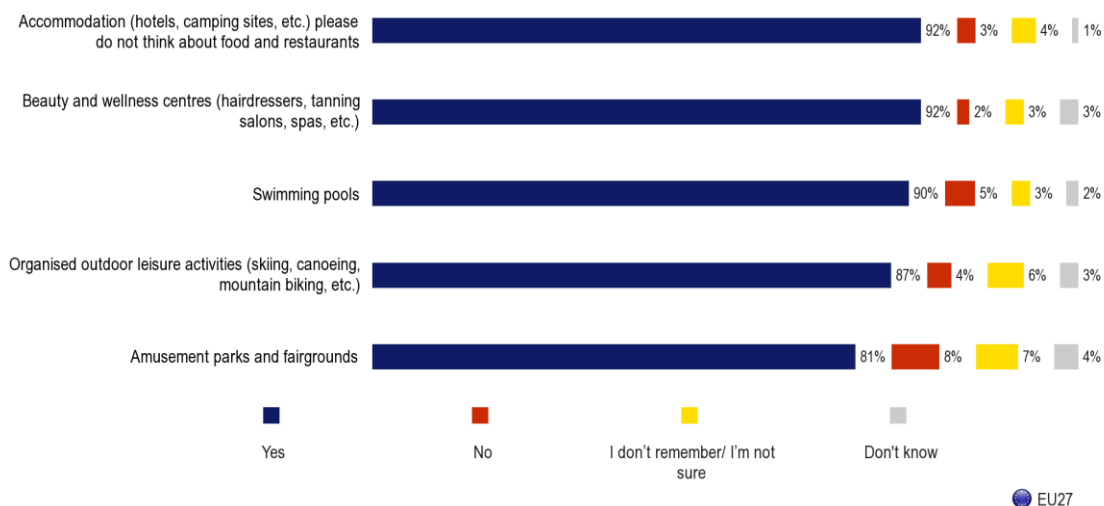
In this section we will take an EU level overview and compare the relative safety of each of these services, as perceived by users, for the three aspects discussed in the previous sections: **premises and equipment, staff safety training, and the display of safety information.**

EU-level analysis

- Swimming pool facilities consistently rate highly across the three main safety aspects discussed -

2.6.1 Condition of the premises and/or equipment

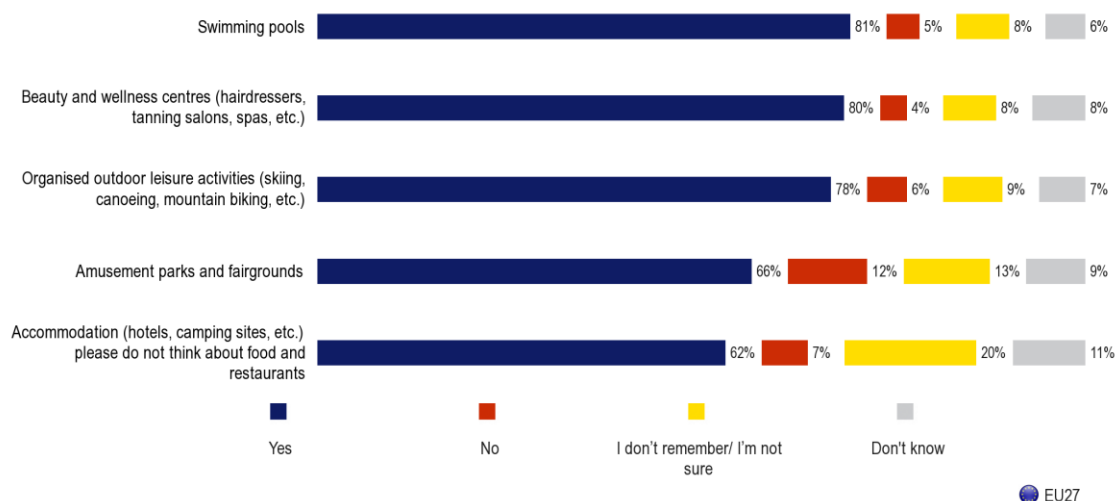
The premises and/or the equipment were in good enough condition



Europeans are most likely to consider the premises and/or equipment at **amusement parks and fairgrounds** were not in acceptable condition (8%). One in twenty (5%) said that the **swimming pool** premises and/or equipment were not in good enough condition, while 4% said the same for this aspect of **organised leisure activities**. Even fewer said that their **accommodation** premises and/or equipment were not in good enough condition (3%), while 2% said this about the **beauty and wellness centre** they visited.

2.6.2 Staff qualifications in terms of safety precautions

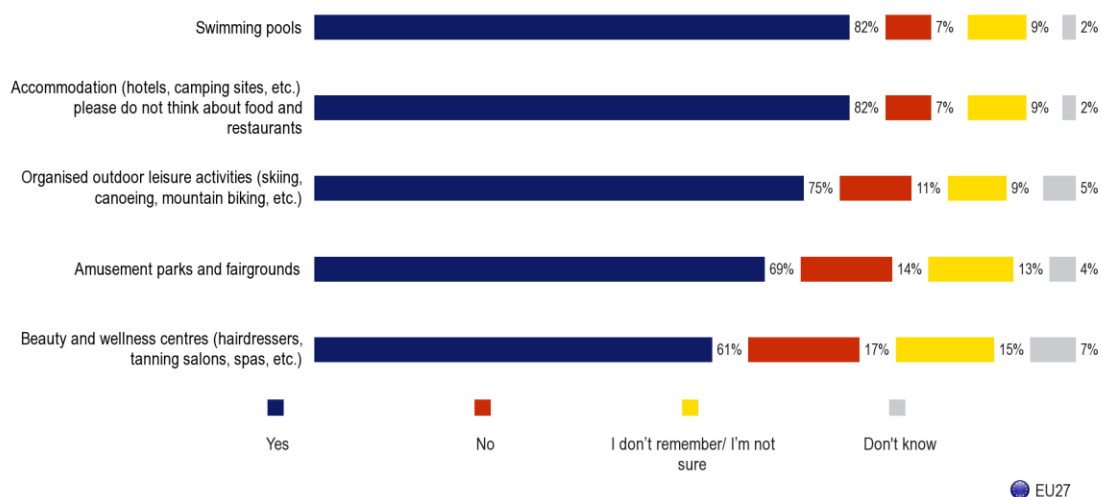
The staff seemed to be properly qualified in terms of safety precautions



Europeans are most likely to say the staff at **amusement parks and fairgrounds** did not seem to have proper qualifications in terms of safety (12%). Although 7% said this about the staff at their **accommodation**, it is worth noting that one in five (20%) could not remember. Around on in twenty said the staff at their **organised outdoor leisure activity** (6%), **swimming pool** (5%) and **beauty and wellness centre** (4%) did not seem to be properly qualified in terms of safety precautions.

2.6.3 Information on display regarding safety

Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)



Europeans are most likely to say that safety information was not displayed at their **beauty and wellness centre** (17%), followed by **amusement parks and fairgrounds** (14%), and **organised leisure activities** (11%). Fewer than one in ten said that safety information was not displayed at their **accommodation**, or at the **swimming pool** they visited (both 7%).

Compared to the other services, **amusement parks and fairgrounds** are generally viewed more negatively - particularly in terms of premises (8%) and staff safety training (12%). More than one in ten also rated them negatively when it came to displaying safety information (14%). In comparison, **swimming pools** generally perform well, with fewer negative responses in terms of premises (5%), staff training (5%) and display of safety information (7%).

Other services have more mixed responses. For example 17% of respondents said that the **beauty and wellness centre** did not have safety information displayed, but only 4% said staff did not seem to be properly qualified in terms of safety, and 2% said the premises and/or equipment were not in good enough condition.

3. CAUSES AND CONSEQUENCES OF AN ACCIDENT IN PAID-FOR SERVICES

This section of the report examines the type of accidents occurring in accommodation services in particular, as well as European consumers' views on why accidents happen generally in the different sectors, and the consequences of those accidents. It also explores the involvement of children in these accidents. Finally, the proportion of Europeans who complain about accidents and the reasons for not making a complaint are explored.

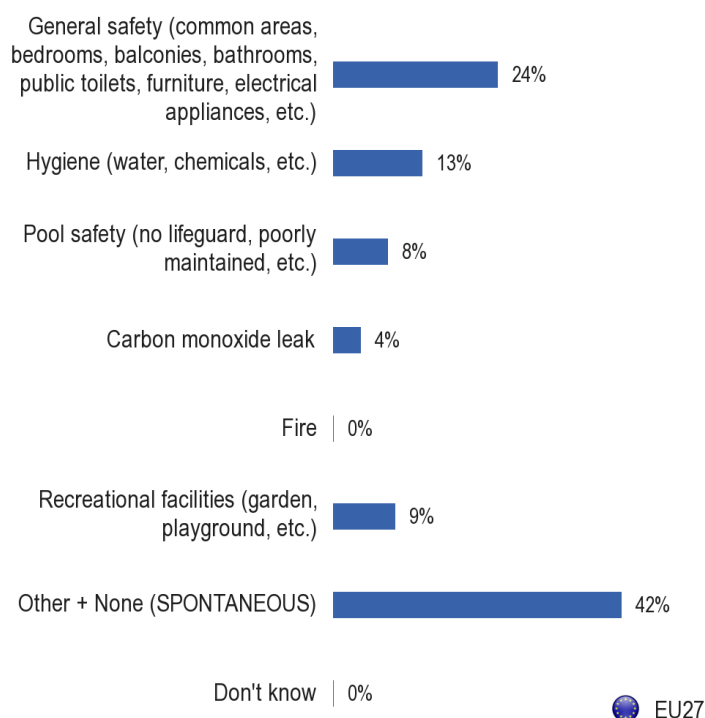
3.1. Types of accidents in accommodation

EU-level analysis

- One quarter of accidents in accommodation are related to general safety issues such as common areas and electrical appliances -

Respondents who said someone in their household experienced an accident in paid-for accommodation were asked what the accident was related to.

Q10. Was the accident in the accommodation related to any of the following?



Basis: Those who experienced an accident regarding accommodation = 164

The most common response was '**general safety' including common areas, bedrooms, electrical appliances, furniture** and so on (24%). Around one in ten said the accident was related to hygiene (13%), recreational facilities (9%) or pool safety (8%). Fewer than one in twenty said the accident was related to a carbon monoxide leak (4%). No accidents were reported as related to fire.

Four out of ten respondents (42%) said the accident was not related to any of the aspects mentioned in the list.

Respondents living in EU15 countries are more likely to say the accident was related to general safety, compared to those living in new member states (25% vs. 15%). They are also more likely to say the accident was related to hygiene (14% vs. 9% of new member states) or recreational facilities (10% vs. 5% of new member states).


Country-level analysis

Country level analysis could not be performed as sample sizes were too small to provide a statistically valid result.

Socio-demographic analysis

Socio-demographic analysis was limited due to small sample sizes. The analysis that could be conducted showed that women are more likely to say the accident was related to pool safety (17% vs. 2%), or to hygiene (26% vs. 5%) while men are more likely to say the accident was related to recreational facilities (12% vs. 4%).

Q10 Was the accident in the accommodation related to any of the following?

	General safety	Hygiene	Recreational facilities	Pool safety	Carbon monoxide leak	Other + None (SPONTANEOUS)
EU27	24%	13%	9%	8%	4%	42%
 Sex						
Male	21%	5%	12%	2%	7%	52%
Female	27%	26%	4%	17%	0%	26%

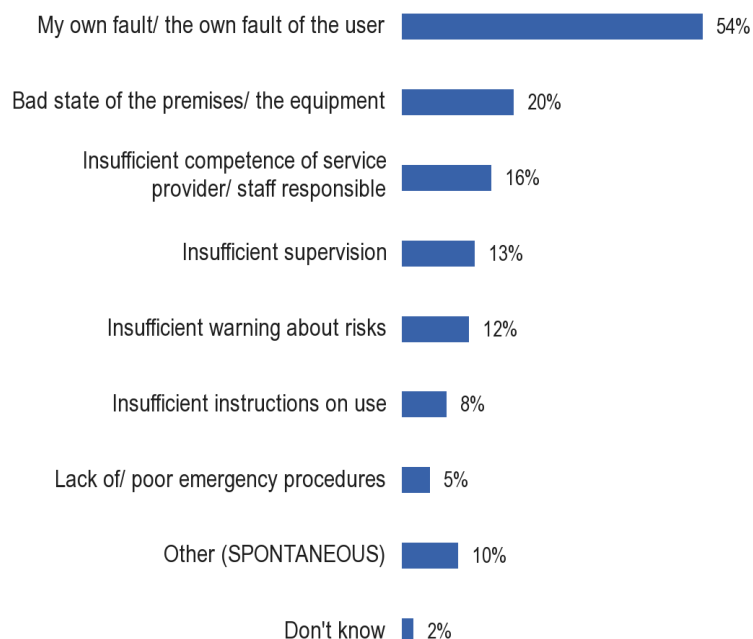
3.2. Causes of accidents

EU-level analysis

- Most say that injury-causing accidents in paid-for services were caused by themselves/the user -

Respondents who had experienced an accident when using any of the services were asked what they thought had caused it.

Q12. In your opinion, was the accident caused by...?



EU27

Basis: Those who experienced an accident = 1441

Most of the respondents (54%) said it was **their own fault, or the fault of the user**. One in five (20%) said the bad state of the premises or equipment was to blame, while 16% said that the staff were responsible due to insufficient competence. Around one in ten blamed insufficient supervision (13%), insufficient warnings about risks (12%) or insufficient instructions on use (8%). One in twenty (5%) said a lack of or poor emergency procedures was responsible for the accident. One in ten (10%) mentioned 'other' as a reason.

Country-level analysis

Country level analysis could not be performed as sample sizes were too small to provide a statistically valid result for all countries.

Socio-demographic analysis

Q12 In your opinion, was the accident caused by...? (MULTIPLE ANSWERS)

	Bad state of the premises/ the equipment	Insufficient competence of service provider/ staff responsible	Insufficient instructions on use	Insufficient warning about risks	Insufficient supervision	Lack of/ poor emergency procedures	My own fault/ the own fault of the user	Other (SP.)	DK/NA
EU27	20%	16%	8%	12%	13%	5%	54%	10%	2%
Sex									
Male	20%	12%	9%	9%	12%	5%	58%	10%	2%
Female	19%	20%	7%	15%	14%	5%	50%	10%	1%
Age									
15-24	25%	14%	4%	15%	11%	4%	59%	6%	3%
25-39	18%	19%	9%	12%	12%	5%	54%	9%	2%
40-54	18%	14%	13%	11%	15%	5%	51%	13%	1%
55+	14%	18%	6%	9%	15%	7%	49%	12%	2%
Education (End of)									
15-	26%	19%	7%	12%	13%	13%	59%	4%	6%
16-19	16%	18%	7%	12%	9%	4%	53%	10%	3%
20+	19%	14%	10%	10%	15%	5%	56%	12%	1%
Still studying	26%	17%	4%	16%	14%	4%	52%	6%	1%
Respondent occupation scale									
Self-employed	12%	13%	4%	8%	10%	1%	56%	23%	-
Employee	17%	19%	8%	11%	12%	5%	57%	8%	1%
Manual workers	30%	19%	12%	11%	14%	7%	43%	7%	2%
Not working	21%	14%	8%	15%	14%	6%	54%	9%	3%

Basis: Those who experienced an accident = 1441

Socio-demographic analysis shows a number of differences:

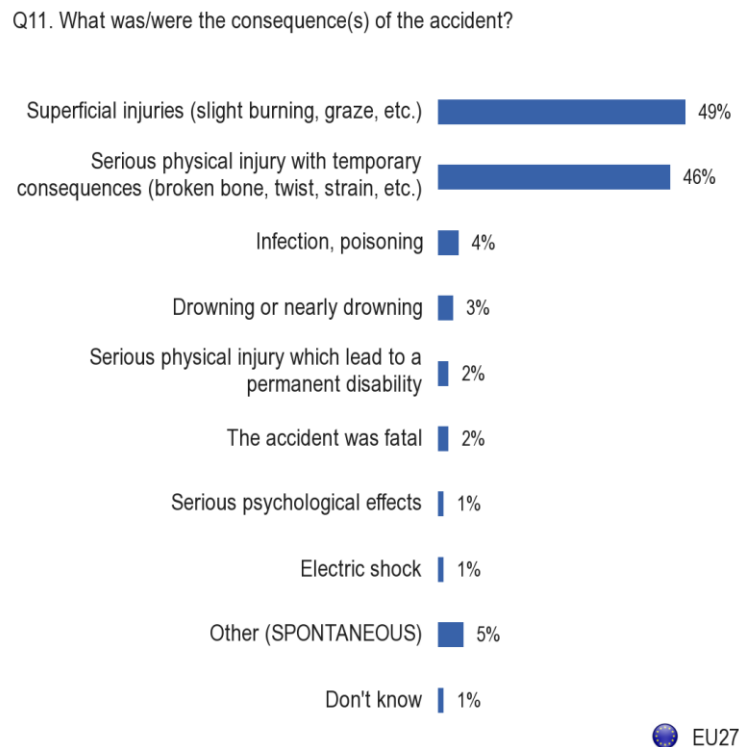
- Women are more likely than men to say that the accident was caused by **staff's lack of competence** (20% vs. 12%) and **insufficient warnings about risk** (15% vs. 9%), while men are more likely to say it was **their fault or the users fault** (58% vs. 50%).
- Respondents aged 55+ are the least likely to say that the accident was caused by the bad condition of the premises or equipment, insufficient instructions, insufficient warnings or that it was their own fault or the users fault. In some cases the differences are large, for example 49% said that the accident was **their fault or the users fault**, compared to 59% of those aged 15-24. Similarly, 14% said the bad state of the premises or equipment caused the accident, compared to 25% of 18-24 year olds.
- Respondents with the least education are more likely to say the accident was caused by **poor or a lack of emergency procedures** (13% vs. 4-5% for other groups).
- Manual workers are more likely than other occupation groups to say that **the bad state of the premises or equipment** cause the accident, particularly when compared to the self-employed (30% vs. 12%).
- Manual workers are also less likely than other occupation groups to say that the accident was **their own or the users fault**, particularly compared to employees (43% vs. 57%).

3.3. What are the consequences of accidents?

EU-level analysis

- Most accidents result in superficial injury or serious but temporary injury -

Respondents who experienced an accident (involving either themselves or someone in their household) were asked about the consequences of the accident.



Basis: Those who experienced an accident = 1441

The most common consequences were superficial injuries (49%) or serious injuries with temporary consequences such as a sprain, twist or broken bone (46%). Less commonly experienced were infections or poisoning (4%), drowning or near drowning (3%) and serious injury causing permanent disability (2%). In 2% of cases the accident was fatal, while 1% involved electric shock, and 1% led to serious psychological effects.

Respondents in EU15 countries are more likely to report the accident led to a serious physical injury with temporary effects (48%) compared to those in new member states (40%).

Country-level analysis

Country level analysis could not be performed as sample sizes were too small to provide a statistically valid result for all countries.

Socio-demographic analysis

Q11 What was/were the consequence(s) of the accident? (MULTIPLE ANSWERS)

	Superficial injuries	Serious physical injury with temporary consequences	Infection, poisoning	Drowning or nearly drowning	Serious physical injury which lead to a permanent disability	The accident was fatal	Electric shock	Serious psychological effects
EU27	49%	46%	4%	3%	2%	2%	1%	1%
Age								
15-24	52%	49%	3%	7%	1%	3%	1%	0%
25-39	54%	41%	4%	2%	1%	1%	0%	0%
40-54	44%	52%	4%	1%	2%	1%	1%	1%
55 +	44%	44%	9%	1%	2%	0%	0%	2%
Education (End of)								
15-	34%	50%	9%	1%	3%	3%	0%	2%
16-19	49%	45%	2%	3%	2%	1%	1%	1%
20+	48%	44%	5%	4%	1%	1%	1%	0%
Still studying	59%	54%	4%	3%	2%	3%	0%	0%
Respondent occupation scale								
Self-employed	43%	40%	8%	6%	5%	0%	3%	2%
Employee	47%	48%	4%	2%	0%	1%	0%	0%
Manual workers	43%	42%	2%	1%	3%	2%	0%	0%
Not working	56%	47%	5%	4%	1%	2%	0%	1%

Basis: Those who experienced an accident = 1441

Socio-demographic analysis highlighted several differences:

- Respondents aged 40+ are less likely than younger respondents to say that accident resulted in **superficial injury** (44% vs. 52-54%).
- Respondents aged 40-54 are the most likely to say the accident resulted in **serious injury with a temporary consequence** (52%), particularly compared to those aged 25-39 (41%).
- The longer the respondents stayed in education, the more likely they are to report **the injury was superficial**. For example, 34% of those who completed their education aged 15 or younger reported superficial injuries, compared to 49% of those who completed their education aged 16-19.
- Respondents who are not working are the most likely to say that the accident led to **superficial injuries** (56%), particularly compared to manual workers and the self-employed (both 43%).
- It is also to be noted that **fatal accidents** are mainly reported by the younger respondents (3% for those aged between 15 and 24). No one aged 55+ reported any fatal accident.

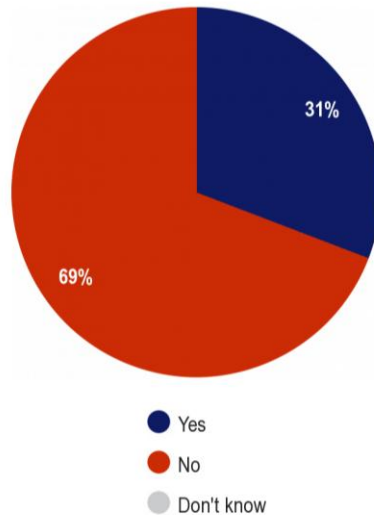
3.4. Child involvement

EU-level analysis

- Three in ten accidents happened to children under 15 years of age -

Respondents were asked if the accident involved a child under 15 years of age.

Q13. Did the accident happen to a child under 15 years of age?



 EU27

Basis: Those who experienced an accident = 1441

The majority, 69%, said it did not.

Country-level analysis

Country level analysis could not be performed as sample sizes were too small to provide a statistically valid result for all countries.

Socio-demographic analysis

Q13 Did the accident happen to a child under 15 years of age?

	Yes	No
EU27	31%	69%
Sex		
Male	33%	66%
Female	28%	72%
Age		
15-24	19%	81%
25-39	37%	63%
40-54	38%	62%
55 +	25%	73%
Education (End of)		
15-	29%	71%
16-19	33%	67%
20+	33%	67%
Still studying	21%	79%
Respondent occupation scale		
Self-employed	31%	69%
Employee	36%	64%
Manual workers	27%	73%
Not working	26%	73%

Socio-demographic analysis reveals few significant differences:

- Men are more likely to say that the accident involved a child under 15 than women (33% vs. 28%). Respondents aged 25-54 are also more likely than other age groups to say the accident happened to a child under 15 (37-38% vs. 15-24:19%, 55+:25%).
- Students are the least likely to say the accident happened to a child under 15 (21%), compared to those who have already completed their education (29-33%).

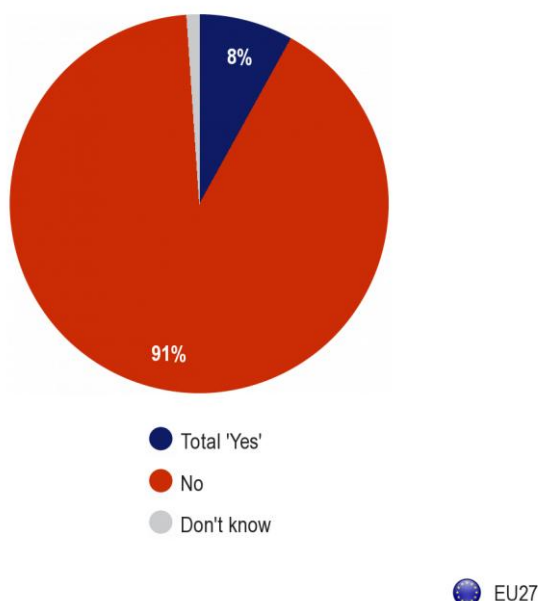
4. DO PEOPLE COMPLAIN IN CASE OF ACCIDENT?

EU-level analysis

- Fewer than one in ten respondents make an official complaint when they experience an accident, and the belief that there wouldn't be a satisfactory resolution is the most common reason for not complaining -

Respondents were asked if they or someone in their household made an official complaint about the accident.

Q14. Did you or someone from your household make an official complaint about the accident?



Basis: Those who experienced an accident = 1441

Almost all (91%) said that they did not. Only 2% said they complained but did not receive a reply, 2% are waiting on the outcome of their complaint, 2% have received financial compensation, and a further 2% received another kind of compensation. In total, 8% of respondents said they made an official complaint.

Country-level analysis

Country level analysis could not be performed as sample sizes were too small to provide a statistically valid result for all countries.

Socio-demographic analysis

Q14 Did you or someone from your household make an official complaint about the accident?

	Total 'Yes'	No
EU27	8%	91%
Sex		
Male	5%	94%
Female	10%	89%
Age		
15-24	3%	97%
25-39	7%	92%
40-54	10%	89%
55 +	15%	81%
Education (End of)		
15-	13%	82%
16-19	9%	90%
20+	8%	91%
Still studying	3%	97%
Respondent occupation scale		
Self-employed	8%	92%
Employee	8%	91%
Manual workers	12%	88%
Not working	6%	92%

Socio-demographic analysis illustrates that

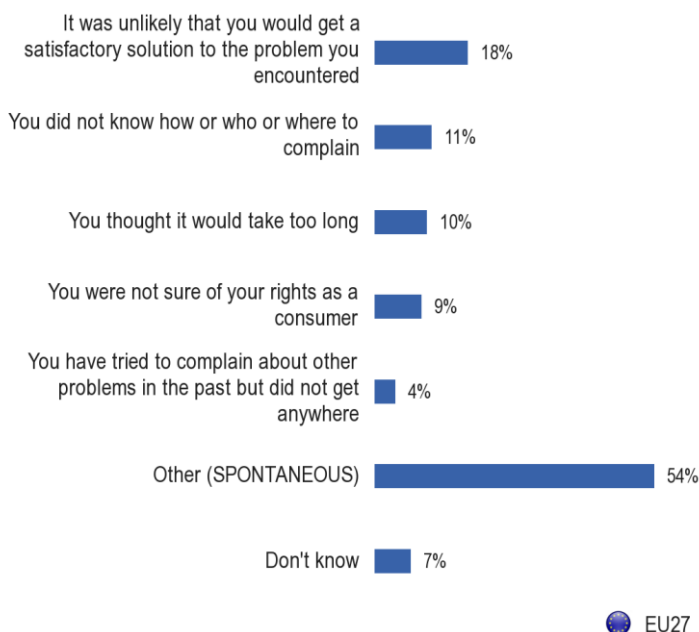
- Women are more likely than men to make an official complaint (10% vs. 5%). The younger the respondents, the less likely they are to make an official complaint. Only 3% of 15-24 year olds made an official complaint about the accident, compared to 15% of those aged 55+. Students are less likely to make a complaint than those who completed their education prior to 16 years (3% vs. 13%).
- Manual workers are more likely to make an official complaint about an accident than those who are not working (12% vs. 6%).

4.1. Why don't people complain?

EU-level analysis

Respondents who said no one from their household made an official complaint about the accident were asked why this was the case.

Q15. Why did you or someone from your household not make an official complaint about the accident?



Basis: Those who experienced an accident = 1441

One in five (18%) said they thought it was unlikely they would get a satisfactory answer to the problem, while 11% said they didn't know how/who/where to complain. One in ten thought it would take too long. For 9%, a complaint wasn't made because they were unsure of their rights, while 4% said they had tried to complain about other problems in the past but didn't get anywhere. However, the most common reason for not complaining was 'other' reasons (54%).

Country-level analysis

Country level analysis could not be performed as sample sizes were too small to provide a statistically valid result for all countries.

Socio-demographic analysis

Q15 Why did you or someone from your household not make an official complaint about the accident? (MAX. 3 ANSWERS)

	It was unlikely that you would get a satisfactory solution to the problem you encountered	You did not know how or who or where to complain	You thought it would take too long	You were not sure of your rights as a consumer	You have tried to complain about other problems in the past but did not get anywhere	Other (SPONTANEOUS)	DKNA
EU27	18%	11%	10%	9%	4%	54%	7%
Sex							
Male	13%	9%	12%	6%	3%	60%	6%
Female	23%	13%	9%	12%	5%	48%	8%
Age							
15-24	24%	15%	14%	13%	3%	43%	6%
25-39	12%	12%	11%	8%	5%	56%	7%
40-54	18%	9%	8%	6%	6%	62%	8%
55+	18%	7%	5%	6%	1%	58%	12%
Education (End of)							
15-	28%	14%	3%	11%	1%	50%	6%
16-19	21%	16%	10%	5%	4%	55%	7%
20+	13%	6%	11%	9%	5%	57%	10%
Still studying	19%	15%	11%	14%	2%	48%	3%
Respondent occupation scale							
Self-employed	12%	5%	8%	6%	5%	70%	4%
Employee	18%	9%	11%	6%	5%	56%	8%
Manual workers	28%	20%	11%	14%	3%	51%	1%
Not working	16%	13%	11%	10%	4%	48%	9%

Basis: Those who experienced an accident = 1441

Socio-demographic analysis highlights a number of differences:

- Just over one in ten women (23%) said that they did not complain because they thought it was **unlikely they would get a satisfactory solution to the problem**. This compares to 13% of men who said the same. Women are also more likely than men to say that they **weren't sure of their rights** (12% vs. 6%).
- Respondents under 40 are more likely to say they **didn't know who/how/where to complain**. For example, 15% of those aged 15-24 said this, compared to 7% of those aged 55+. One quarter (24%) of 15-24s said they didn't think they would get a satisfactory response, higher than all the other age groups, particularly those aged 25-34 (12%).
- The youngest age group are also the most likely to say they thought a **complaint would take too long** (14% vs. 5% of those aged 55+), and that they weren't sure of their rights as a consumer (13% vs. 6-8% for older age groups).
- Those who completed their education aged 20+ are the least likely to say they didn't know who/how/where to complain (6% vs. 14-16% for students and those who completed their education prior to 20).
- Those who completed their education before age 16 are the most likely to say they didn't think they would get a satisfactory solution to the problem (28%), particularly compared to those who completed their education aged 20+ (13%).

- In contrast those with the least education are also the least likely to say that they thought the complaint would take too long (3% vs. 10-11% of students and those who finished their education aged 16+).
- One in five manual workers (20%) said they didn't know who/how/where to make a complaint. This is the highest of all occupational groups, and much higher than the self-employed (5%).
- Manual workers are also more likely than other occupational groups to say that they thought it was unlikely they would get a satisfactory solution, particularly when compared with the self-employed (28% vs. 12%).

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 350

"Safety of services"

TECHNICAL SPECIFICATIONS

Between the 7th of May and the 10th of May 2012, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 350 about "Safety of services".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for DG SANCO. It is a general public survey co-ordinated by the Directorate-General for Communication ("Research and Speechwriting" Unit). The FLASH EUROBAROMETER 350 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over. The survey covers the national population of citizens (in these countries) as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS have developed their own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.001	07/05/2012	10/05/2012	8.939.546
BG	Bulgaria	TNS BBSS	1.004	07/05/2012	10/05/2012	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	07/05/2012	10/05/2012	9.012.443
DK	Denmark	TNS Gallup A/S	1.002	07/05/2012	10/05/2012	4.561.264
DE	Germany	TNS Infratest	1.000	07/05/2012	10/05/2012	64.409.146
EE	Estonia	TNS Emor	1.000	07/05/2012	10/05/2012	945.733
EL	Greece	TNS ICAP	1.000	07/05/2012	10/05/2012	8.693.566
ES	Spain	TNS Demoscopia S.A	1.001	07/05/2012	10/05/2012	39.035.867
FR	France	TNS Sofres	1.004	07/05/2012	10/05/2012	47.756.439
IE	Ireland	IMS Millward Brown	1.000	07/05/2012	10/05/2012	3.522.000
IT	Italy	TNS Infratest	1.001	07/05/2012	10/05/2012	51.862.391
CY	Rep. of Cyprus	CYMAR	504	07/05/2012	10/05/2012	660.400
LV	Latvia	TNS Latvia	1.001	07/05/2012	10/05/2012	1.447.866
LT	Lithuania	TNS Lithuania	1.001	07/05/2012	10/05/2012	2.829.740
LU	Luxembourg	TNS Dimarso	500	07/05/2012	10/05/2012	404.907
HU	Hungary	TNS Hoffmann Kft	1.001	07/05/2012	10/05/2012	8.320.614
MT	Malta	MISCO International Ltd	505	07/05/2012	10/05/2012	335.476
NL	Netherlands	TNS NIPO	1.003	07/05/2012	10/05/2012	13.371.980
AT	Austria	TNS Austria	1.000	07/05/2012	10/05/2012	7.009.827
PL	Poland	TNS OBOP	1.000	07/05/2012	10/05/2012	32.413.735
PT	Portugal	TNS EUROTESTE	1.000	07/05/2012	10/05/2012	8.080.915
RO	Romania	TNS CSOP	1.000	07/05/2012	10/05/2012	18.246.731
SI	Slovenia	RM PLUS	1.004	07/05/2012	10/05/2012	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.000	07/05/2012	10/05/2012	4.549.955
FI	Finland	TNS Gallup Oy	1.000	07/05/2012	10/05/2012	4.440.004
SE	Sweden	TNS SIFO	1.000	07/05/2012	10/05/2012	7.791.240
UK	United Kingdom	TNS UK	992	07/05/2012	10/05/2012	51.848.010
TOTAL EU27			25.524	07/05/2012	10/05/2012	408.787.006

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Political & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. The table here after presents the confidence limits for different sample sizes from 10 to 4000 respondents.

Survey estimate	Sample size (n)									
	10	50	100	150	200	400	800	1000	2000	4000
5%	13.5%	6,0%	4.3%	3.5%	3,0%	2.1%	1.5%	1.4%	1.0%	0.7%
10%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
25%	26.8%	12,0%	8.5%	6.9%	6,0%	4.2%	3,0%	2.7%	1.9%	1.3%
50%	31,0%	13.9%	9.8%	8,0%	6.9%	4.9%	3.5%	3.1%	2.2%	1.5%
75%	26.8%	12,0%	8.5%	6.9%	6.0%	4.2%	3,0%	2.7%	1.9%	1.3%
90%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
95%	13.5%	6,0%	4.3%	3.5%	3,0%	2.1%	1.5%	1.4%	1.0%	0.7%

QUESTIONNAIRE

ASK ALL

I would like to ask you a few questions about health and safety issues in the provision of certain kind of services.

Q1 Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents?

(READ OUT – ROTATE – MAX. 3 ANSWERS)

(2021-2026)

Accommodation (hotels, camping sites, etc.) please do not think about food and restaurants	1,
Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)	2,
Swimming pools	3,
Amusement parks and fairgrounds	4,
Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)	5,
DK/NA	6,

NEW

Q2 In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)?

(READ OUT – ROTATE - MULTIPLE ANSWERS POSSIBLE)

(2027-2032)

Accommodation (hotels, camping sites, etc.) please do not think about food and restaurants	1,
Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)	2,
Swimming pools	3,
Amusement parks and fairgrounds	4,
Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)	5,
DK/NA	6,

NEW

ASK Q3.1 TO Q3.5 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE USED THIS SERVICE IN Q2

Q3 For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

(ONE ANSWER PER LINE)

(READ OUT)	An accident, resulting in physical harm or injury, occurred	While using the service, you felt it was not safe and you stopped using it	None of this happened	DK/NA
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(2033)	1 Accommodation (hotels, camping sites, etc.)	1	2	3	4
(2034)	2 Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)	1	2	3	4
(2035)	3 Swimming pools	1	2	3	4
(2036)	4 Amusement parks and fairgrounds	1	2	3	4
(2037)	5 Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)	1	2	3	4

NEW

SPLIT 1: TO ALL EXCEPT THOSE WHO HAD AT LEAST ONE ACCIDENT, Q3.1 TO Q3.5 # 1. OTHERS, GO TO Q11

ASK Q4 and Q5 IF THE RESPONDENT USED AT LEAST ONCE AN ACCOMMODATION SERVICE, Q2=1

Q4 Thinking about the last time you used paid-for accommodation in (OUR COUNTRY), please tell me how safe you considered the following aspects of the accommodation?

(ONE ANSWER PER LINE)

(READ OUT)	Very safe	Fairly safe	Not very safe	Not at all safe	Not applicable	DK/NA
------------	-----------	-------------	---------------	-----------------	----------------	-------

(2038)	1	The building itself, the room and the equipment (common areas, balconies, bathrooms, toilets, furniture, electrical appliances, etc.)	1	2	3	4	5	6
(2039)	2	Equipment and signs in case of fire	1	2	3	4	5	6
(2040)	3	Hygiene conditions (quality of water, cleanliness, etc.)	1	2	3	4	5	6
(2041)	4	The heating system and security against carbon monoxide leaks	1	2	3	4	5	6
(2042)	5	The pool and its surroundings	1	2	3	4	5	6
(2043)	6	The recreational facilities (garden, playground, etc.)	1	2	3	4	5	6

NEW

Q5 Thinking about safety, the last time you used paid-for accommodation in (OUR COUNTRY), please tell me if ...

(ONE ANSWER PER LINE)

(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
------------	-----	----	-----------------------------------	-------

(2044)	1	The premises and/or the equipment were in good enough condition	1	2	3	4
(2045)	2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
(2046)	3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

ASK Q6 IF THE RESPONDENT ENGAGED AT LEAST ONCE IN AN ORGANISED OUTDOOR LEISURE ACTIVITY Q2=2

Q6 Thinking about safety, the last time you engaged in an organised outdoor activity in (OUR COUNTRY), please tell me if ...

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
--	------------	-----	----	-----------------------------------	-------

(2047)	1	The premises and/or the equipment were in good enough condition	1	2	3	4
(2048)	2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
(2049)	3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

ASK Q7 IF THE RESPONDENT USED AT LEAST ONCE A SWIMMING POOL FACILITY Q2=3

Q7 Thinking about safety, the last time you used a swimming pool facility in (OUR COUNTRY), please tell me if ...

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
--	------------	-----	----	-----------------------------------	-------

(2050)	1	The premises and/or the equipment were in good enough condition	1	2	3	4
(2051)	2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
(2052)	3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

ASK Q8 IF THE RESPONDENT WENT AT LEAST ONCE TO AN AMUSEMENT PARK OR A FAIRGROUND Q2=4

Q8 Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
--	------------	-----	----	-----------------------------------	-------

(2053)	1	The premises and/or the equipment were in good enough condition	1	2	3	4
(2054)	2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
(2055)	3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

ASK Q9 IF THE RESPONDENT WENT AT LEAST ONCE TO A BEAUTY AND WELLNESS CENTRE Q2=5

Q9 Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
--	------------	-----	----	-----------------------------------	-------

(2056)	1	The premises and/or the equipment were in good enough condition	1	2	3	4
(2057)	2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
(2058)	3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

SPLIT 2 : Q10 TO Q15

ASK Q10 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE EXPERIENCED AN ACCIDENT REGARDING ACCOMMODATION, Q3.1 =1

IF THE RESPONDENT EXPERIENCED AN ACCIDENT IN Q3.1, THEN THE RESPONDENT WILL BE TOLD: 'Can I now ask you a question about the accident which happened while using a paid-for accommodation?'

Q10 Was the accident in the accommodation related to any of the following?

(READ OUT – ROTATE - ONE ANSWER ONLY)

(2059)

General safety (common areas, bedrooms, balconies, bathrooms, public toilets, furniture, electrical appliances, etc.)	1
Fire	2
Hygiene (water, chemicals, etc.)	3
Carbon monoxide leak	4
Pool safety (no lifeguard, poorly maintained, etc.)	5
Recreational facilities (garden, playground, etc.)	6
Other (DO NOT READ OUT)	7
None (DO NOT READ OUT)	8
DK/NA	9

NEW

ASK Q11 to Q15 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE EXPERIENCED AN ACCIDENT, Q3.1 TO Q3.5 =1

IF MORE THAN ONE ACCIDENT OCCURRED, ONE WILL RANDOMLY BE SELECTED WITH ANSWERS GIVEN IN Q3 AND THE RESPONDENT WILL BE TOLD: 'Can I now ask you some questions about the accident which happened while using 'NAME OF THE SERVICE' (INFORMATION FROM Q3 INSERTED)?'

Q11 What was/were the consequence(s) of the accident?

(READ OUT – MULTIPLE ANSWERS)

(2060-2069)

Superficial injuries (slight burning, graze, etc.)	1,
Infection, poisoning	2,
Drowning or nearly drowning	3,
Electric shock	4,
Serious psychological effects	5,
Serious physical injury with temporary consequences (broken bone, twist, strain, etc.)	6,
Serious physical injury which lead to a permanent disability	7,
The accident was fatal	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

NEW

--

Q12 In your opinion, was the accident caused by...?

(READ OUT – ROTATE – MULTIPLE ANSWERS)

	(2070-2078)
Bad state of the premises/ the equipment	1,
Insufficient competence of service provider/ staff responsible	2,
Insufficient instructions on use	3,
Insufficient warning about risks	4,
Insufficient supervision	5,
Lack of/ poor emergency procedures	6,
My own fault/ the own fault of the user	7,
Other (DO NOT READ OUT)	8,
DK/NA	9,

NEW

--

Q13 Did the accident happen to a child under 15 years of age?

(2079)

Yes	1
No	2
DK/NA	3

NEW

--

Q14 Did you or someone from your household make an official complaint about the accident?

(READ OUT – ONE ANSWER ONLY)

	(2080)
No	1
Yes and you never received any reply	2
Yes and the outcome is not yet known	3
Yes and you obtained financial compensation	4
Yes and you obtained another kind of compensation	5
DK/NA	6

NEW

ASK Q15 IF "DID NOT MAKE AN OFFICIAL COMPLAINT", Q14=1

Q15 Why did you or someone from your household not make an official complaint about the accident?

(READ OUT – MAX. 3 ANSWERS)

(2081-2087)

- You did not know how or who or where to complain 1,
- It was unlikely that you would get a satisfactory solution to the problem you encountered 2,
- You were not sure of your rights as a consumer 3,
- You thought it would take too long 4,
- You have tried to complain about other problems in the past but did not get anywhere 5,
- Other (DO NOT READ OUT) 6,
- DK/NA 7,

NEW

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

(2088-2089)

FL349 D4

D5a As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?

(ONE ANSWER ONLY)

(2090)

- Self-employed 1
- Employee 2
- Manual worker 3
- Without a professional activity 4
- Refusal (DO NOT READ OUT) 5

FL349 D5a

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

(2091)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

FL349 D5b

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

(2092)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

FL349 D5c

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

(2093)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

FL349 D5d

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

	(2094)
Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5





























FL349 D5e

TABLES

Q1 Des accidents entraînant des blessures ou dommages physiques peuvent survenir lors de l'utilisation de certains services payants. Selon vous, parmi les services suivants, quels sont ceux qui ont la fréquence d'accidents la plus élevée ? (MAX. 3 REPOSES)

Q1 Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents? (MAX. 3 ANSWERS)





























Q1 Bei der Nutzung einiger kostenpflichtiger Dienstleistungen kann es zu Unfällen mit Verletzungen oder körperlichen Schäden kommen. Bei welchen der auf der folgenden Liste aufgeführten Dienstleistungen ist die Unfallhäufigkeit Ihrer Meinung nach am höchsten? (MAX. 3 NENNUNGEN)

		L'hébergement (hotels, campings, etc.) sans tenir compte de la restauration	Les activités de loisir en plein-air organisées (ski, canoë, VTT, etc.)	Les piscines	Les parcs d'attraction et foires	Les centres de beauté et de bien-être (salons de coiffure, centres de bronzage, spas, etc.)	Aucun	NSP/SR
		Accommodation (hotels, camping sites, etc.) please do not think about food and restaurants	Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)	Swimming pools	Amusement parks and fairgrounds	Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)	None	DK/NA
		Unterkunft (z.B. Hotels, Campingplätze etc.), bitte denken Sie dabei nicht an Essen und Restaurants	Organisierte Freizeitaktivitäten im Freien (z.B. Skifahren, Kanufahren, Mountainbiking etc.)	Schwimmbäder	Freizeitparks und Jahrmärkte bzw. Kirmes	Schönheits- und Wellnesszentren (z.B. Friseur, Sonnenstudios, Kurbäder etc.)	Kein	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
 EU 27		9	66	29	33	11	4	4
 BE		12	62	26	39	8	6	3
 BG		5	49	31	28	9	3	7
 CZ		6	80	36	44	7	4	2
 DK		6	69	23	23	8	1	5
 DE		4	72	21	24	7	5	3
 EE		3	62	24	37	8	3	9
 IE		12	59	25	39	7	3	1
 EL		14	53	47	33	19	4	4
 ES		11	72	38	45	9	3	3
 FR		7	67	42	34	14	4	3
 IT		11	54	18	28	8	8	5
 CY		12	32	56	40	12	3	2
 LV		11	74	30	43	17	3	3
 LT		6	55	16	36	7	8	7
 LU		9	67	36	36	10	4	6
 HU		7	77	30	30	6	2	2
 MT		13	65	29	35	3	2	4
 NL		15	76	34	40	3	1	4
 AT		5	82	29	25	5	3	1
 PL		8	65	18	28	13	5	6
 PT		13	55	49	43	8	4	5
 RO		7	40	34	48	20	8	6
 SI		5	78	21	21	5	4	2
 SK		8	76	23	28	9	6	2
 FI		4	55	36	27	5	2	4
 SE		7	61	27	29	14	1	4
 UK		18	77	31	36	19	2	2

Q2 Au cours des deux dernières années, vous-même ou un autre membre de votre foyer, avez-vous utilisé l'un des services payants suivants en (NOTRE PAYS) ? (PLUSIEURS REPONSES POSSIBLE)

Q2 In the last two years, have you or anyone else from your household used any of the following paid-for services in (OUR COUNTRY)? (MULTIPLE ANSWERS POSSIBLE)

Q2 Haben Sie oder hat jemand anderes aus Ihrem Haushalt in den letzten zwei Jahren eine oder mehrere der folgenden kostenpflichtigen Dienstleistungen in Deutschland genutzt? (MEHRFACHNENNUNGEN MÖGLICH)

		L'hébergement (hotels, campings, etc.) sans tenir compte de la restauration	Les activités de loisir en plein-air organisées (ski, canoë, VTT, etc.)	Les piscines	Les parcs d'attraction et foires	Les centres de beauté et de bien-être (salons de coiffure, centres de bronzage, spas, etc.)	Aucun	NSP/SR
		Accommodation (hotels, camping sites, etc.) please do not think about food and restaurants	Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)	Swimming pools	Amusement parks and fairgrounds	Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)	None	DK/NA
		Unterkunft (z.B. Hotels, Campingplätze etc.), bitte denken Sie dabei nicht an Essen und Restaurants	Organisierte Freizeitaktivitäten im Freien (z.B. Skifahren, Kanufahren, Mountainbiking etc.)	Schwimmbäder	Freizeitparks und Jahrmärkte bzw. Kirmes	Schönheits- und Wellnesszentren (z.B. Friseur, Sonnenstudios, Kurbäder etc.)	Kein	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	50	24	48	38	46	21	1
	BE	36	28	47	43	43	23	0
	BG	30	14	23	18	33	33	1
	CZ	43	27	55	25	38	22	0
	DK	49	30	51	53	44	14	1
	DE	51	24	55	43	37	24	0
	EE	27	32	52	35	58	19	1
	IE	64	32	57	32	49	10	0
	EL	48	15	20	29	40	30	0
	ES	64	23	55	46	68	11	0
	FR	53	27	48	43	47	15	0
	IT	39	19	33	27	23	35	1
	CY	56	11	40	40	38	20	0
	LV	28	34	42	55	67	15	0
	LT	21	23	32	27	38	35	1
	LU	13	16	54	38	47	23	0
	HU	24	15	36	20	30	36	3
	MT	35	17	33	25	61	21	0
	NL	67	33	60	50	53	11	0
	AT	40	34	50	27	39	22	0
	PL	46	28	49	30	57	16	1
	PT	46	22	45	36	52	24	0
	RO	41	19	33	36	35	32	1
	SI	31	29	48	14	30	25	0
	SK	36	37	49	36	49	21	0
	FI	65	35	64	65	56	9	0
	SE	63	34	56	58	57	11	1
	UK	65	21	56	39	62	14	0





























Q3.1 Pour chaque type de services payants que vous-même ou un membre de votre foyer avez utilisé au cours des deux dernières années en (NOTRE PAYS), l'une des situations suivantes s'est-elle présentée ?
L'hébergement (hôtels, campings, etc.)

Q3.1 For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Accommodation (hotels, camping sites, etc.)

Q3.1 Bitte sagen Sie mir zu jeder kostenpflichtigen Dienstleistung, die von Ihnen oder jemand anderem aus Ihrem Haushalt in den letzten zwei Jahren in Deutschland genutzt wurde, ob eine der folgenden Situationen eintrat.

Unterkunft (z.B. Hotels, Campingplätze etc.)

		Un accident qui a entraîné une blessure ou un dommage physique	En utilisant ce service, vous ne vous êtes pas senti en sécurité et vous avez arrêté de l'utiliser	Rien de cela n'est arrivé	NSP/SR
		An accident, resulting in physical harm or injury, occurred	While using the service, you felt it was not safe and you stopped using it	None of this happened	DK/NA
		Es ist zu einem Unfall gekommen, der zu einer Verletzung oder körperlichem Schaden geführt hat	Während der Nutzung der Dienstleistung hatten Sie den Eindruck, dass es unsicher ist und Sie haben diese nicht länger genutzt	Nichts davon ist passiert	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	1	1	98	0
	BE	0	0	99	1
	BG	1	2	97	0
	CZ	1	0	99	0
	DK	1	0	99	0
	DE	1	1	98	0
	EE	2	0	98	0
	IE	1	1	98	0
	EL	2	2	96	0
	ES	1	0	98	1
	FR	0	1	99	0
	IT	1	2	97	0
	CY	0	5	95	0
	LV	0	4	96	0
	LT	0	2	97	1
	LU	3	6	91	0
	HU	3	1	96	0
	MT	0	0	100	0
	NL	2	1	97	0
	AT	1	1	98	0
	PL	2	3	94	1
	PT	0	1	99	0
	RO	0	3	97	0
	SI	1	0	98	1
	SK	1	1	98	0
	FI	0	1	99	0
	SE	0	1	99	0
	UK	3	1	96	0





























Q3.2 Pour chaque type de services payants que vous-même ou un membre de votre foyer avez utilisé au cours des deux dernières années en (NOTRE PAYS), l'une des situations suivantes s'est-elle présentée ?
Les activités de loisir en plein-air organisées (ski, canoë, VTT, etc.)

Q3.2 For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)

Q3.2 Bitte sagen Sie mir zu jeder kostenpflichtigen Dienstleistung, die von Ihnen oder jemand anderem aus Ihrem Haushalt in den letzten zwei Jahren in Deutschland genutzt wurde, ob eine der folgenden Situationen eintrat.

Organisierte Freizeitaktivitäten im Freien (z.B. Skifahren, Kanufahren, Mountainbiking etc.)

		Un accident qui a entraîné une blessure ou un dommage physique	En utilisant ce service, vous ne vous êtes pas senti en sécurité et vous avez arrêté de l'utiliser	Rien de cela n'est arrivé	NSP/SR
		An accident, resulting in physical harm or injury, occurred	While using the service, you felt it was not safe and you stopped using it	None of this happened	DK/NA
		Es ist zu einem Unfall gekommen, der zu einer Verletzung oder körperlichem Schaden geführt hat	Während der Nutzung der Dienstleistung hatten Sie den Eindruck, dass es unsicher ist und Sie haben diese nicht länger genutzt	Nichts davon ist passiert	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	11	2	87	0
	BE	10	0	89	1
	BG	5	2	93	0
	CZ	14	3	83	0
	DK	7	1	92	0
	DE	12	3	84	1
	EE	5	1	94	0
	IE	5	0	95	0
	EL	12	6	82	0
	ES	5	1	94	0
	FR	11	0	89	0
	IT	18	0	82	0
	CY	11	0	89	0
	LV	9	4	87	0
	LT	12	1	85	2
	LU	5	3	92	0
	HU	7	3	88	2
	MT	2	7	91	0
	NL	10	3	87	0
	AT	12	2	86	0
	PL	15	3	82	0
	PT	4	4	92	0
	RO	7	4	89	0
	SI	12	2	86	0
	SK	12	3	85	0
	FI	9	0	91	0
	SE	14	1	84	1
	UK	9	2	89	0

Q3.3 Pour chaque type de services payants que vous-même ou un membre de votre foyer avez utilisé au cours des deux dernières années en (NOTRE PAYS), l'une des situations suivantes s'est-elle présentée ?





























Les piscines

Q3.3 For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?

Swimming pools

Q3.3 Bitte sagen Sie mir zu jeder kostenpflichtigen Dienstleistung, die von Ihnen oder jemand anderem aus Ihrem Haushalt in den letzten zwei Jahren in Deutschland genutzt wurde, ob eine der folgenden Situationen eintrat.




























Schwimmbäder

		Un accident qui a entraîné une blessure ou un dommage physique	En utilisant ce service, vous ne vous êtes pas senti en sécurité et vous avez arrêté de l'utiliser	Rien de cela n'est arrivé	NSP/SR
		An accident, resulting in physical harm or injury, occurred	While using the service, you felt it was not safe and you stopped using it	None of this happened	DK/NA
		Es ist zu einem Unfall gekommen, der zu einer Verletzung oder körperlichem Schaden geführt hat	Während der Nutzung der Dienstleistung hatten Sie den Eindruck, dass es unsicher ist und Sie haben diese nicht länger genutzt	Nichts davon ist passiert	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	4	2	94	0
	BE	3	1	96	0
	BG	5	4	91	0
	CZ	5	2	93	0
	DK	2	2	96	0
	DE	4	3	93	0
	EE	4	2	94	0
	IE	3	1	96	0
	EL	3	5	92	0
	ES	3	1	96	0
	FR	4	0	96	0
	IT	2	1	97	0
	CY	5	3	92	0
	LV	5	2	93	0
	LT	3	6	90	1
	LU	5	2	92	1
	HU	4	2	94	0
	MT	3	3	94	0
	NL	4	2	93	1
	AT	2	1	96	1
	PL	4	3	92	1
	PT	3	2	95	0
	RO	4	5	91	0
	SI	3	1	96	0
	SK	3	2	95	0
	FI	1	1	98	0
	SE	3	3	94	0
	UK	4	1	95	0

Q3.4 Pour chaque type de services payants que vous-même ou un membre de votre foyer avez utilisé au cours des deux dernières années en (NOTRE PAYS), l'une des situations suivantes s'est-elle présentée ?
Les parcs d'attraction et foires

Q3.4 For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?
Amusement parks and fairgrounds

Q3.4 Bitte sagen Sie mir zu jeder kostenpflichtigen Dienstleistung, die von Ihnen oder jemand anderem aus Ihrem Haushalt in den letzten zwei Jahren in Deutschland genutzt wurde, ob eine der folgenden Situationen eintrat.
Freizeitparks und Jahrmärkte bzw. Kirmes





























		Un accident qui a entraîné une blessure ou un dommage physique	En utilisant ce service, vous ne vous êtes pas senti en sécurité et vous avez arrêté de l'utiliser	Rien de cela n'est arrivé	NSP/SR
		An accident, resulting in physical harm or injury, occurred	While using the service, you felt it was not safe and you stopped using it	None of this happened	DK/NA
		Es ist zu einem Unfall gekommen, der zu einer Verletzung oder körperlichem Schaden geführt hat	Während der Nutzung der Dienstleistung hatten Sie den Eindruck, dass es unsicher ist und Sie haben diese nicht länger genutzt	Nichts davon ist passiert	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
 EU 27		2	4	94	0
 BE		3	2	95	0
 BG		4	3	93	0
 CZ		3	5	91	1
 DK		2	1	97	0
 DE		2	3	95	0
 EE		1	3	96	0
 IE		4	6	90	0
 IT		5	6	89	0
 ES		2	5	93	0
 FR		2	4	94	0
 CY		2	2	96	0
 LV		6	7	87	0
 LT		2	4	94	0
 LU		1	7	91	1
 HU		3	4	93	0
 MT		0	9	91	0
 NL		1	5	94	0
 AT		2	3	94	1
 PL		2	3	95	0
 PT		3	6	90	1
 RO		1	3	96	0
 SI		4	4	91	1
 SK		1	2	97	0
 FI		1	1	98	0
 SE		0	1	99	0
 UK		1	3	95	1
		1	2	96	1

Q3.5 Pour chaque type de services payants que vous-même ou un membre de votre foyer avez utilisé au cours des deux dernières années en (NOTRE PAYS), l'une des situations suivantes s'est-elle présentée ?
Les centres de beauté et de bien-être (salons de coiffure, centres de bronzage, spas, etc.)

Q3.5 For each type of paid-for services you or someone else from your household used in the last two years in (OUR COUNTRY), did any of the following happen?
Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)

Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)





























Q3.5 Bitte sagen Sie mir zu jeder kostenpflichtigen Dienstleistung, die von Ihnen oder jemand anderem aus Ihrem Haushalt in den letzten zwei Jahren in Deutschland genutzt wurde, ob eine der folgenden Situationen eintrat.
Schönheits- und Wellnesszentren (z.B. Friseur, Sonnenstudios, Kurbäder etc.)

		Un accident qui a entraîné une blessure ou un dommage physique	En utilisant ce service, vous ne vous êtes pas senti en sécurité et vous avez arrêté de l'utiliser	Rien de cela n'est arrivé	NSP/SR
		An accident, resulting in physical harm or injury, occurred	While using the service, you felt it was not safe and you stopped using it	None of this happened	DK/NA
		Es ist zu einem Unfall gekommen, der zu einer Verletzung oder körperlichem Schaden geführt hat	Während der Nutzung der Dienstleistung hatten Sie den Eindruck, dass es unsicher ist und Sie haben diese nicht länger genutzt	Nichts davon ist passiert	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	2	1	97	0
	BE	1	1	98	0
	BG	1	3	96	0
	CZ	1	1	98	0
	DK	2	0	98	0
	DE	1	1	98	0
	EE	2	1	97	0
	IE	2	1	97	0
	EL	3	2	95	0
	ES	2	1	97	0
	FR	0	1	98	1
	IT	1	1	97	1
	CY	2	3	93	2
	LV	4	3	93	0
	LT	0	2	97	1
	LU	1	2	96	1
	HU	1	1	98	0
	MT	1	1	98	0
	NL	1	0	99	0
	AT	1	2	96	1
	PL	2	4	94	0
	PT	2	0	98	0
	RO	2	4	94	0
	SI	1	2	97	0
	SK	2	1	97	0
	FI	1	1	98	0
	SE	2	2	96	0
	UK	2	1	96	1

Q3T - Accidents pendant l'utilisation de services payants

Q3T - Accidents while using paid for services

Q3T - Accidents pendant l'utilisation de services payants





























	%	Dans 1 type de services	Dans 2 types de services	Dans 3 types de services	Dans 4 types de services	Dans 5 types de services	Dans au moins un type de services
		In 1 type of services	In 2 types of services	In 3 types of services	In 4 types of services	In 5 types of services	In at least one type of services
		1 Unfall	2 Unfälle	3 Unfälle	4 Unfälle	5 Unfälle	Wenigstens ein Unfall
		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
 EU 27		6	1	0	0	0	7
 BE		7	0	0	0	0	7
 BG		4	0	0	0	0	4
 CZ		8	1	0	0	0	9
 DK		6	0	0	0	0	6
 DE		7	1	0	0	0	8
 EE		5	1	0	0	0	6
 IE		7	0	0	0	0	7
 EL		7	1	0	0	0	7
 ES		5	0	0	0	0	6
 FR		7	0	0	0	0	7
 IT		7	1	0	0	0	8
 CY		8	0	0	0	0	8
 LV		8	1	0	0	0	9
 LT		6	0	0	0	0	6
 LU		6	0	0	0	0	7
 HU		5	0	0	0	0	5
 MT		3	0	0	0	0	3
 NL		8	1	0	0	0	8
 AT		6	1	0	0	0	7
 PL		9	1	0	0	0	10
 PT		4	0	0	0	0	4
 RO		4	1	0	0	0	6
 SI		7	0	0	0	0	7
 SK		7	1	0	0	0	8
 FI		5	0	0	0	0	5
 SE		8	1	0	0	0	9
 UK		5	2	0	0	0	7

Q4.1 En pensant à la dernière fois où vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire dans quelle mesure les aspects suivants de l'hébergement étaient sûrs?
Le bâtiment lui-même, la chambre et les équipements (zones communes, balcons, salle de bain, toilettes, meubles, installations électriques, etc.)

Q4.1 Thinking about the last time you used paid-for accommodation in (OUR COUNTRY), please tell me how safe you considered the following aspects of the accommodation?

The building itself, the room and the equipment (common areas, balconies, bathrooms, toilets, furniture, electrical appliances, etc.)

Q4.1 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir, für wie sicher Sie folgende Aspekte der Unterkunft gehalten haben.
Das Gebäude selbst, das Zimmer und die Ausstattung (Gemeinschaftsbereiche, Balkone, Badezimmer, Toiletten, Möbel, elektrische Geräte etc.)

		Tout à fait en sécurité Very safe	Plutôt en sécurité Fairly safe	Pas très sûrs Not very safe	Pas sûrs du tout Not at all safe	Ne s'applique pas Not applicable	NSP/SR DK/NA	Total 'Sûrs' Total 'Safe'	Total 'Pas sûrs' Total 'Not safe'
		Sehr sicher	Ziemlich sicher	Nicht sehr sicher	Überhaupt nicht sicher	Nicht zutreffend	WN	Gesamt 'Sicher'	Gesamt 'Nicht sicher'
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	49	46	3	0	1	1	95	3
	BE	49	44	2	1	3	1	93	3
	BG	25	59	12	2	1	1	84	14
	CZ	48	44	2	2	3	1	92	4
	DK	62	30	1	1	4	2	92	2
	DE	56	39	1	0	2	2	95	1
	EE	36	56	6	1	0	1	92	7
	IE	77	21	1	0	0	1	98	1
	EL	26	58	12	3	0	1	84	15
	ES	31	63	4	1	1	0	94	5
	FR	51	45	1	1	2	0	96	2
	IT	32	60	6	0	1	1	92	6
	CY	25	67	6	1	0	1	92	7
	LV	26	67	4	0	1	2	93	4
	LT	28	58	8	0	1	5	86	8
	LU	60	25	1	0	10	4	85	1
	HU	45	54	0	0	1	0	99	0
	MT	61	32	4	1	1	1	93	5
	NL	50	47	1	0	2	0	97	1
	AT	67	31	1	0	0	1	98	1
	PL	38	58	2	1	1	0	96	3
	PT	26	68	4	0	2	0	94	4
	RO	39	45	11	2	1	2	84	13
	SI	52	45	2	0	1	0	97	2
	SK	34	56	6	2	2	0	90	8
	FI	58	40	1	0	1	0	98	1
	SE	70	27	1	0	1	1	97	1
	UK	70	27	1	0	2	0	97	1

Q4.2 En pensant à la dernière fois où vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire dans quelle mesure les aspects suivants de l'hébergement étaient sûrs?
L'équipement et la signalétique en cas d'incendie

Q4.2 Thinking about the last time you used paid-for accommodation in (OUR COUNTRY), please tell me how safe you considered the following aspects of the accommodation?
Equipment and signs in case of fire

Q4.2 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir, für wie sicher Sie folgende Aspekte der Unterkunft gehalten haben.
Brandschutzeinrichtungen und Brandschutzzeichen

%		Tout à fait en sécurité	Plutôt en sécurité	Pas très sûrs	Pas sûrs du tout	Ne s'applique pas	NSP/SR	Total 'Sûrs'	Total 'Pas sûrs'
		Very safe	Fairly safe	Not very safe	Not at all safe	Not applicable	DK/NA	Total 'Safe'	Total 'Not safe'
		Sehr sicher	Ziemlich sicher	Nicht sehr sicher	Überhaupt nicht sicher	Nicht zutreffend	WN	Gesamt 'Sicher'	Gesamt 'Nicht sicher'
		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	39	39	7	1	3	11	78	8
	BE	33	47	6	2	5	7	80	8
	BG	28	44	13	1	2	12	72	14
	CZ	36	33	7	1	6	17	69	8
	DK	54	23	3	1	4	15	77	4
	DE	39	34	4	1	4	18	73	5
	EE	37	43	2	0	0	18	80	2
	IE	62	28	2	0	2	6	90	2
	EL	18	41	20	7	2	12	59	27
	ES	30	53	6	1	2	8	83	7
	FR	36	43	9	1	3	8	79	10
	IT	29	38	12	3	4	14	67	15
	CY	29	48	9	3	2	9	77	12
	LV	22	48	10	1	3	16	70	11
	LT	20	44	10	1	4	21	64	11
	LU	43	38	1	7	4	7	81	8
	HU	35	43	4	0	4	14	78	4
	MT	49	30	5	3	2	11	79	8
	NL	35	40	9	1	4	11	75	10
	AT	43	29	5	0	4	19	72	5
	PL	25	51	8	1	3	12	76	9
	PT	24	59	10	1	2	4	83	11
	RO	31	35	11	4	7	12	66	15
	SI	49	35	5	1	1	9	84	6
	SK	29	40	10	2	6	13	69	12
	FI	43	45	2	1	1	8	88	3
	SE	55	36	1	1	1	6	91	2
	UK	65	28	1	0	2	4	93	1

Q4.3 En pensant à la dernière fois où vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire dans quelle mesure les aspects suivants de l'hébergement étaient sûrs?

Les conditions d'hygiène (qualité de l'eau, propreté, etc.)

Q4.3 Thinking about the last time you used paid-for accommodation in (OUR COUNTRY), please tell me how safe you considered the following aspects of the accommodation?

Hygiene conditions (quality of water, cleanliness, etc.)

Q4.3 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir, für wie sicher Sie folgende Aspekte der Unterkunft gehalten haben.

Hygienebedingungen (Wasserqualität, Sauberkeit etc.)

%		Tout à fait en sécurité	Plutôt en sécurité	Pas très sûrs	Pas sûrs du tout	Ne s'applique pas	NSP/SR	Total 'Sûrs'	Total 'Pas sûrs'
		Very safe	Fairly safe	Not very safe	Not at all safe	Not applicable	DK/NA	Total 'Safe'	Total 'Not safe'
		Sehr sicher	Ziemlich sicher	Nicht sehr sicher	Überhaupt nicht sicher	Nicht zutreffend	WN	Gesamt 'Sicher'	Gesamt 'Nicht sicher'
		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	50	41	6	1	1	1	91	7
	BE	49	44	5	0	2	0	93	5
	BG	30	46	19	4	0	1	76	23
	CZ	48	41	7	1	1	2	89	8
	DK	66	28	4	1	1	0	94	5
	DE	55	38	5	0	1	1	93	5
	EE	42	47	8	0	1	2	89	8
	IE	72	25	2	1	0	0	97	3
	EL	32	52	12	3	0	1	84	15
	ES	39	51	8	1	1	0	90	9
	FR	46	45	8	0	1	0	91	8
	IT	46	44	8	1	0	1	90	9
	CY	32	53	12	0	3	0	85	12
	LV	27	54	14	0	2	3	81	14
	LT	36	49	11	0	1	3	85	11
	LU	68	22	2	0	0	8	90	2
	HU	54	39	6	0	0	1	93	6
	MT	64	24	8	4	0	0	88	12
	NL	44	46	7	0	2	1	90	7
	AT	62	32	5	0	0	1	94	5
	PL	39	53	6	0	1	1	92	6
	PT	33	61	4	0	1	1	94	4
	RO	43	41	13	2	0	1	84	15
	SI	50	39	9	0	1	1	89	9
	SK	48	41	8	1	1	1	89	9
	FI	59	36	3	0	1	1	95	3
	SE	70	24	4	1	0	1	94	5
	UK	69	26	2	1	1	1	95	3

Q4.4 En pensant à la dernière fois où vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire dans quelle mesure les aspects suivants de l'hébergement étaient sûrs?





























Le système de chauffage et de sécurité contre les fuites de monoxyde de carbone

Q4.4 Thinking about the last time you used paid-for accommodation in (OUR COUNTRY), please tell me how safe you considered the following aspects of the accommodation?

The heating system and security against carbon monoxide leaks

Q4.4 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir, für wie sicher Sie folgende Aspekte der Unterkunft gehalten haben.

Das Heizungssystem und Sicherheitsvorkehrungen gegen ein Austreten von Kohlenmonoxid

	%	Tout à fait en sécurité	Plutôt en sécurité	Pas très sûrs	Pas sûrs du tout	Ne s'applique pas	NSP/SR	Total 'Sûrs'	Total 'Pas sûrs'
		Very safe	Fairly safe	Not very safe	Not at all safe	Not applicable	DK/NA	Total 'Safe'	Total 'Not safe'
		Sehr sicher	Ziemlich sicher	Nicht sehr sicher	Überhaupt nicht sicher	Nicht zutreffend	WN	Gesamt 'Sicher'	Gesamt 'Nicht sicher'
		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	33	28	4	1	12	22	61	5
	BE	39	30	2	1	20	8	69	3
	BG	22	38	10	5	6	19	60	15
	CZ	46	19	2	0	21	12	65	2
	DK	41	16	1	0	15	27	57	1
	DE	31	20	1	1	12	35	51	2
	EE	46	35	2	0	6	11	81	2
	IE	36	23	4	1	7	29	59	5
	EL	22	34	7	1	7	29	56	8
	ES	23	37	5	2	11	22	60	7
	FR	26	33	8	2	14	17	59	10
	IT	26	28	6	2	14	24	54	8
	CY	23	37	6	1	13	20	60	7
	LV	25	43	3	1	13	15	68	4
	LT	31	35	4	1	11	18	66	5
	LU	42	22	0	2	10	24	64	2
	HU	36	25	2	1	11	25	61	3
	MT	39	23	11	2	6	19	62	13
	NL	29	23	3	1	14	30	52	4
	AT	41	17	1	0	11	30	58	1
	PL	30	39	4	1	7	19	69	5
	PT	18	49	8	0	7	18	67	8
	RO	40	31	6	1	11	11	71	7
	SI	46	23	4	1	11	15	69	5
	SK	36	26	3	2	11	22	62	5
	FI	50	35	1	0	2	12	85	1
	SE	64	18	0	0	5	13	82	0
	UK	50	18	2	1	12	17	68	3

Q4.5 En pensant à la dernière fois où vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire dans quelle mesure les aspects suivants de l'hébergement étaient sûrs?

La piscine et ses abords

Q4.5 Thinking about the last time you used paid-for accommodation in (OUR COUNTRY), please tell me how safe you considered the following aspects of the accommodation?

The pool and its surroundings

Q4.5 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir, für wie sicher Sie folgende Aspekte der Unterkunft gehalten haben.

Der Pool und die Poolumgebung

%		Tout à fait en sécurité	Plutôt en sécurité	Pas très sûrs	Pas sûrs du tout	Ne s'applique pas	NSP/SR	Total 'Sûrs'	Total 'Pas sûrs'
		Very safe	Fairly safe	Not very safe	Not at all safe	Not applicable	DK/NA	Total 'Safe'	Total 'Not safe'
		Sehr sicher	Ziemlich sicher	Nicht sehr sicher	Überhaupt nicht sicher	Nicht zutreffend	WN	Gesamt 'Sicher'	Gesamt 'Nicht sicher'
		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	28	36	5	1	25	5	64	6
	BE	29	43	8	0	18	2	72	8
	BG	21	38	19	3	11	8	59	22
	CZ	33	30	5	0	28	4	63	5
	DK	34	21	2	0	38	5	55	2
	DE	25	26	3	0	38	8	51	3
	EE	22	40	2	1	21	14	62	3
	IE	50	23	1	0	21	5	73	1
	EL	15	37	18	5	16	9	52	23
	ES	25	54	8	1	10	2	79	9
	FR	25	39	9	1	20	6	64	10
	IT	27	35	6	2	24	6	62	8
	CY	23	49	14	4	6	4	72	18
	LV	15	40	9	0	32	4	55	9
	LT	18	40	11	1	19	11	58	12
	LU	43	25	12	0	19	1	68	12
	HU	39	43	7	0	7	4	82	7
	MT	48	26	11	0	13	2	74	11
	NL	25	44	5	0	22	4	69	5
	AT	39	27	3	0	24	7	66	3
	PL	25	45	5	0	21	4	70	5
	PT	16	59	10	0	12	3	75	10
	RO	32	34	6	1	22	5	66	7
	SI	37	47	8	1	2	5	84	9
	SK	30	46	8	1	13	2	76	9
	FI	21	45	3	0	18	13	66	3
	SE	33	24	0	0	29	14	57	0
	UK	37	23	1	0	36	3	60	1

Q4.6 En pensant à la dernière fois où vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire dans quelle mesure les aspects suivants de l'hébergement étaient sûrs?
Les installations de loisir (jardin, plaines de jeu, etc.)

Q4.6 Thinking about the last time you used paid-for accommodation in (OUR COUNTRY), please tell me how safe you considered the following aspects of the accommodation?

The recreational facilities (garden, playground, etc.)

Q4.6 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir, für wie sicher Sie folgende Aspekte der Unterkunft gehalten haben.





























Die Erholungsanlagen (Garten, Spielplatz etc.)

%		Tout à fait en sécurité	Plutôt en sécurité	Pas très sûrs	Pas sûrs du tout	Ne s'applique pas	NSP/SR	Total 'Sûrs'	Total 'Pas sûrs'
		Very safe	Fairly safe	Not very safe	Not at all safe	Not applicable	DK/NA	Total 'Safe'	Total 'Not safe'
		Sehr sicher	Ziemlich sicher	Nicht sehr sicher	Überhaupt nicht sicher	Nicht zutreffend	WN	Gesamt 'Sicher'	Gesamt 'Nicht sicher'
		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	30	42	5	1	17	5	72	6
	BE	29	47	7	1	14	2	76	8
	BG	17	38	27	8	5	5	55	35
	CZ	30	42	6	1	15	6	72	7
	DK	33	25	2	0	32	8	58	2
	DE	29	35	3	0	24	9	64	3
	EE	27	38	5	1	15	14	65	6
	IE	51	27	2	0	16	4	78	2
	EL	21	47	13	3	10	6	68	16
	ES	27	58	5	1	8	1	85	6
	FR	27	48	6	0	13	6	75	6
	IT	27	42	7	1	16	7	69	8
	CY	24	52	9	0	8	7	76	9
	LV	23	58	9	2	5	3	81	11
	LT	22	48	7	0	12	11	70	7
	LU	45	32	3	0	18	2	77	3
	HU	35	42	6	2	8	7	77	8
	MT	33	29	8	1	25	4	62	9
	NL	26	47	3	0	19	5	73	3
	AT	46	31	2	0	14	7	77	2
	PL	20	55	10	1	9	5	75	11
	PT	11	60	12	0	12	5	71	12
	RO	32	44	9	2	11	2	76	11
	SI	42	42	7	1	3	5	84	8
	SK	28	44	9	2	14	3	72	11
	FI	27	46	2	0	13	12	73	2
	SE	44	21	1	0	23	11	65	1
	UK	44	25	0	1	28	2	69	1

Q5.1 En pensant à la sécurité, la dernière fois que vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire si...
Les lieux et/ou les équipements étaient en bon état

Q5.1 Thinking about safety, the last time you used paid-for accommodation in (OUR COUNTRY), please tell me if ...
The premises and/or the equipment were in good enough condition





























Q5.1 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
die Räumlichkeiten und/oder die Ausstattung in einem ausreichend guten Zustand waren

		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	92	3	4	1
	BE	95	2	2	1
	BG	77	11	11	1
	CZ	89	6	4	1
	DK	94	2	3	1
	DE	95	3	1	1
	EE	91	3	5	1
	IE	95	2	3	0
	EL	81	15	4	0
	ES	93	4	3	0
	FR	88	2	9	1
	IT	94	3	2	1
	CY	81	6	12	1
	LV	91	5	2	2
	LT	80	7	10	3
	LU	94	6	0	0
	HU	97	1	2	0
	MT	90	8	0	2
	NL	89	3	7	1
	AT	95	5	0	0
	PL	89	4	7	0
	PT	92	1	6	1
	RO	84	8	7	1
	SI	93	3	3	1
	SK	85	8	6	1
	FI	94	4	2	0
	SE	93	2	3	2
	UK	95	2	2	1

Q5.2 En pensant à la sécurité, la dernière fois que vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire si...
Le personnel a semblé suffisamment qualifié en termes de mesures de sécurité

Q5.2 Thinking about safety, the last time you used paid-for accommodation in (OUR COUNTRY), please tell me if ...
The staff seemed to be properly qualified in terms of safety precautions

Q5.2 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
das Personal in Sachen Sicherheitsvorkehrungen angemessen qualifiziert erschien





























		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR DK/NA WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	62	7	20	11
	BE	67	8	18	7
	BG	50	18	17	15
	CZ	62	5	17	16
	DK	66	4	14	16
	DE	57	5	23	15
	EE	57	6	13	24
	IE	70	3	22	5
	EL	56	25	14	5
	ES	70	9	12	9
	FR	54	6	29	11
	IT	45	13	21	21
	CY	49	26	15	10
	LV	68	8	13	11
	LT	63	7	21	9
	LU	48	10	27	15
	HU	72	4	12	12
	MT	65	14	10	11
	NL	55	7	25	13
	AT	57	5	30	8
	PL	81	6	10	3
	PT	72	5	15	8
	RO	66	15	15	4
	SI	80	5	11	4
	SK	61	10	14	15
	FI	65	3	16	16
	SE	56	2	14	28
	UK	70	2	23	5

Q5.3 En pensant à la sécurité, la dernière fois que vous avez utilisé un hébergement payant en (NOTRE PAYS), veuillez me dire si...
 Les informations de sécurité étaient affichées (signes d'avertissement sur les risques, instructions d'utilisation, sorties de secours, etc.)

Q5.3 Thinking about safety, the last time you used paid-for accommodation in (OUR COUNTRY), please tell me if ...
 Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Q5.3 Bitte denken Sie an das letzte Mal, als Sie eine kostenpflichtige Unterkunft in Deutschland genutzt haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...

Sicherheitsinformationen auslagen bzw. aushingen (Warnschilder, Gebrauchshinweise, Notausgänge etc.)





























		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR DK/NA WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
 EU 27		82	7	9	2
 BE		76	13	10	1
 BG		77	12	10	1
 CZ		78	6	12	4
 DK		77	5	14	4
 DE		87	4	6	3
 EE		88	2	9	1
 IE		88	4	8	0
 EL		67	24	7	2
 ES		80	11	7	2
 FR		80	6	13	1
 IT		77	9	10	4
 CY		80	11	7	2
 LV		76	9	12	3
 LT		58	19	20	3
 LU		77	4	16	3
 HU		87	2	10	1
 MT		82	7	7	4
 NL		76	13	9	2
 AT		82	6	11	1
 PL		75	11	12	2
 PT		86	5	8	1
 RO		72	14	13	1
 SI		91	3	5	1
 SK		78	5	13	4
 FI		83	5	10	2
 SE		88	3	5	4
 UK		91	2	6	1

Q6.1 En pensant à la sécurité, la dernière fois que vous avez participé à une activité de loisir en plein-air organisée en (NOTRE PAYS), veuillez me dire si...

Les lieux et/ou les équipements étaient en bon état

Q6.1 Thinking about safety, the last time you engaged in an organised outdoor activity in (OUR COUNTRY), please tell me if ...
The premises and/or the equipment were in good enough condition

Q6.1 Bitte denken Sie an das letzte Mal, als Sie an einer organisierten Freizeitaktivität im Freien in Deutschland teilgenommen haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
das Gelände und/oder die Ausrüstung in einem ausreichend guten Zustand waren





























		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	87	4	6	3
	BE	89	5	4	2
	BG	61	19	18	2
	CZ	85	3	8	4
	DK	87	5	4	4
	DE	91	3	3	3
	EE	84	4	8	4
	IE	90	2	6	2
	EL	81	9	4	6
	ES	88	6	3	3
	FR	91	2	6	1
	IT	84	8	4	4
	CY	73	15	4	8
	LV	83	10	4	3
	LT	70	6	22	2
	LU	84	3	11	2
	HU	81	6	7	6
	MT	83	7	8	2
	NL	83	4	10	3
	AT	94	2	3	1
	PL	77	7	11	5
	PT	81	4	13	2
	RO	76	7	15	2
	SI	87	8	4	1
	SK	82	7	8	3
	FI	93	4	2	1
	SE	89	0	6	5
	UK	95	0	2	3

Q6.2 En pensant à la sécurité, la dernière fois que vous avez participé à une activité de loisir en plein-air organisée en (NOTRE PAYS), veuillez me dire si...

Le personnel a semblé suffisamment qualifié en termes de mesures de sécurité

Q6.2 Thinking about safety, the last time you engaged in an organised outdoor activity in (OUR COUNTRY), please tell me if ...
The staff seemed to be properly qualified in terms of safety precautions





























Q6.2 Bitte denken Sie an das letzte Mal, als Sie an einer organisierten Freizeitaktivität im Freien in Deutschland teilgenommen haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
das Personal in Sachen Sicherheitsvorkehrungen angemessen qualifiziert erschien

		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	78	6	9	7
	BE	77	13	7	3
	BG	49	26	18	7
	CZ	77	4	5	14
	DK	82	3	7	8
	DE	77	6	6	11
	EE	70	5	13	12
	IE	86	4	7	3
	EL	71	14	5	10
	ES	82	10	5	3
	FR	79	4	13	4
	IT	68	8	10	14
	CY	64	12	14	10
	LV	79	9	6	6
	LT	67	9	19	5
	LU	80	7	10	3
	HU	70	6	8	16
	MT	59	16	12	13
	NL	74	6	16	4
	AT	77	4	14	5
	PL	74	9	12	5
	PT	81	6	9	4
	RO	69	12	16	3
	SI	85	5	8	2
	SK	72	10	11	7
	FI	88	3	7	2
	SE	76	3	8	13
	UK	92	2	2	4

Q6.3 En pensant à la sécurité, la dernière fois que vous avez participé à une activité de loisir en plein-air organisée en (NOTRE PAYS), veuillez me dire si...
 Les informations de sécurité étaient affichées (signes d'avertissement sur les risques, instructions d'utilisation, sorties de secours, etc.)

Q6.3 Thinking about safety, the last time you engaged in an organised outdoor activity in (OUR COUNTRY), please tell me if ...
 Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Q6.3 Bitte denken Sie an das letzte Mal, als Sie an einer organisierten Freizeitaktivität im Freien in Deutschland teilgenommen haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
 Sicherheitsinformationen auslagen bzw. aushingen (Warnschilder, Gebrauchshinweise, Notausgänge etc.)





























		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	75	11	9	5
	BE	74	16	9	1
	BG	60	19	19	2
	CZ	74	6	10	10
	DK	55	25	11	9
	DE	74	14	6	6
	EE	57	10	25	8
	IE	78	12	7	3
	EL	69	23	3	5
	ES	79	11	8	2
	FR	71	10	16	3
	IT	72	12	8	8
	CY	69	14	4	13
	LV	69	19	8	4
	LT	70	9	18	3
	LU	72	8	19	1
	HU	77	7	9	7
	MT	62	21	13	4
	NL	74	13	9	4
	AT	85	4	8	3
	PL	76	11	10	3
	PT	73	16	7	4
	RO	68	16	14	2
	SI	85	8	7	0
	SK	80	6	10	4
	FI	56	26	14	4
	SE	67	12	12	9
	UK	90	3	4	3

Q7.1 En pensant à la sécurité, la dernière fois que êtes allé à la piscine en (NOTRE PAYS), veuillez me dire si...
Les lieux et/ou les équipements étaient en bon état

Q7.1 Thinking about safety, the last time you used a swimming pool facility in (OUR COUNTRY), please tell me if ...
The premises and/or the equipment were in good enough condition

Q7.1 Bitte denken Sie an das letzte Mal, als Sie ein Schwimmbad in Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...

die Räumlichkeiten und/oder die Ausrüstung in einem ausreichend guten Zustand waren

		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	90	5	3	2
	BE	91	6	2	1
	BG	71	18	10	1
	CZ	90	5	3	2
	DK	92	4	2	2
	DE	90	5	4	1
	EE	89	6	3	2
	IE	94	4	2	0
	EL	78	15	6	1
	ES	90	6	3	1
	FR	89	4	6	1
	IT	92	4	2	2
	CY	83	8	6	3
	LV	89	7	2	2
	LT	75	12	9	4
	LU	93	3	4	0
	HU	92	5	3	0
	MT	85	11	2	2
	NL	88	7	4	1
	AT	93	4	2	1
	PL	87	6	4	3
	PT	92	4	1	3
	RO	79	12	8	1
	SI	93	5	1	1
	SK	90	6	3	1
	FI	94	4	1	1
	SE	90	7	2	1
	UK	94	4	1	1

Q7.2 En pensant à la sécurité, la dernière fois que êtes allé à la piscine en (NOTRE PAYS), veuillez me dire si...





























Le personnel a semblé suffisamment qualifié en termes de mesures de sécurité

Q7.2 Thinking about safety, the last time you used a swimming pool facility in (OUR COUNTRY), please tell me if ...

The staff seemed to be properly qualified in terms of safety precautions

Q7.2 Bitte denken Sie an das letzte Mal, als Sie ein Schwimmbad in Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...

das Personal in Sachen Sicherheitsvorkehrungen angemessen qualifiziert erschien





























		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	81	5	8	6
	BE	84	6	8	2
	BG	59	16	16	9
	CZ	76	2	10	12
	DK	88	3	4	5
	DE	76	5	10	9
	EE	71	4	10	15
	IE	90	2	7	1
	EL	64	24	8	4
	ES	84	9	5	2
	FR	83	4	10	3
	IT	73	5	11	11
	CY	52	29	15	4
	LV	80	9	5	6
	LT	74	9	13	4
	LU	81	6	10	3
	HU	83	4	6	7
	MT	63	16	12	9
	NL	77	6	12	5
	AT	74	7	15	4
	PL	88	3	5	4
	PT	81	7	7	5
	RO	68	19	11	2
	SI	87	6	5	2
	SK	80	6	6	8
	FI	86	4	5	5
	SE	80	2	7	11
	UK	90	3	4	3

Q7.3 En pensant à la sécurité, la dernière fois que êtes allé à la piscine en (NOTRE PAYS), veuillez me dire si...
 Les informations de sécurité étaient affichées (signes d'avertissement sur les risques, instructions d'utilisation, sorties de secours, etc.)

Q7.3 Thinking about safety, the last time you used a swimming pool facility in (OUR COUNTRY), please tell me if ...
 Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Q7.3 Bitte denken Sie an das letzte Mal, als Sie ein Schwimmbad in Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...

Sicherheitsinformationen auslagen bzw. aushingen (Warnschilder, Gebrauchshinweise, Notausgänge etc.)





























		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR DK/NA WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	82	7	9	2
	BE	82	8	10	0
	BG	72	12	13	3
	CZ	84	3	9	4
	DK	81	2	13	4
	DE	79	8	10	3
	EE	82	3	11	4
	IE	89	5	5	1
	EL	66	28	5	1
	ES	80	14	5	1
	FR	81	2	16	1
	IT	76	11	10	3
	CY	72	20	5	3
	LV	83	6	8	3
	LT	74	6	16	4
	LU	81	7	9	3
	HU	90	2	7	1
	MT	79	10	9	2
	NL	80	6	11	3
	AT	85	3	10	2
	PL	86	3	8	3
	PT	85	5	8	2
	RO	73	14	9	4
	SI	92	4	4	0
	SK	87	3	8	2
	FI	78	6	13	3
	SE	79	5	10	6
	UK	93	1	5	1

Q8.1 En pensant à la sécurité, la dernière fois que vous êtes allé dans un parc d'attraction ou une foire en (NOTRE PAYS), veuillez me dire si...

Les lieux et/ou les équipements étaient en bon état

Q8.1 Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...
The premises and/or the equipment were in good enough condition

Q8.1 Bitte denken Sie an das letzte Mal, als Sie einen Freizeitpark oder einen Jahrmarkt bzw. eine Kirmes in Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
das Gelände und/oder die Geräte in einem ausreichend guten Zustand waren





























		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	81	8	7	4
	BE	87	7	6	0
	BG	42	36	19	3
	CZ	72	9	12	7
	DK	92	3	2	3
	DE	80	7	6	7
	EE	63	14	12	11
	IE	75	14	7	4
	EL	78	15	7	0
	ES	83	9	6	2
	FR	85	4	8	3
	IT	84	4	6	6
	CY	74	16	10	0
	LV	78	12	7	3
	LT	54	17	24	5
	LU	77	9	12	2
	HU	71	15	7	7
	MT	70	18	7	5
	NL	79	11	7	3
	AT	83	7	8	2
	PL	66	14	13	7
	PT	68	16	13	3
	RO	74	14	11	1
	SI	87	12	1	0
	SK	84	8	5	3
	FI	94	1	2	3
	SE	83	9	4	4
	UK	89	5	4	2

Q8.2 En pensant à la sécurité, la dernière fois que vous êtes allé dans un parc d'attraction ou une foire en (NOTRE PAYS), veuillez me dire si...

Le personnel a semblé suffisamment qualifié en termes de mesures de sécurité

Q8.2 Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...
The staff seemed to be properly qualified in terms of safety precautions





























Q8.2 Bitte denken Sie an das letzte Mal, als Sie einen Freizeitpark oder einen Jahrmarkt bzw. eine Kirmes in Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
das Personal in Sachen Sicherheitsvorkehrungen angemessen qualifiziert erschien

		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	66	12	13	9
	BE	64	16	15	5
	BG	35	34	21	10
	CZ	48	14	20	18
	DK	73	7	9	11
	DE	60	14	13	13
	EE	45	14	16	25
	IE	53	18	19	10
	EL	62	22	11	5
	ES	72	16	7	5
	FR	70	8	16	6
	IT	57	10	18	15
	CY	50	31	14	5
	LV	68	17	8	7
	LT	42	27	24	7
	LU	55	15	25	5
	HU	66	14	10	10
	MT	48	26	15	11
	NL	61	16	16	7
	AT	65	9	21	5
	PL	66	14	14	6
	PT	57	22	12	9
	RO	69	16	11	4
	SI	76	15	7	2
	SK	67	8	11	14
	FI	74	5	10	11
	SE	58	14	9	19
	UK	77	6	14	3

Q8.3 En pensant à la sécurité, la dernière fois que vous êtes allé dans un parc d'attraction ou une foire en (NOTRE PAYS), veuillez me dire si...
 Les informations de sécurité étaient affichées (signes d'avertissement sur les risques, instructions d'utilisation, sorties de secours, etc.)

Q8.3 Thinking about safety, the last time you were in an amusement park or a fairground in (OUR COUNTRY), please tell me if ...
 Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Q8.3 Bitte denken Sie an das letzte Mal, als Sie einen Freizeitpark oder einen Jahrmarkt bzw. eine Kirmes in Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
 Sicherheitsinformationen auslagen bzw. aushingen (Warnschilder, Gebrauchshinweise, Notausgänge etc.)





























		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	69	14	13	4
	BE	71	19	9	1
	BG	38	43	16	3
	CZ	48	23	19	10
	DK	70	6	18	6
	DE	67	14	13	6
	EE	43	17	29	11
	IE	53	28	15	4
	EL	65	26	8	1
	ES	74	18	5	3
	FR	69	10	18	3
	IT	64	11	19	6
	CY	64	26	8	2
	LV	56	26	14	4
	LT	45	21	29	5
	LU	73	11	14	2
	HU	69	13	13	5
	MT	60	24	11	5
	NL	63	24	10	3
	AT	72	9	17	2
	PL	60	18	16	6
	PT	60	25	13	2
	RO	73	16	9	2
	SI	78	19	3	0
	SK	75	7	13	5
	FI	67	16	13	4
	SE	62	20	10	8
	UK	85	7	6	2

Q9.1 En pensant à la sécurité, la dernière fois que vous êtes allé dans un centre de beauté ou de bien-être (salon de coiffure, centre de bronzage, spas, etc.) en (NOTRE PAYS), veuillez me dire si...
Les lieux et/ou les équipements étaient en bon état

Q9.1 Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

The premises and/or the equipment were in good enough condition

Q9.1 Bitte denken Sie an das letzte Mal, als Sie ein Schönheits- oder Wellnesszentrum (Friseur, Sonnenstudio, Kurbad etc.) in Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
die Räumlichkeiten und/oder Ausstattung in einem ausreichend guten Zustand waren

		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	92	2	3	3
	BE	91	3	4	2
	BG	88	5	4	3
	CZ	92	1	1	6
	DK	94	2	1	3
	DE	93	3	2	2
	EE	91	2	3	4
	IE	90	1	3	6
	EL	91	5	3	1
	ES	94	2	1	3
	FR	89	2	6	3
	IT	94	1	2	3
	CY	84	3	4	9
	LV	92	3	2	3
	LT	84	3	10	3
	LU	97	1	1	1
	HU	96	1	2	1
	MT	90	2	2	6
	NL	90	1	3	6
	AT	94	2	2	2
	PL	89	3	4	4
	PT	91	2	3	4
	RO	89	5	4	2
	SI	96	2	2	0
	SK	91	2	4	3
	FI	95	1	1	3
	SE	93	2	2	3
	UK	92	1	3	4

Q9.2 En pensant à la sécurité, la dernière fois que vous êtes allé dans un centre de beauté ou de bien-être (salon de coiffure, centre de bronzage, spas, etc.) en (NOTRE PAYS), veuillez me dire si...





























Le personnel a semblé suffisamment qualifié en termes de mesures de sécurité

Q9.2 Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

The staff seemed to be properly qualified in terms of safety precautions

Q9.2 Bitte denken Sie an das letzte Mal, als Sie ein Schönheits- oder Wellnesszentrum (Friseur, Sonnenstudio, Kurbad etc.) in

Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...
das Personal in Sachen Sicherheitsvorkehrungen angemessen qualifiziert erschien

		Oui	Non	Je ne me souviens pas/ je n'en suis pas sûr I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	80	4	8	8
	BE	80	7	9	4
	BG	81	7	7	5
	CZ	79	1	7	13
	DK	77	3	7	13
	DE	74	4	11	11
	EE	77	2	8	13
	IE	81	2	10	7
	EL	78	12	6	4
	ES	83	6	5	6
	FR	73	5	14	8
	IT	73	6	8	13
	CY	71	7	11	11
	LV	85	5	5	5
	LT	84	3	11	2
	LU	77	4	12	7
	HU	90	0	5	5
	MT	83	3	5	9
	NL	78	2	11	9
	AT	75	5	13	7
	PL	89	4	3	4
	PT	85	4	5	6
	RO	83	8	4	5
	SI	92	3	4	1
	SK	84	4	4	8
	FI	76	2	11	11
	SE	70	3	9	18
	UK	84	2	8	6

Q9.3 En pensant à la sécurité, la dernière fois que vous êtes allé dans un centre de beauté ou de bien-être (salon de coiffure, centre de bronzage, spas, etc.) en (NOTRE PAYS), veuillez me dire si...





























Les informations de sécurité étaient affichées (signes d'avertissement sur les risques, instructions d'utilisation, sorties de secours, etc.)

Q9.3 Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in (OUR COUNTRY), please tell me if ...

Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)

Q9.3 Bitte denken Sie an das letzte Mal, als Sie ein Schönheits- oder Wellnesszentrum (Friseur, Sonnenstudio, Kurbad etc.) in Deutschland besucht haben und sagen Sie mir in Bezug auf die Sicherheit, ob ...





























Sicherheitsinformationen auslagen bzw. aushingen (Warnschilder, Gebrauchshinweise, Notausgänge etc.)

		Oui	Non	Je ne me souviens pas/ je n'en suis pas I don't remember/ I'm not sure Kann mich nicht erinnern / Bin nicht sicher	NSP/SR
		Yes	No		DK/NA
		Ja	Nein		WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	61	17	15	7
	BE	55	26	15	4
	BG	49	21	24	6
	CZ	63	6	18	13
	DK	30	41	18	11
	DE	62	14	14	10
	EE	61	7	24	8
	IE	67	13	13	7
	EL	43	45	9	3
	ES	61	25	9	5
	FR	48	19	27	6
	IT	60	17	16	7
	CY	47	33	10	10
	LV	52	20	23	5
	LT	49	20	25	6
	LU	54	22	19	5
	HU	87	1	9	3
	MT	38	38	11	13
	NL	60	19	13	8
	AT	78	6	12	4
	PL	69	10	15	6
	PT	72	12	12	4
	RO	67	16	12	5
	SI	88	3	9	0
	SK	77	4	11	8
	FI	43	32	19	6
	SE	45	22	15	18
	UK	67	15	12	6

Q5Q9A - Les lieux et/ou les équipements étaient en bon état

Q5Q9A - The premises and/or the equipment were in good enough condition





























Q5Q9A - Die Räumlichkeiten und/oder die Ausstattung in einem ausreichend guten Zustand waren

		L'hébergement Accommodation Unterkunft	Les activités de loisir en plein-air organisées Organised outdoor leisure activities Organisierte Freizeitaktivitäten im Freien	Les piscines Swimming pools Schwimmbäder	Les parcs d'attraction et foires Amusement parks and fairgrounds Freizeitparks und Jahrmärkte bzw. Kirmes	Les centres de beauté et de bien-être Beauty and wellness centres Schönheits- und Wellnesszentren
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	58	25	53	38	53
	BE	44	31	55	48	50
	BG	35	11	24	11	43
	CZ	49	26	64	23	44
	DK	55	28	55	57	47
	DE	62	27	64	44	45
	EE	29	32	57	27	65
	IE	68	31	59	25	49
	EL	55	15	21	31	51
	ES	67	22	55	42	71
	FR	55	27	50	42	49
	IT	57	22	47	35	33
	CY	57	8	39	35	38
	LV	29	30	42	49	71
	LT	25	22	37	22	49
	LU	13	16	65	37	59
	HU	38	19	54	23	47
	MT	39	18	35	23	69
	NL	66	28	57	43	53
	AT	49	38	59	28	46
	PL	46	23	49	22	59
	PT	56	22	53	32	62
	RO	50	20	37	39	46
	SI	38	31	59	16	39
	SK	39	36	56	37	56
	FI	67	34	67	67	58
	SE	66	31	56	53	60
	UK	72	22	59	39	66

Q5Q9B - Le personnel a semblé suffisamment qualifié en termes de mesures de sécurité

Q5Q9B - The staff seemed to be properly qualified in terms of safety precautions





























Q5Q9B - Das Personal in Sachen Sicherheitsvorkehrungen angemessen qualifiziert erschien

		L'hébergement Accommodation Unterkunft	Les activités de loisir en plein-air organisées Organised outdoor leisure activities Organisierte Freizeitaktivität en im Freien	Les piscines Swimming pools Schwimmbäder	Les parcs d'attraction et foires Amusement parks and fairgrounds Freizeitparks und Jahrmärkte bzw. Kirmes	Les centres de beauté et de bien-être Beauty and wellness centres Schönheits- und Wellnesszentre
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	39	22	48	31	46
	BE	31	26	51	35	44
	BG	23	9	20	9	40
	CZ	34	24	54	15	38
	DK	38	27	52	45	39
	DE	37	23	55	33	36
	EE	18	27	45	20	55
	IE	49	29	56	18	44
	EL	38	13	17	24	44
	ES	51	20	51	36	64
	FR	33	23	46	34	41
	IT	28	18	37	24	26
	CY	34	7	25	24	32
	LV	22	29	38	43	66
	LT	20	22	36	17	49
	LU	7	15	57	26	47
	HU	28	16	49	21	45
	MT	29	13	26	16	64
	NL	41	25	51	33	46
	AT	29	32	47	22	37
	PL	43	22	49	22	59
	PT	44	22	47	26	58
	RO	39	18	32	37	43
	SI	33	30	55	14	37
	SK	28	32	50	30	52
	FI	47	32	61	53	47
	SE	39	27	50	37	45
	UK	53	21	56	34	60

Q509C - Les informations de sécurité étaient affichées

Q509C - Information regarding safety was displayed



























Q509C - Sicherheitsinformationen auslagen bzw. Aushängen

		L'hébergement Accomodation Unterkunft	Les activités de loisir en plein-air organisées Organised outdoor leisure activities Organisierte Freizeitaktivitäten im Freien	Les piscines Swimming pools Schwimmbäder	Les parcs d'attraction et foires Amusement parks and fairgrounds Freizeitparks und Jahrmärkte bzw. Kirmes	Les centres de beauté et de bien-être Beauty and wellness centres Schönheits- und Wellnesszentre
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	52	21	49	32	35
	BE	35	26	49	39	30
	BG	35	11	24	10	24
	CZ	43	23	59	15	31
	DK	44	18	48	43	15
	DE	56	22	57	36	30
	EE	28	22	52	18	44
	IE	62	27	56	18	36
	EL	45	13	18	26	25
	ES	57	19	48	38	46
	FR	50	21	45	34	27
	IT	47	19	38	27	22
	CY	56	8	34	30	21
	LV	24	25	39	36	40
	LT	18	22	36	19	29
	LU	11	14	57	35	33
	HU	34	18	53	22	43
	MT	36	13	33	19	29
	NL	57	25	52	34	36
	AT	42	35	54	24	39
	PL	39	22	48	20	46
	PT	52	20	49	28	49
	RO	43	18	34	39	35
	SI	37	30	58	14	36
	SK	36	35	54	33	48
	FI	59	20	56	48	27
	SE	62	24	49	40	29
	UK	69	21	58	37	48

Q10 L'accident que vous avez eu dans l'hébergement payant était-il lié à l'un des éléments suivants?

Q10 Was the accident in the accommodation related to any of the following? (ROTATE)





























Q10 Hat einer der folgenden Aspekte eine Rolle bei dem Unfall in der Unterkunft gespielt?

		La sécurité générale (zones communes, chambres, balcons, salle de bain, toilettes, meubles, installations électriques, etc.) General safety (common areas, bedrooms, balconies, bathrooms, public toilets, furniture, electrical appliances, etc.) Allgemeine Sicherheitsbereiche (z.B. Gemeinschaftsbereiche, Schlafzimmer, Balkone, Badezimmer, öffentliche Toiletten, Möbel, elektrische	Le feu	L'hygiène (eau, produits chimiques, etc.)	Une fuite de monoxyde de carbone	La sécurité de la piscine (pas de maître-nageur, manque d'entretien, etc.)	Les équipements de loisir (jardin, aire de jeu, etc.)	Autre (NE PAS LIRE)	Aucun (NE PAS LIRE)	NSP/SR
			Fire	Hygiène (water, chemicals, etc.)	Carbon monoxide leak	Pool safety (no lifeguard, poorly maintained, etc.)	Recreational facilities (garden, playground, etc.)	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK/NA
			Feuer	Hygiene (z.B. Wasser, Chemikalien etc.)	Austretendes Kohlenmonoxid	Sicherheit am Pool (z.B. kein Rettungsschwimmer bzw. Bademeister, schlechte Wartung etc.)	Erholungsanlagen (z.B. Garten, Spielplatz etc.)	Andere (SPONTAN)	Nichts davon (SPONTAN)	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	24	0	13	4	8	9	23	19	0
	BE	0	0	0	0	0	0	48	52	0
	BG	0	0	0	0	100	0	0	0	0
	CZ	0	0	0	0	32	0	68	0	0
	DK	14	0	0	0	0	67	19	0	0
	DE	19	0	12	0	0	0	0	69	0
	EE	45	0	0	0	0	0	0	55	0
	IE	20	0	0	0	29	30	21	0	0
	EL	12	0	11	0	0	25	17	35	0
	ES	100	0	0	0	0	0	0	0	0
	FR	46	0	0	0	0	54	0	0	0
	IT	59	0	0	0	41	0	0	0	0
	CY	49	0	0	0	0	0	0	51	0
	LV	100	0	0	0	0	0	0	0	0
	LT	100	0	0	0	0	0	0	0	0
	LU	100	0	0	0	0	0	0	0	0
	HU	17	0	0	0	37	16	18	12	0
	NL	0	0	18	0	18	28	9	27	0
	AT	31	0	0	0	34	0	0	35	0
	PL	15	0	13	0	0	0	45	27	0
	PT	0	39	0	0	61	0	0	0	0
	SI	0	0	0	0	26	0	74	0	0
	SK	0	0	0	0	16	55	29	0	0
	FI	0	0	0	0	0	0	100	0	0
	SE	0	0	0	0	0	0	33	67	0
	UK	13	0	24	13	0	8	42	0	0

Q11 Quelles ont été les conséquences de cet accident ? (REPONSES MULTIPLES)

Q11 What was/were the consequence(s) of the accident? (MULTIPLE ANSWERS)





























Q11 Was war die Folge bzw. was waren die Folgen des Unfalls? (MEHRFACHNENNUNGEN MOGLICH)

		Des blessures superficielles (brûlure légère, écorchure, etc.)	Une infection, un empoisonnement	Une noyade ou une quasi noyade	Un choc électrique	Des effets psychologiques graves	Des blessures graves entraînant des conséquences temporaires (os cassé, entorse, foulure, etc.)	Des blessures graves entraînant un handicap permanent	L'accident a été fatal	Autre (NE PAS LIRE)	NSP/SR
		Superficial injuries (slight burning, graze, etc.)	Infection, poisoning	Drowning or nearly drowning	Electric shock	Serious psychological effects	Serious physical injury with temporary consequences (broken bone, twist, strain, etc.)	Serious physical injury which lead to a permanent disability	The accident was fatal	Other (SPONTANEOUS)	DK/NA
		Oberflächliche Verletzungen (z.B. leichte Verbrennung, Schürfwunde etc.)	Infektion, Vergiftung	Ertrinken oder Beinahe-Ertrinken	Elektrischer Schlag	Schwere psychische Folgen	Schwere körperliche Verletzung mit vorübergehenden Folgen (z.B. Knochenbruch, Bänderdehnung, Zerrung etc.)	Schwere körperliche Verletzung, die zu einer dauerhaften Behinderung geführt hat	Der Unfall war tödlich	Andere (SPONTAN)	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	49	4	3	1	1	46	2	2	5	1
	BE	36	3	4	4	0	54	0	0	6	0
	BG	43	15	0	0	3	20	2	0	17	0
	CZ	40	3	3	1	5	57	2	1	6	1
	DK	38	4	1	0	0	55	4	0	3	0
	DE	51	1	0	0	0	45	2	0	7	3
	EE	52	10	6	0	8	48	0	0	3	0
	IE	54	0	2	0	0	35	7	3	3	0
	EL	62	7	0	1	6	37	3	0	2	0
	ES	65	9	6	0	3	26	0	2	1	0
	FR	46	3	6	2	0	60	1	0	11	0
	IT	32	6	0	0	0	61	0	6	3	0
	CY	73	0	2	0	0	14	0	0	11	0
	LV	64	2	0	0	6	25	2	0	1	3
	LT	59	4	0	0	2	32	0	0	5	6
	LU	68	3	0	0	2	27	0	3	5	0
	HU	65	0	7	0	0	26	0	5	2	0
	MT	57	7	7	0	0	22	7	0	0	0
	NL	47	4	0	0	1	53	0	0	2	0
	AT	30	2	0	0	1	70	7	0	0	3
	PL	51	3	1	1	0	44	2	0	5	1
	PT	54	5	10	6	0	38	2	0	11	0
	RO	68	18	1	0	0	19	0	0	7	0
	SI	33	8	4	0	0	55	1	0	7	0
	SK	38	5	3	0	2	50	0	2	6	2
	FI	25	0	3	0	3	55	0	0	16	1
	SE	41	2	2	0	1	41	3	0	18	1
	UK	58	4	10	0	0	43	4	4	1	3

Q12 Selon vous, l'accident a-t-il été causé par , etc. ? (REPONSES MULTIPLES)

Q12 In your opinion, was the accident caused by...? (MULTIPLE ANSWERS)





























Q12 Wodurch wurde der Unfall Ihrer Meinung nach verursacht? Durch ...? (MEHRFACHNENNUNGEN MOGLICH)

	Le mauvais état des lieux/ des équipements	Le manque de compétence du fournisseur de service/ du personnel	Des instructions d'utilisation insuffisantes	Un avertissement insuffisant sur les risques	Une surveillance insuffisante	Un manque/ une mauvaise qualité de procédures d'urgence	Ma propre faute/ la faute de l'utilisateur	Autre (NE PAS LIRE)	NSP/SR
	Bad state of the premises/ the equipment	Insufficient competence of service provider/ staff responsible	Insufficient instructions on use	Insufficient warning about risks	Insufficient supervision	Lack of/ poor emergency procedures	My own fault/ the own fault of the user	Other (SPONTANEOUS)	DK/NA
	Den schlechten Zustand der Räumlichkeiten, der Ausstattung bzw. Ausrüstung	Unzureichende Kompetenz des Anbieters bzw. der verantwortlichen Mitarbeiter	Unzureichende Gebrauchshinweise	Unzureichende Warnhinweise zu Gefahren	Unzureichende Betreuung bzw. Beaufsichtigung	Mangelnde bzw. schlechte Notfallmaßnahmen	Es war meine eigene Schuld / die eigene Schuld des Nutzers	Andere (SPONTAN)	WN
%	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
 EU 27	20	16	8	12	13	5	54	10	2
 BE	14	4	5	10	9	4	55	19	6
 BG	19	20	14	13	26	0	32	3	0
 CZ	21	11	10	15	21	8	51	13	1
 DK	18	7	1	11	12	1	53	10	0
 DE	20	1	2	6	7	1	63	9	3
 EE	21	34	11	10	6	4	34	7	2
 IE	18	13	14	22	20	3	47	5	1
 EL	21	43	18	29	42	10	39	2	0
 ES	33	28	12	17	23	10	43	13	0
 FR	24	4	10	3	8	5	59	10	3
 IT	17	18	3	1	0	2	41	16	3
 CY	30	10	10	7	4	0	36	8	0
 LV	25	28	13	13	19	4	41	1	3
 LT	15	11	12	11	18	10	67	2	0
 LU	17	10	7	5	14	5	48	10	0
 HU	24	8	0	9	3	6	46	23	0
 MT	11	29	7	11	8	18	36	7	0
 NL	14	11	14	13	9	6	62	11	0
 AT	11	0	2	3	2	0	74	12	0
 PL	14	16	7	11	18	9	54	8	1
 PT	35	35	15	20	13	22	44	10	2
 RO	20	16	14	26	7	3	46	8	0
 SI	10	5	5	10	18	6	54	14	0
 SK	13	17	16	11	14	7	57	6	5
 FI	3	9	8	7	6	3	73	11	0
 SE	12	19	1	11	9	0	61	9	7
 UK	20	40	14	30	23	6	57	4	0

Q13 L'accident est-il arrivé à un enfant de moins de 15 ans ?

Q13 Did the accident happen to a child under 15 years of age?





























Q13 Ist der Unfall einem Kind unter 15 Jahren passiert?

		Oui	Non	NSP/NR
		Yes	No	DK/NA
		Ja	Nein	Weiß nicht / Keine Angabe
%		Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	31	69	0
	BE	38	62	0
	BG	40	55	5
	CZ	42	58	0
	DK	30	69	1
	DE	37	62	1
	EE	32	68	0
	IE	31	69	0
	EL	40	60	0
	ES	28	71	1
	FR	30	70	0
	IT	28	72	0
	CY	52	48	0
	LV	23	77	0
	LT	37	63	0
	LU	46	54	0
	HU	47	53	0
	MT	44	56	0
	NL	39	61	0
	AT	29	71	0
	PL	26	74	0
	PT	22	78	0
	RO	29	71	0
	SI	21	79	0
	SK	16	82	2
	FI	19	81	0
	SE	35	65	0
	UK	23	77	0

Q14 Vous-même ou un membre de votre foyer, avez-vous déposé une plainte officielle concernant cet accident ?

Q14 Did you or someone from your household make an official complaint about the accident?





























Q14 Haben Sie oder hat jemand anderes aus Ihrem Haushalt eine offizielle Beschwerde wegen des Unfalls eingereicht? Bitte vorlesen!
Nur eine Nennung möglich!

		Non	Oui et vous n'avez jamais reçu de réponse	Oui mais le résultat n'est pas encore connu	Oui et vous avez obtenu une compensation financière	Oui et vous avez obtenu un autre type de compensation	NSP/NR	Total 'Oui'
		No	Yes and you never received any reply	Yes and the outcome is not yet known	Yes and you obtained financial compensation	Yes and you obtained another kind of compensation	DK/NA	Total 'Yes'
		Nein	Ja, und Sie haben nie eine Antwort erhalten	Ja, und das Ergebnis ist noch offen	Ja, und Sie haben eine finanzielle Entschädigung erhalten	Ja, und Sie haben eine andere Form der Entschädigung	Weiß nicht / Keine Angabe	Gesamt 'Ja'
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	91	2	2	2	2	1	8
	BE	95	0	0	3	0	2	3
	BG	91	4	0	0	5	0	9
	CZ	92	0	1	5	0	2	6
	DK	95	0	0	4	1	0	5
	DE	92	3	2	1	2	0	8
	EE	96	2	0	0	0	2	2
	IE	68	15	1	10	3	3	29
	EL	99	0	1	0	0	0	1
	ES	85	2	2	3	5	3	12
	FR	98	0	0	0	0	2	0
	IT	82	8	3	4	3	0	18
	CY	89	5	0	4	0	2	9
	LV	93	0	1	6	0	0	7
	LT	97	0	0	3	0	0	3
	LU	82	3	0	0	4	11	7
	HU	86	0	0	11	3	0	14
	MT	76	6	0	0	0	18	6
	NL	93	2	0	0	5	0	7
	AT	97	0	3	0	0	0	3
	PL	90	1	3	1	3	2	8
	PT	79	7	6	0	6	2	19
	RO	100	0	0	0	0	0	0
	SI	92	3	3	2	0	0	8
	SK	98	0	0	0	0	2	0
	FI	81	6	5	0	4	4	15
	SE	98	1	0	0	1	0	2
	UK	92	3	1	2	1	1	7

Q15 Pourquoi, vous-même ou un membre de votre foyer, n'avez-vous pas déposé de plainte officielle concernant cet accident ? (MAX. 3 REponses)

Q15 Why did you or someone from your household not make an official complaint about the accident? (MAX. 3 ANSWERS)

Q15 Warum haben Sie oder hat jemand anderes aus Ihrem Haushalt keine offizielle Beschwerde wegen des Unfalls eingereicht? (MAX. 3 NENNUNGEN)

		Vous ne saviez pas où, comment ou auprès de qui déposer plainte	Il était peu probable que vous puissiez trouver une solution satisfaisante au problème	Vous n'étiez pas sûr de vos droits en tant que consommateur	Vous pensiez que cela prendrait trop longtemps	Vous avez essayé de déposer une plainte officielle pour d'autres problèmes dans le passé et cela n'a pas été concluant	Autre (NE PAS LIRE)	NSP/SR
		You did not know how or who or where to complain	It was unlikely that you would get a satisfactory solution to the problem you encountered	You were not sure of your rights as a consumer	You thought it would take too long	You have tried to complain about other problems in the past but did not get anywhere	Other (SPONTANEOUS)	DK/NA
		Sie wussten nicht, wie, beim wem oder wo Sie sich beschweren können	Es war unwahrscheinlich, dass das Problem, von dem Sie betroffen waren, zufriedenstellend gelöst werden	Sie waren sich nicht sicher, welche Rechte Sie als Verbraucher haben	Sie dachten, das würde zu lange dauern	Sie haben in der Vergangenheit versucht, sich wegen anderer Probleme zu beschweren, aber das hat zu nichts geführt	Andere (SPONTAN)	WN
%		Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350	Flash EB 350
	EU 27	11	18	9	10	4	54	7
	BE	5	14	9	8	3	55	11
	BG	27	12	13	17	18	20	5
	CZ	6	21	8	4	3	58	9
	DK	7	29	4	4	8	49	7
	DE	4	16	6	7	2	61	13
	EE	2	13	18	16	5	46	15
	IE	11	1	0	0	5	58	25
	EL	14	28	8	13	12	48	2
	ES	17	23	17	8	8	58	0
	FR	6	11	7	11	1	60	9
	IT	4	20	8	13	0	56	5
	CY	2	7	0	0	0	91	0
	LV	17	26	9	17	10	38	11
	LT	6	21	4	20	5	56	3
	LU	19	23	16	3	9	23	16
	HU	9	6	0	20	0	62	6
	MT	28	24	0	0	0	48	0
	NL	7	20	8	3	5	66	5
	AT	9	14	7	6	4	59	8
	PL	5	26	10	16	9	39	3
	PT	8	28	6	0	7	64	4
	RO	17	7	9	22	5	39	13
	SI	8	23	8	16	0	55	1
	SK	15	14	10	10	11	46	8
	FI	0	34	0	0	5	58	8
	SE	12	7	16	0	0	57	19
	UK	35	17	8	15	5	48	5