

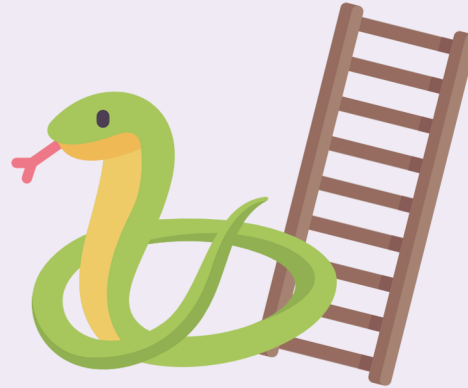
Snakes and Ladders

What you need

Dice

2 or more players

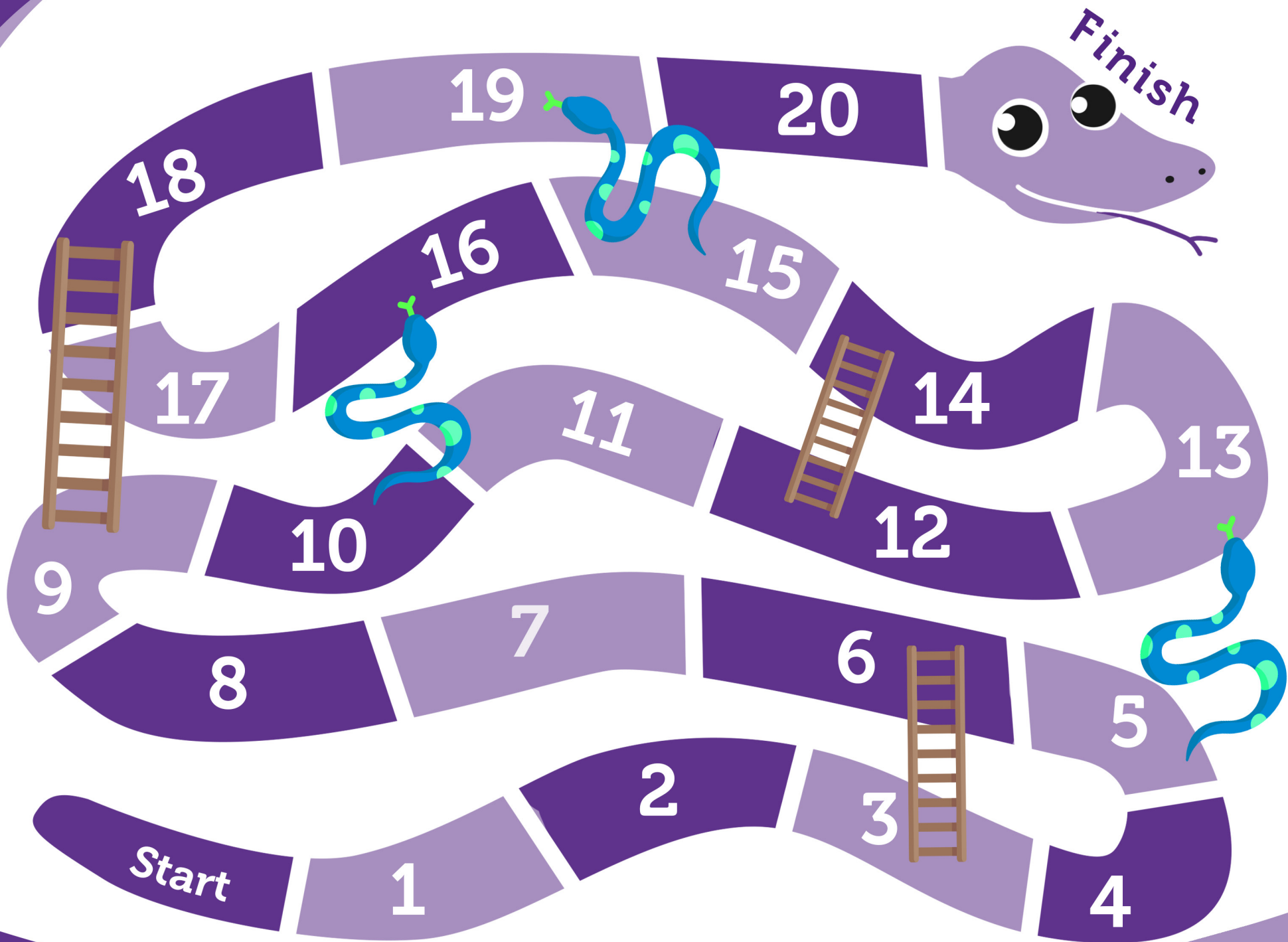
Small object representing each player



How to play

1. Print out the snakes and ladders board game and the question and answer pages.
2. To start the game, each player takes it in turns to roll the dice. The player that rolls the highest number starts the game, and is asked the first question by the person sitting to their right.
3. Moving clockwise, each player is asked a question by the previous player. If answered correctly, they roll the dice and move their object forward the number of spaces shown on the dice.
4. If answered incorrectly, they do not roll the dice and they miss a turn.
5. If a player lands on a ladder, they climb their way up the board. But if they land on a snake, they move down the board.
6. The player to reach the finish point first is the winner.





Snakes and Ladders

Questions

1. What is the name of the consumer legislation that protects us when we make purchases?
2. You buy a jumper on the high street but decide to change it as you don't like it. Does the shop have to give you a refund or a credit note?
3. You buy a jumper online but decide to change it as you don't like it. Does the online shop have to give you a refund?
4. What G is one of the three categories covered by The Consumer Rights Act 2015?
5. What S is one of the three categories covered by The Consumer Rights Act 2015?
6. What D is one of the three categories covered by The Consumer Rights Act 2015?
7. Is the sale of fresh cream covered under The Consumer Rights Act 2015?
8. If you see a padlock symbol anywhere on the page of a website, does this mean the website is safe for online shopping?
9. When shopping online what does the 's' stand for in the 'https' part of the web address?
10. How many days do you have to return a faulty item to a shop and ask for a full refund?

11. Consumer law protects you for problems with purchases for up to how many years?
12. Fill in the blank - under The Consumer Rights Act 2015 all products must be of satisfactory ___?
13. Fill in the blank - under The Consumer Rights Act 2015 all products must be fit for ___?
14. Fill in the blank - under The Consumer Rights Act 2015 all products must be as ___?
15. You see a watch in a shop priced at £50, but when you go to pay the shop assistant explains there has been a mistake and the watch is £150. Are you entitled to the watch at the lower price?
16. You visit your hairdresser for a trim but they accidentally cut it much shorter than you asked for. Do you have to pay full price?
17. True or False – if a product develops a fault outside the warranty period you have no rights.
18. You buy shoes online and when they arrive you decide you don't like them. How long do you have to cancel your order and get a full refund?
19. Can you return a food hamper that you purchased online?
20. You order a personalised mug online. Can you change your mind and return the mug for a full refund?



Snakes and Ladders

Answers

1. **The Consumer Rights Act 2015.**
2. **No**, you do not have any rights when shopping on the high street if you simply change your mind.
3. **Yes**, when shopping online you have 14 days to cancel your order and receive a refund.
4. **Goods.**
5. **Services.**
6. **Digital content.**
7. **Yes**, the law says all goods you buy must match the description, including a fresh cream cake.
8. **No**, a padlock symbol on a webpage can be easily faked. Look for a padlock symbol in the browser bar.
9. **Secure.**
10. **30 days.**
11. **6 years.**
12. **Quality.**
13. **Purpose.**
14. **Described.**
15. **No**, the law states that the retailer is under no obligation to sell it at the lower price.



16. **No**, you can claim a price reduction.
17. **False** – you still have consumer rights up to six years.
18. **14 days.**
19. **No**, online orders for perishable goods usually cannot be cancelled.
20. **No**, usually you cannot return personalised items.

Brush up on your consumer rights knowledge by watching 'Know your new consumer rights' video on our YouTube channel. Play this game again to try and beat your previous score!

**For more family activities visit
www.consumer council.org.uk/activities**

