

Travelling Abroad? Assistance for Canadians



Department of Foreign Affairs
and International Trade

Ministère des Affaires étrangères
et du Commerce international

Millions of Canadians live in or visit countries all over the world. They do so for all kinds of reasons: work, family commitments, adventure, pleasure and business. For most, the experience is enriching; but for others, there are unexpected problems. Many of these problems are minor, but some are disastrous.

Preparation is the key to successful travel. Smart travellers learn about their destination before leaving Canada. They understand the pitfalls that can await the unprepared.

The consular services of the Department of Foreign Affairs and International Trade provide assistance to Canadian travellers. We are committed to helping Canadians prepare for foreign travel and to providing you with a variety of services once you're abroad.

What Are Consular Services?

"Consular" is the word used to describe the services that a country provides for its citizens abroad. Canada's consular services operate 24 hours a day, seven days a week, through a network of over 270 offices in more than 180 countries. The offices include embassies, high commissions, consulates, cooperation offices and honorary consuls. In some places, Australian diplomatic officers provide consular services to Canadians. You can reach us by telephone, e-mail, fax or mail. One of the world's most sophisticated communications and computer systems enables us to communicate with you, no matter what the time of day or your location.

Get Informed... Before You Go!

Using our resources will help you plan and enjoy a safe, smooth trip.

Our publications (available on-line) provide a wide range of information and advice on travel safety. In addition, our on-line Travel Reports have up-to-date information on current conditions in 225 foreign countries, including security and health issues and visa requirements. Information concerning travel and drugs is also available on our Web site.

All our reports and publications can be read, downloaded or ordered free of charge through our Web site. Publications are also available from passport offices and travel agents in Canada, and from Canadian embassies and other offices overseas.

If necessary, you can also meet with one of our officers to help you plan the security aspects of your trip.

Need Assistance Abroad? You Can Count On Us!

Canada's offices abroad are there to help you in case of an emergency. Consular staff, both in our foreign offices and in Ottawa, can:

- contact your family and friends;
- arrange help in a medical emergency or assist in the event of a death;
- arrange evacuation in the event of a war or natural disaster;
- comfort and assist victims of robbery and other violence;
- provide assistance in dealing with the criminal justice system;
- see that you are treated fairly under the country's laws if you are arrested;
- help in the location of missing persons and abducted children;
- replace passports; and
- legalize documents.

As thousands of Canadians have discovered, few problems are beyond the capabilities of our dedicated, resourceful staff.

Contacting Us

If you encounter problems while out of the country, contact a Canadian office. Addresses and telephone numbers are listed in our publication *Bon Voyage, But...* (available on-line). Contact information can also be found in the local telephone directory.

We're here to help you. Call us if you need to... and enjoy your visit!



↳ *Without your support and help it would have been impossible to get through these days. Your support has given us strength to go on.*

[Death of a Canadian, World Trade Center]

↳ *It made me proud to be Canadian and proud of the level of service provided to Canadians abroad. Thanks for your assistance and compassion.*

[Repatriation from Iran]

↳ *More than once, your Weekly Travel Bulletins have provided me with valuable and very timely information of direct relevance to my travels.*

[Travel Information]

↳ *Dedication, decency, competence are only a few of the adjectives that come to mind in describing you.*

[Assistance in Mexico]



Canada's consular services,
24 hours a day, 7 days a week,
wherever you go!

Web site: www.voyage.gc.ca

E-mail: voyage@dfait-maeci.gc.ca

Consular services and
Country Travel Reports:

1 800 267-6788 (in Canada and the U.S.)
or (613) 944-6788

FaxCall: 1 800 575-2500 (in Canada)
or (613) 944-2500

Publications:

1 800 267-8376 (in Canada) or (613) 944-4000

Emergency services:

Call collect from abroad: (613) 996-8885
E-mail: sos@dfait-maeci.gc.ca

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Canada