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**Enquiries Service**

Department of Foreign Affairs and International Trade  
125 Sussex Drive  
Ottawa, ON K1A 0G2  
Tel.: 1-800-267-8376 (in Canada) or (613) 944-4000  
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**Introduction**

Canadians love to travel. Each year we make about 100 million trips abroad for both business and pleasure. The vast majority of these excursions go off without a hitch.

But unfortunately all trips do not come with a hassle-free guarantee. Accidents, illnesses, legal problems and linguistic and cultural difficulties do occur. Most problems are minor and you can usually solve them yourself. But if you run into more serious obstacles, our offices abroad are there to assist you.

*Bon Voyage, But...* will help you plan ahead. Read it before you book your next trip. And pack it in your luggage – it's a handy reference book of travel advice, important telephone numbers and addresses

of Canadian government offices around the world.

Our mission is to ensure that you have the information you need to travel safely and smoothly. We provide effective and efficient services throughout the world to all Canadians. Our pledge is to provide service characterized by sensitivity, empathy, courtesy, speed, accuracy and fairness.

Our services are available through our headquarters in Ottawa and through our network of offices in other countries. Emergency services are available 24 hours a day, seven days a week.

**Before You Go...**

Preparation is the key to a successful trip. By doing your homework before you leave, you minimize the chances of something going wrong.

**Get Informed**  
Before you board that airplane or train, take time to learn about the political, cultural and economic environment of your destination.

Learn at least a few key phrases in the country's language. Even a modest command of the local language will go a long way.

When you are travelling, the laws of the country you are visiting apply to you too. Never assume that because you are a Canadian citizen you are immune to foreign laws.