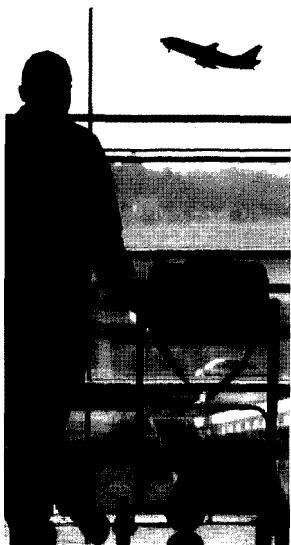


- Enforce a Canadian custody agreement overseas or compel a country to decide a custody case.
- Investigate a crime or death.
- Ask local authorities to give preferential treatment to Canadians.

WHEN OTHER ISSUES ARISE

- Make travel arrangements.
- Compensate or reimburse you for delayed or cancelled travel.
- Pay your hotel, medical, travel, or other expenses.
- Store personal effects or search for lost items.
- Acquire local permits or licences on your behalf, including foreign visas or work permits.
- Assist with job hunting.



- Help you find accommodation.
- Accept mail on your behalf.
- Issue pension or social security benefits.
- Perform marriage ceremonies.
- Pay the burial, cremation, or repatriation costs of a deceased Canadian.
- Coordinate and pay for search-and-rescue efforts to locate missing Canadians.

EMERGENCY CONSULAR SERVICES

Emergency consular assistance is available 24 hours a day, seven days a week. Outside office hours, your call will be transferred to our Emergency Operations Centre in Ottawa, where an experienced consular officer is always on hand, or you will be asked to leave a message for a return call. Either way, you will receive a prompt response. If you leave a message, make sure it is clear and that you provide a telephone number or contact address.

In some countries, you can use a toll-free number to reach us in Ottawa, or call us collect at **613-996-8885** (where available).

Where there is no Canadian office, an Australian or British government office will provide you with emergency services. These and possibly other foreign offices can also contact the nearest Canadian government office on your behalf.

See pages 26 to 43 for a "List of Canadian Government Offices Abroad."

BEFORE YOU GO

GET INFORMED

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.

Some countries experience ongoing wars, insurgencies, or sporadic unrest. Find out if your destination is known to be dangerous. Consult our website for essential travel advice (see "Going Abroad?" on page 7).

BEFORE YOU GO ABROAD, WE ADVISE YOU TO:

- Learn the location of Government of Canada offices in the countries you plan to visit and carry the contact information with you (see page 26 or visit www.travel.gc.ca/offices).
- Provide family or friends with a travel itinerary and contact details, as well as the emergency number for Foreign Affairs and International Trade Canada (see page 44).



Check our Travel Warnings at www.travel.gc.ca to see if it is safe to travel to your destination. Trip cancellation insurance may be null and void if a Travel Warning is already in effect when a trip is booked.

YOUR CANADIAN PASSPORT

A Canadian passport is the only reliable and universally accepted travel and identification document for Canadians. You and each family member should have a valid passport if you plan to travel outside Canada. Application forms are available at any Passport Canada office, Service Canada centre, Canada Post outlet, or Canadian government office abroad. Forms can also be downloaded from the Passport Canada website at www.passportcanada.gc.ca.

A PASSPORT FOR EVERYONE

All Canadian travellers, including children, must have their own passport. This security measure is intended to help protect children and combat abduction, prostitution, and illegal migration. The practice of adding a child's name to a parent's passport is no longer permitted. Before you leave