



## YOUR BEST TRAVEL COMPANION

Canada is a nation of international travellers. About 50 percent of us are passport holders, drawn by the irresistible lure of destinations near and far. And yet going abroad has never been more challenging, with multiple concerns, like trip planning, budgeting, health, security, and documentation. Fortunately, most of us are up to the challenge. We have recognized the need to be well prepared for international travel and to take responsibility for our and our loved ones' well-being abroad.

To help Canadians help themselves, Foreign Affairs and International Trade Canada provides vital services to plan for a safe and successful journey, to prevent problems before they arise, and to assist in an emergency. Likewise, this booklet offers indispensable guidelines for trouble-free travel, plus information on consular services and Canadian government offices worldwide. It may be your best travel companion. Read it before you leave—and have it on hand wherever you go.

## What Are Canadian Consular Services?

With approximately 260 offices in 150 countries worldwide, Foreign Affairs and International Trade Canada is ready to assist Canadians travelling, working, studying, or living abroad.

Before you leave Canada, it is important to know which services we do and do not provide and to realize that not all Canadian government offices abroad provide the same services. Examples of these services are listed below. However, the list is not exhaustive. The \$ symbol indicates which services are provided for a fee.

### Consular Officials Provide the Following Services:

#### *In emergencies*

- Assist in arranging an evacuation in the event of war, civil unrest, or a natural disaster, as a last resort (\$).
- Arrange help in a medical emergency by providing you with a list of local doctors and hospitals.
- Arrange for a medical evacuation if a necessary treatment is not available locally (\$).
- Comfort and assist victims of robbery, sexual assault, or other violence.
- Provide assistance in cases of missing persons or if a child has been abducted to another country (see our publication *International Child Abductions: A Manual for Parents*).

#### *When legal issues arise*

- Provide you with a list of local lawyers.
- Provide you with sources of information about local laws and regulations.
- Seek to ensure that you are treated fairly under a country's laws if you are arrested or detained (see our publication *A Guide for Canadians Imprisoned Abroad*).
- Notarize documents (\$).

#### *When other issues arise*

- Replace a lost, stolen, damaged, or expired passport (\$).
- Issue a Statement in Lieu of Certification of Non-impediment to Marriage Abroad (\$).
- Provide an emergency loan, subject to strict rules and only as a last resort (\$).
- Transfer funds (\$).
- Contact relatives or friends and ask them to send you money or airline tickets.
- Contact next of kin, with your authorization, if you have had an accident or are detained by police.
- Accept citizenship applications.
- Provide advice about burying a Canadian abroad or assist in repatriating the remains to Canada.
- Contact next of kin in case of death.
- Request that local authorities investigate suspicious circumstances in the event of an alleged or apparent crime or death.

## Consular Officials DO NOT Provide the Following Services:

#### *When legal issues arise*

- Intervene in private legal matters.
- Provide legal advice.
- Obtain a criminal record check on your behalf.
- Post bail or pay fines or legal fees.
- Get you out of prison.
- Take possession of an abducted child.
- 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.