

Our Web site and our toll-free telephone services operate 24 hours a day, seven days a week.

We provide all of our services in English and in French. We also provide TTY services for people who are deaf or hard of hearing.

Passport applications are available at our 29 public offices, at all Canada Post outlets and franchises or they may be downloaded from our Web site (www.ppt.gc.ca). Forms are available in Braille and in a digitized format for persons with a visual impairment.

Types of Documents

To meet the various travel requirements of our clients, we issue seven types of travel documents.

- The 24-page passport with the navy blue cover is issued to Canadians for business and leisure travel. It accounts for 98 percent of all travel documents issued by the Passport Office.
- The 48-page passport is identical in design to the 24-page passport but its extra pages offer more convenience for frequent travellers such as business people.
- Diplomatic passports are issued to Canadian diplomats, top ranking government officials, diplomatic couriers and private citizens nominated as official delegates to diplomatic international conferences. It is also issued to Members of Parliament and other people representing the Canadian government on official business.

The Passport Office issued about 1.83 million travel documents this year, a nine percent increase from the previous year.

- Special passports are issued to the families of officials if they are also travelling at public expense. The Minister of Foreign Affairs and International Trade

determines eligibility for special passports.

Although diplomatic and special passports are valid for five years, entitlement ends with the termination of the holder's official status.

- Canadian diplomatic and consular missions may issue emergency passports, on behalf of the Passport Office, to Canadians stranded abroad.
- Refugee travel documents are issued to people determined by Immigration Canada to be refugees under the 1951 United Nations Convention on the Status of Refugees and who are legally landed in Canada. Refugee travel documents are endorsed for travel to all countries except the holder's country of origin. They are valid for two years but may be extended for an additional period of one or two years up to a maximum of five years.
- Certificates of identity are issued to legally landed immigrants who have been permanent residents in Canada for less than three years, are stateless or who are unable to obtain a passport or travel document from their country of origin. The certificate of identity is endorsed for travel to countries specified in the document and valid for not less than one year or more than two years, with one year extensions up to a maximum of three years.