

INTRODUCTION

More Canadians have been bitten by the travel bug than ever before. Equipped with passports, we are venturing abroad in record numbers. At the same time, the challenges we face as world travellers continue to grow as we journey further into countries where cultural, health and security conditions differ greatly from our own.

Sometimes, being bitten by the travel bug can bring more pain than pleasure. That is why Foreign Affairs and International Trade Canada encourages Canadians to educate themselves to travel the world responsibly. This booklet offers essential guidelines to ensure a safe and successful journey. It also provides vital information on consular services and Canadian government offices worldwide.

What Are Canadian Consular Services?

Foreign Affairs and International Trade Canada has more than 260 offices worldwide, where consular officials are ready to assist Canadians travelling, working or living abroad.

Before you leave Canada, it is important to be informed about the services we do and do not provide, as well as to realize that not all government offices provide the same type and level of service.

Consular Officials Provide the Following Services:

In emergencies

- Assist in arranging evacuation in the event of war, civil unrest or a natural disaster.
- Arrange help in a medical emergency by providing you with a list of local doctors and hospitals.
- Arrange for a medical evacuation should a required treatment not be available locally (fees apply).
- Comfort and assist victims of robbery or other violence.
- Help find missing persons and abducted children.

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 the country's laws if you are arrested or detained (see our publication *A Guide for Canadians Imprisoned Abroad*).
- Provide assistance if your child has been abducted and taken to another country (see our publication *International Child Abductions: A Manual for Parents*).
- Notarize documents (fees apply).

When other issues arise

- Replace a lost, stolen, damaged or expired passport (fees apply).
- Issue a statement in lieu of a certificate of non-impediment to marriage abroad (fees apply).

- Provide an emergency loan (fees apply, and this service is offered only as a last resort and is subject to strict rules).
- Transfer funds (fees apply).
- 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 your 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, 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.

