



Emergency Consular Services

Emergency consular assistance is available 24 hours a day, seven days a week. Outside of office hours, your telephone call will automatically be transferred to a consular officer in Ottawa or you will be asked to leave a message for a return call. In either case, there will be a prompt response. If you leave a recorded message, make sure that it is clear and that you leave a complete telephone number or contact address.

From some countries, you can use a toll-free number to speak to a consular officer in Ottawa. In addition, you can make a collect call to Foreign Affairs and International Trade Canada in Ottawa at **613-996-8885** (where available).

In some locations where Canada does not have a local office, an Australian or British government office will provide you with emergency services. These and possibly other foreign government offices can also contact the nearest Canadian office on your behalf.

Check the "List of Canadian Government Offices Abroad" section for information on how to contact the Canadian office(s) in the country you plan to visit.

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 6).

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 23 or visit www.voyage.gc.ca/alt/canoffices.asp).
- 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 37).

Sign Up for Our Registration of Canadians Abroad Service*

Why Register?

So we can contact and assist you in an emergency.

Who Should Register?

Canadians travelling or living abroad should register if they will be away from Canada for three months or longer or if they will be in a foreign country that:

- has security concerns or is covered by an official Travel Warning;
- does not have a Canadian government office; or
- is prone to extreme seasonal weather conditions or has recently experienced a natural disaster.

To register online or for country-specific travel advice, visit our website at:

www.voyage.gc.ca

You can also register in person at a Canadian government office abroad. For more information, call **1-800-267-6788** (in Canada) or **613-944-6788** (collect from abroad).

* *Personal information obtained through registration is confidential and used in accordance with the Privacy Act.*

