



- Anything else? MODERATOR TO BE ATTUNED FOR ANY MENTIONS OF TRAVEL VISAS. IF MENTIONED PROBE FOR: Is this something your clients ask your advice about/or that you do research on behalf of your clients?
- And, for all the above, do you provide assistance? What kind of assistance? Explain.
- And, do most of your clients always travel with ...
 - Cell phone/Smart phone – do you discuss or recommend that they get a plan that will allow them to make local or international calls in the destination they are travelling to?
 - Tablet/laptop – do you discuss or find out how easy/difficult it would be for them to access the Internet in the locations they are travelling to? Is this a consideration for your clients or not? Does it depend on the circumstances? Explain.
 - Do you know whether your clients purchase and/or use a data plan when travelling? Is this something you recommend or not? If not, what other alternatives do you advise your clients of, if any (i.e., Wifi access, business center in hotel, etc.)? Elaborate.
- Is the process of helping your clients prepare/plan for a trip abroad different (i.e., considerations, steps, information gathering) if they are travelling with children, versus just adults? If so, what is different?
- And, if your client was travelling to the U.S., would the same considerations or steps apply? Or, would it depend on where in the U.S. they were going? Explain.

B. Expectations regarding support to travellers from the Government of Canada (20 minutes)

- Now I want to focus the discussion more directly on support from the Government of Canada to travellers. In your view, what role should the Government of Canada play in terms of providing support for Canadians who are travelling abroad? Probe for:
 - What are your expectations for the kinds of services and support travellers should receive?
- What is your expectation about who travellers could reach, how quickly they would respond, and how they could assist them? Probe for:
 - I want to drill down a little more on the question of your expectations as to what is a personal responsibility and what is a situation or circumstance when you would expect a traveller to receive some assistance from the Government of Canada. What should individual travellers be responsible for? And, what should GoC do for travellers, if anything?
 - Generally, what kind of assistance should travellers expect from the GoC? How do you feel travellers should expect to be able to access services and support?
 - In your view, should travellers expect a different level of service in terms of assistance provided by the GoC when they are abroad, versus in Canada? Why or why not?
- Have any of your clients had any experience contacting the Government of Canada while they were abroad and/or had you contact the GoC on their behalf? Tell us about that. Probe for:
 - What were the circumstances?
 - Was the experience contacting the GoC positive or negative? Elaborate.
- In general, would your clients be more likely to contact you directly, deal with the matter themselves or contact someone else? Or does it depend on the situation? Elaborate. Probe for:
 - If one of your clients did contact you because they were in a situation where they needed some assistance, what would you advise them to do? Would you look to the GoC first or would you be more likely to try to access assistance from another individual/organization first? If other than GoC, who would you turn to? Explain.
- Specifically if you wanted to contact the Canadian Government while you were travelling abroad, how would you do this? Who would you contact? How would you contact them? Probe for:
 - Within the Canadian Government officials located both in Canada and abroad provide consular services to people travelling overseas. Have you heard anything about consular services to travellers? MODERATOR TO SPELL OUT ON A FLIPCHART.
 - What does the term Consular Services mean to you?
 - What do you think the people who provide consular services do? What are some examples of consular services?