

CONSULAR SERVICES

Bon Voyage, But...

ESSENTIAL INFORMATION FOR CANADIAN TRAVELLERS

2008/2009



www.voyage.gc.ca



Foreign Affairs and
International Trade Canada

Affaires étrangères et
Commerce international Canada

Canada

Bon Voyage, But...

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2008/2009

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To obtain more information or additional free copies of this booklet,
visit your nearest Passport Canada office,
check the Consular website (www.voyage.gc.ca),
e-mail enqserv@international.gc.ca,
or call **1-800-267-8376** (in Canada) or **613-944-4000**.

This publication is available in alternative formats upon request.
Ce document est aussi disponible en français sous le titre Bon voyage, mais...

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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.



Emergency Consular Services

Emergency consular assistance is available 24 hours a day, seven days a week. Outside office hours, your call will be transferred to our Emergency Operations Centre in Ottawa, where an experienced consular officer is always on hand, or you will be asked to leave a message for a return call. Either way, you will receive a prompt response. If you leave a message, make sure it is clear and that you provide a telephone number or contact address.

In some countries, you can use a toll-free number to reach us in Ottawa, or call us collect at **613-996-8885** (where available).

Where there is no Canadian office, an Australian or British government office will provide you with emergency services. These and possibly other foreign offices can also contact the nearest Canadian government office on your behalf.

See pages 23 to 36 for a “List of Canadian Government Offices Abroad.”

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).

Your Canadian Passport

A Canadian passport is the only reliable and universally accepted travel and identification document for Canadians. You and each family member should have a valid passport if you plan to travel outside Canada. Application forms are

Sign Up for Our Registration of Canadians Abroad Service

Who should register?

All Canadians travelling or living abroad.

Why register?

So that we can contact and assist you in an emergency abroad, such as a natural disaster or civil unrest, or inform you about a family emergency at home.

How do I register?

To register on-line, visit our website at:

www.voyage.gc.ca

You can also register by contacting a Canadian government office abroad.

Will my information be shared with other parties?

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

Where can I find out more?

Call 1-800-267-6788 (in Canada) or 613-944-6788 , or contact the nearest Canadian government office abroad.



Going Abroad?

BE PREPARED. EXPECT THE UNEXPECTED!

Connect with the world and keep posted on travel advice for approximately 200 destinations.

Our **Country Travel Reports and Warnings** offer information on safety and security, local laws and customs, entry requirements, health conditions, and other important travel issues.

Our **Global Issues** page features wide-ranging information on evolving situations of concern to Canadians abroad.

Our daily e-mail **Travel Updates** alert you to changes in our Travel Reports, Warnings, and Global Issues.

Our other **on-line resources** focus on a variety of travel issues, such as documentation, transportation, citizenship, and emergencies.

Wherever you go, wherever you are, visit:

➔ www.voyage.gc.ca



available at any Passport Canada office, Service Canada centre, Canada Post outlet, or Canadian government office abroad. Forms can also be downloaded from the Passport Canada website at www.passportcanada.gc.ca.

A Passport for Everyone
All Canadian travellers, including children, must have their own passport. This security measure is intended to help protect children and combat abduction, prostitution, and illegal migration. The practice of adding a child's name to a parent's passport is no longer permitted.

Before you leave on your trip, **be sure to complete the "In case of accident or death, notify" section** (page 4) in your passport. This information will help us to quickly notify your family or friends if an emergency arises.

Processing Time

Canadian travellers should plan ahead and apply for a passport before booking an international flight. To avoid delays in obtaining your passport, ensure your application is complete. Processing times may vary depending on the volume of applications received and, in certain cases,

the complexity of routine verifications and security checks. Consult Passport Canada's website for the latest processing times.

Keep It Safe!

Make photocopies of your passport's identification page and of your identification cards. Keep copies separate from originals when travelling. For added security, leave a copy with a friend or relative at home. We also recommend that you carry your birth or citizenship certificate in addition to your Canadian passport. These simple actions may speed the replacement process if you lose your passport.

Expiration Date

A Canadian passport is generally valid for a five-year period. However, a passport issued to a child under age three is valid for only three years. Before making travel arrangements, be sure to verify all passport expiration dates. If a passport is due to expire within six months of your scheduled return to Canada, check with the destination country's embassy or consulate in Canada for rules and restrictions regarding passport validity. Some countries will not let you enter if your passport is due to expire within six months.

Do You Need a Visa?

You need a visa to enter certain countries. The most common categories are business, work, student,

and tourist visas. Your travel agent or the country's embassy or consulate in Canada can advise you of the requirements (see our website for a list of foreign government offices accredited to Canada). **Apply for visas well before travelling.**

Some countries will allow you to enter only if you can prove you will be leaving and have enough money to support yourself during your stay. Be prepared to show your return or onward ticket, a bank statement, or any visas that demonstrate that you plan to visit another country.

Travel with or by Children

We strongly recommend that youth under 18 who travel alone, with only one parent, or accompanied by another adult carry a consent letter for each trip abroad. Such a letter proves that the trip is permitted by the custodial parent, both parents, or a legal guardian, as the case may be.

Make sure you and/or the child carry proper identification, such as birth certificates, baptismal certificates, passports, citizenship cards, records of landing, and certificates of Indian status. Identification could also include any documents, such as divorce papers or custody court orders, that might be required by the country you intend to visit. These documents will help prove your citizenship, residency, and custodial rights when you return to Canada.



Tips for Travelling with Children

- **Keep in mind that you will be travelling at your children's pace,** not your own.
- **All children require a valid Canadian passport** and supporting identification. Check with the embassy or consulate of each destination country regarding additional entry requirements.
- **It is strongly recommended that children travelling alone or with one parent carry a consent letter** for each trip abroad. It is advisable to have the consent letter certified, stamped, or sealed by an official with the authority to administer an oath or solemn declaration, so that the validity of the letter will not be questioned. See www.voyage.gc.ca/alt/letter.asp for a sample consent letter.
- **Seek advice from a lawyer** if a custody dispute might develop while the child is abroad. Custody arrangements in Canada may not be recognized in some countries. For details, see our publication *International Child Abductions: A Manual for Parents*.
- **Keep some form of identification in the child's pocket** in case you are separated.
- **Some airlines will escort and supervise an unaccompanied child** from check-in through arrival. Airlines require a parent or guardian to stay at the airport until the flight has departed. The person greeting the child at the destination must have appropriate identification and authorization.
- **Infants are required to sit in an approved child safety seat when travelling by air.** Carry a bottle or pacifier to make the child more comfortable and to equalize ear pressure.
- **Bring an adequate supply of baby products** and vital medications plus a doctor's note detailing their purposes.

For more information, see www.voyage.gc.ca/alt/child.asp.

Your child custody arrangements in Canada may not be recognized in another country. In extreme cases, you or your child may not be allowed to leave that country. Check your status with that country's embassy or consulate in Canada before you travel. If you have custody questions, contact our Consular Case Management Division at **1-800-387-3124** (in Canada) or **613-943-1055**.

For further details, see our fact sheet *Tips for Travelling with Children* on the facing page.

Women Travelling Solo

Our booklet entitled *Her Own Way: A Woman's Guide to Safe and Successful Travel* provides information especially for females, including those who travel alone.

Travel with a Same-Sex Spouse

Although same-sex marriages are legal in Canada, they are not recognized in many countries, apart from Belgium, the Netherlands, South

Africa, Spain, and the U.S. state of Massachusetts. Same-sex civil unions are more widely recognized, for example, in Denmark, France, Iceland, and the United Kingdom. Attempting to enter another country as a same-sex married couple may result in refusal by local officials. In addition, homosexual activity is a criminal offence in certain countries and could result in a prison or death sentence. Consult our Country Travel Reports or the destination country's embassy or consulate in Canada for specific information.

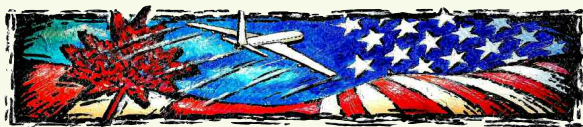
Dual Citizenship

You are permitted by Canadian law to have more than one nationality. However, your Canadian citizenship may not be recognized in the country of your second citizenship, where authorities may prevent Canada from providing you with consular assistance. This situation is especially likely if you do not use your Canadian passport to enter the second country.

If you are considered a national of another country, you may be compelled to do military service, required to pay taxes, or subject to increased scrutiny by immigration and security officials. Dual citizenship can also cause problems in a third country if there is confusion over which citizenship you used to gain entry. To avoid unpleasant surprises, confirm whether you, your spouse, or any other family member is a citizen of another country.

TRAVEL TO THE UNITED STATES AND MEXICO

You should carry a valid Canadian passport for all visits to the United States and Mexico. The United States introduced new entry requirements in January 2007. For detailed information, see "New U.S. Entry Requirements" on page 10 as well as our Country Travel Reports.



New U.S. Entry Requirements

The Western Hemisphere Travel Initiative (WHTI) is a U.S. law requiring all travellers to carry a passport or other secure documentation when entering or transiting the United States. Canadians entering and leaving the U.S. by different modes of transportation must carry documentation appropriate to each mode of transportation.

Air Travel: As of **January 23, 2007**, Canadians entering or transiting the United States by air must present a valid **Canadian passport** or **NEXUS card** (at kiosks at designated airports) to confirm their citizenship and identity.

Land and Sea Travel: As of **January 31, 2008**, Canadians entering or transiting the United States by land or sea must present either:

- a valid Canadian passport;
- NEXUS card;
- Free and Secure Trade (FAST) card;
- enhanced driver's licence;
- Certificate of Indian Status card;
- proof of citizenship, such as a birth certificate or Certificate of Canadian Citizenship (for **youth 18 and under**); or
- government-issued photo ID, such as a driver's licence **AND** birth certificate or citizenship card (for **persons over 18**).

As of **June 1, 2009**, government-issued photo ID will **not** be accepted documentation for adult travellers.

Canadian Passport: The Government of Canada recommends that travellers carry a valid **Canadian passport** when visiting all destinations abroad. To learn how to obtain a Canadian passport, visit Passport Canada's website at www.passportcanada.gc.ca.

NEXUS Card: The NEXUS program is designed to expedite the border clearance process for low-risk, pre-approved travellers into Canada and the United States. NEXUS members can use self-serve kiosks at designated airports, employ dedicated lanes at land borders, and report by telephone at marine ports of entry. For details, visit www.nexus.gc.ca or call **1-866-NEXUS-26**.

For up-to-date information on the WHTI, visit www.cbsa.gc.ca.

Where permitted by the laws of the country in question, the Government of Canada encourages Canadians to use their Canadian passport when travelling abroad and to present themselves as Canadians to foreign authorities. Note that you cannot use a Certificate of Canadian Citizenship instead of a Canadian passport to travel abroad. **A Certificate of Canadian Citizenship is not a travel document.** A Canadian passport is the only reliable and universally accepted travel and identification document available to Canadians for

the purpose of international travel. Canadian citizens returning to Canada who present other documents, such as a Certificate of Canadian Citizenship, birth certificate, provincial driver's licence, or foreign passport, instead of a Canadian passport, may face delays or be denied boarding by transport companies.

If you have questions or concerns regarding dual citizenship, contact the nearest Canadian government office or refer to our booklet *Dual Citizenship*.

TRAVEL IN EUROPE

The member states of the European Union (not including the United Kingdom and Ireland), along with Norway, Iceland, and Switzerland, make up the Schengen Area, which aims for common rules regarding visas, asylum rights, and controls at external borders.

Most of the land border controls of countries that recently joined the Schengen Agreement were removed on December 21, 2007. These countries include the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, and Slovenia. Controls for embarkation at ports and airports for travel between these countries and all other Schengen states will be removed by March 29, 2008. It is expected that Bulgaria, Romania, and Cyprus will fully enter the Schengen Agreement in 2009, removing land border controls with other Schengen

states in December 2008, and port and airport controls in March 2009. Switzerland's full participation in the Schengen Area may also begin in 2008.

In the Schengen Area, Canadian travellers do not need visas for short-term visits (up to 90 days), but some countries require you to register with local authorities within three working days of your arrival. It is important to get your passport stamped when entering the Schengen Area. The absence of an entry stamp from the initial Schengen port of entry could create difficulties during subsequent encounters with local police or other authorities.

It is important to confirm up-to-date entry requirements with the embassy or high commission of each destination country before departure from Canada. See our Travel Reports for country-specific information.



Hurricane Season Travel Tips

The hurricane season extends from early June to late November. Mexico, Central America, the Caribbean, and the east and Gulf coasts of the United States are the most threatened areas. If you plan to travel during hurricane season, we encourage you to:

- **Check our Travel Warnings page** at www.voyage.gc.ca to see if it is safe to travel to your destination.
- **Confirm travel arrangements** prior to departure and ensure that your travel insurance allows for trip cancellation or interruption in the event of a hurricane.
- **Ensure that detailed information is left with family or friends in Canada**, including the name of the tour operator, flight details, hotel name, location, room number, and telephone numbers.
- **Ensure that page 4 of your passport is filled out properly** and leave copies of all travel documents with someone in Canada.
- **Register with the responsible Canadian government office** in the country you plan to visit (see page 5).
- **Monitor local news broadcasts and weather reports** carefully, follow the advice of local authorities and tour operators, and know how to contact the nearest Canadian government office.
- **Obtain up-to-date weather forecasts** for the region from the National Hurricane Center at www.nhc.noaa.gov.
- **Visit the website of the Canadian Hurricane Centre** at www.atl.ec.gc.ca/weather/hurricane for recommendations on hurricane preparedness.
- **Carry contact details for our Emergency Operations Centre** (see page 37).

For more information, see the “Before You Go” section of our website at www.voyage.gc.ca.

Travellers with Disabilities

Travellers with visual, hearing, mobility, or other impairments may have difficulty meeting their needs in certain countries. For information on such matters as government services for disabled travellers, meeting special needs, parking privileges, and travelling with a service animal, see the “Frequently Asked Questions” section of our website.

Protecting Your Health

Provided by the Public Health Agency of Canada

The Public Health Agency of Canada strongly recommends that your travel plans include obtaining sound medical advice before travelling. Contact a travel medicine clinic or your physician at least **six weeks before departure** for an individual risk assessment. Your physician will assess your need for vaccinations, preventive medication, and advice on precautions you can take to avoid disease while travelling. Be aware that some vaccinations and preventive medications can take a month or two to become effective.

Vaccination, Preventive Medication, and Personal Protective Measures

International travel can expose you to infectious diseases not frequently seen in Canada. Based on your current health status, immunization history, and anticipated itinerary, a healthcare provider can assess your

individual health risks and advise you on vaccination requirements, your need for preventive medication (e.g., for malaria), and personal protective measures. Ensure that your routine immunizations—tetanus, diphtheria, whooping cough (pertussis), polio, measles, mumps, and rubella—are up-to-date. Proof of yellow fever vaccination may be required to enter some countries.

If you are travelling with infants or small children, you may need to arrange an alternative or accelerated childhood immunization schedule for them. For further information, visit the Public Health Agency of Canada’s Travel Health website at www.travelhealth.gc.ca.

AIDS

Some countries require proof of HIV testing. Have the test conducted and obtain the results before your trip.

Medication

If you take medication, be sure to pack an extra supply in case you are away for longer than expected. Carry a duplicate of your original prescription, listing both the generic and trade names of the product, in case your medication is lost or stolen. If you wear glasses or contact lenses, having the prescription will make it easier to replace them if needed.

Do not try to save luggage space by combining medications in one container. Keep all medications in the original, labelled container to avoid customs problems.



Some medications that are sold over the counter in Canada are illegal or require a prescription in other countries. Find out whether your medication is legally available in the country you plan to visit. For travel to some countries, it is advisable to obtain a note from your doctor, stating the medical reasons for your prescription and the recommended dosage.

If you need syringes for a medical condition, such as diabetes, it is important to take along an adequate supply. You should also carry a medical certificate that indicates the syringes are for medical use.

Supplemental Health Insurance

Do not rely on your provincial health plan to cover costs if you get sick or are injured while abroad. Out-of-country healthcare can be costly, and your health plan will cover only part of the bill at best. It is your responsibility to obtain supplementary travel insurance and understand the terms of your policy.

Some credit card companies offer their holders health and travel insurance. Do not assume that coverage is automatically included or that the card alone provides adequate coverage. Some companies charge an additional premium for travel coverage. Others require that you pay for your travel arrangements using that card. Verify the conditions, limitations, and requirements before departure.

Be sure to ask whether your policy:

- Includes an in-house, worldwide, 24-hour emergency hotline with multilingual operators, as well as physicians or nurses on staff.
- Covers doctor's visits and prescription medicines.
- Pays for foreign hospitalization and related medical costs.
- Provides up front and direct payment of bills and cash advances abroad, so you don't have to be out of pocket.
- Covers emergency transportation, such as ambulance services.
- Provides for medical evacuation to Canada or the nearest location with appropriate medical care.
- Pays for a medical escort (doctor or nurse) to accompany you during evacuation.
- Covers pre-existing medical conditions (get an agreement in writing that you are covered).
- Covers premature births and related neonatal care, if needed.

- Pays for the preparation and return of your remains to Canada if you die while abroad.
- Covers emergency dental care.
- Does not exclude any countries or regions you intend to visit.

Carry details of your insurance with you. Also, tell your travel agent, a friend or relative at home, and a travelling companion how to contact your insurer.

Get a detailed invoice from the doctor or hospital before you leave the country. There is nothing more frustrating than trying to get the proper paperwork from thousands of kilometres away. Always remember to **submit original receipts** for medical services or prescriptions received abroad. Most insurance companies will not accept copies or faxes. Keep a copy of the submitted documents for your files.

Extended Stay Abroad

Your provincial or territorial health insurance plan will become invalid if you live elsewhere beyond a certain length of time. Personal medical insurance is available for those working, studying, or living outside Canada for an extended period. Coverage is available for both the contracted individual and dependants. These insurance plans consist of full accident and sickness coverage, including emergency medical evacuation and war risk.

Many companies have changed their terms and conditions related to terrorist acts, war, and civil unrest. Check with your insurer before you leave Canada.

Other Insurance

You may also want to purchase a travel insurance package that includes flight cancellation, trip interruption, and/or lost luggage coverage. Doing so can prevent major disruptions and additional costs. Again, check the terms and conditions of these policies.

Travelling by Car

Keep in mind that each country has its own driving regulations. In some countries, a driver may be questioned and/or detained by police following even a minor accident. You may be required to obtain an International Driving Permit and/or additional insurance to drive a vehicle in another country. For further information, consult our Country Travel Reports or the Canadian Automobile Association.





Money Matters

Canadian currency and traveller's cheques are not always accepted. Before you leave Canada, consult a bank or foreign currency agent to find out the most appropriate currency to carry.

It is always a good idea to have a small amount of local currency on hand when you arrive, unless importing local currency is a crime. There may be restrictions on the amount of money you can take into or out of a country. Check currency regulations with your travel agent or the country's embassy or consulate in Canada.

Be aware that your debit or credit card may not be accepted abroad. Check with your bank for information on ATM services in other countries.

Before departure, make arrangements to obtain additional funds if needed. Foreign travel is often more expensive than expected.

Canadian Taxation Status

If you are living, working, or travelling abroad but maintain residential ties in Canada, you are normally considered a "factual resident" of Canada for taxation purposes. There may be additional factors involved, so review your situation with the Canada Revenue Agency (CRA) before you leave to avoid surprises. For details, see the CRA publication *Canadian Residents Abroad* (T4131).

Avoiding Customs Difficulties

Before taking valuable items abroad, you can use a free identification service at any office of the Canada Border Services Agency (CBSA). For more information, see the CBSA pamphlet *I Declare*.

Transport of Dangerous Goods

Passengers are not permitted to transport dangerous goods aboard aircraft in carry-on luggage, in checked baggage, or on their person. Be especially aware of new restrictions on liquids, gels, and aerosols packed in carry-on luggage. Only medicinal products, toiletry articles, and alcoholic beverages (in retail packaging) are allowed. Their containers cannot exceed 100 ml and must fit in a single clear, closed, resealable plastic bag with a maximum capacity of one litre. Consult your airline or Transport Canada's website (www.tc.gc.ca/air) to find out what you can and cannot take with you.

ON YOUR WAY

Taking Precautions

The same rules apply while abroad as at home, only more so. Foreigners are usually at greater risk than locals. In some countries, foreigners are specifically targeted. Be sure not to wander into unknown areas—find out how safe they are first. Never leave drinks unattended while in bars or night clubs and never accept food or drink from strangers. Drugs may be present that could put you at risk of sexual assault and robbery. Do not pick up hitchhikers or cross borders with people you have just met. Watch your luggage and make sure it is locked. **Never take anything, even an envelope, across a border for someone else.**

Do not display large amounts of money or expensive jewellery in public. Use a money belt or a case with concealed sections for valuables.

Remember to telephone home, particularly if you have promised family members or friends that you will do so. We receive thousands of calls every year from worried family members or friends who have not received a promised call.

Keep a separate record of your traveller's cheques and credit cards. **Never carry your passport, travel tickets, identification documents, cash, credit cards, and insurance papers together.** If you do so, you risk being left with no identification or funds in case of theft or loss.



Use the safety deposit box at your hotel. Never leave valuables in your room.

Foreign Laws and Customs

When travelling or living in a foreign country, familiarize yourself with the way of life there. Respect that country's laws, religions, culture, class structure, and economic conditions. Although you may not agree with some of the country's beliefs, remember that you are a visitor.

In many countries, appropriate attire for both sexes is very important and may even be legislated. Penalties for disobeying local laws can be severe.

Be especially respectful of temples, mosques, churches, synagogues, and other religious sites. Many are off limits to foreigners or people who are not members of that faith. Ask permission before taking photographs of religious artifacts, buildings, or local people.

Never take photographs of military facilities, a harbour where naval vessels are docked, or industrial installations such as oil refineries. Your film and camera could be confiscated, and you could even come under suspicion of espionage.

Illegal Drugs

While recreational drugs may be readily available in some countries, their purchase, consumption, import, and export are prohibited almost everywhere. Buying and using drugs, even in countries where such practices are common, can lead to criminal charges, heavy fines, and long prison sentences. If you break the law in another country, you are subject to that country's judicial system.

Choose your travel companions wisely. Never cross a border with a hitchhiker or as a hitchhiker. Although you may not be carrying anything illegal, your companions may be. And never take a package that is not yours across a border. For details, consult the "Drugs and Travel" section of our website.

Crime and Punishment

Thousands of Canadians are currently imprisoned abroad for a wide range of offences. The laws and customs of other countries can be very different from those in Canada, and ignorance is no defence when a crime is committed.

While in a foreign country, you are subject to its laws and regulations. **Your Canadian citizenship offers no immunity.**



LOST OR STOLEN PASSPORT

If your passport is lost or stolen while you are abroad, you should immediately report the incident to the local police. Make sure you get a copy of the police report or the report number. Then contact the nearest Government of Canada office. Before a new passport can be issued, you must complete an application form, present documentary evidence of your Canadian citizenship (e.g., a birth or citizenship certificate), submit new photographs, pay the required fee, and complete a *Statutory Declaration Concerning a Lost, Stolen, Inaccessible or Destroyed Canadian Passport or Travel Document* form (PPTC 203). If you subsequently find the missing passport, it must be returned to Passport Canada, so that it can be inspected and destroyed to prevent fraudulent use.

Bad Trips Abroad

Get the facts about drugs and travel at
www.voyage.gc.ca



Sylvia, actress, arrested upon arrival in Singapore with 300 grams of crystal meth hidden in her shoes, now facing execution.



Nicolas, engineer, charged with cocaine possession in Spain, now serving five years behind bars.



Marie, librarian, duped into bringing wine home from Australia as a "gift" for a friend of a friend, serving 18 years in prison for smuggling liquid heroin.



Daniel, college student, caught with ecstasy during a police raid in Daytona Beach, sentenced to three years in a Florida jail.



Due to recent changes in Canadian law, Canadians may be prosecuted in Canadian courts for certain acts committed against significant cultural sites and objects outside Canada. In addition to foreign laws protecting cultural heritage, Canadian law now prohibits the illegal export of cultural objects from certain countries, whether or not the object is brought to Canada. For more information, consult www.canadianheritage.gc.ca/travel.

If you find yourself in trouble, Canadian consular officials abroad can provide a list of lawyers with the necessary expertise, contact your family and friends, and ensure you receive fair treatment **according to the standards of that country**. They cannot, however, wield any influence to reduce your sentence or fine.

Judicial Process

Never assume that the legal system of another country is the same as at home. “Innocent until proven guilty” is not a universal principle. If you are accused of a crime, you may be detained for an indefinite period with no opportunity for bail pending a verdict. In certain countries, you may not

SEXUAL EXPLOITATION OF CHILDREN

It is illegal to have sexual relations with children, whether in Canada or abroad. Most countries vigorously enforce laws against the sexual exploitation of children. Canadians who are suspected of committing such acts at home or abroad can be charged under the Canadian Criminal Code (available at <http://laws.justice.gc.ca>). Those convicted face a penalty of up to 14 years’ imprisonment. For more information, see the publication *Child Sex Tourism: It’s a Crime* on our website.

have a right to legal representation or to a trial in your own language.

Some countries do not recognize or respect religious freedom; freedom of association, speech, or the press; or equality of the sexes. For instance, guilt by association is often presumed, and you may be charged just for being in the company of a person suspected or found guilty of a crime.

Even if you are an innocent bystander at a riot or demonstration, you may be considered a participant and be rounded up with those involved.

If you do find yourself in legal trouble, contact the nearest Canadian government office at once. If you cannot do so yourself, have someone else do it for you.

COMING HOME

Departure Tax

Some countries impose a departure tax or service fee at the airport or point of departure. Before leaving, make sure you set aside enough money in local funds to pay this tax. See the Country Travel Reports on our website for more information.

Canada Border Services Agency—Personal Exemptions

If you have been away from Canada for 24 hours or more, your personal exemption (the value of goods you can bring back to Canada without paying duties and taxes) is C\$50, not including alcohol and tobacco products. **The goods must be with you when you arrive at the border.**

If the goods are worth more than C\$50, you cannot claim this personal exemption and must pay **full duties and taxes on all goods** brought in.

If you have been away from Canada for 48 hours or more, you may bring back goods worth up to C\$400 without paying duties and taxes. **The goods must be with you when you arrive at the border.** They can include alcoholic beverages and tobacco products as follows: up to 1.14 litres (40 oz.) of liquor or 1.5 litres (52 oz.) of wine; a total of 1.14 litres of wine and liquor; or 24 x 355 ml (12 oz.) cans or bottles (maximum 8.5 litres) of beer or ale.

Note that provincial age restrictions apply to liquor. As for tobacco, you may bring back up to 200 cigarettes, 50 cigars or cigarillos, 200 tobacco sticks and 200 grams (7 oz.) of manufactured tobacco.

If you have been away from Canada for seven days or more, you may bring back goods worth up to C\$750 without paying duties and taxes. These goods can include alcoholic beverages and tobacco products as described above. **With the exception of tobacco products and alcoholic beverages, you do not need to have the goods with you when you arrive at the border.** When calculating the number of days you are absent, do not include the date you leave Canada, but do include the date you return.

Tobacco products included in a personal exemption are still subject to a minimum duty unless they are marked “Canada-Duty Paid—Droit acquitté.”

If you have any questions about what you can bring home, call the Border Information Service Line of the Canada Border Services Agency (see page 38).

Be Aware and Declare

You must declare all items purchased or acquired abroad, whether they are intended for yourself or as gifts, as well as goods bought at a Canadian or foreign duty-free store.

Keep your original receipts for possible inspection.

The booklet *I Declare*, published by the Canada Border Services Agency (CBSA), describes what you can and cannot bring back to Canada if you have been away for less than a year. After a stay abroad of more than a year, there are special import provisions for household items and personal belongings. Information is contained in the CBSA brochure *Moving Back to Canada*. Contact the CBSA for information on importing a vehicle.

Illegal Souvenirs

There are restrictions on bringing certain goods into Canada. If you are considering bringing back meat, eggs, dairy products, fresh fruits and vegetables, plants, animals, or products made from their skins or feathers, contact the Canadian Food Inspection Agency (CFIA) beforehand for guidance—it could save you a lot of trouble. For accurate and timely information on import requirements, consult the CFIA Automated Import Reference System at <http://airs-sari.inspection.gc.ca>.

For information on importing weapons, contact the Canada Firearms Centre.

There are more than 30,000 species of wild animals and plants regulated under the Convention on International Trade in Endangered



Species of Wild Fauna and Flora (CITES). A violation of CITES could lead to seizure of your purchase, as well as a fine and/or prison term. Contact Environment Canada for details.

Also, be aware that it may be illegal to bring home cultural property, such as antiques or fossils, whose sale or export is banned or controlled by the country of origin. Strict penalties may be imposed, and cultural property may be confiscated and returned to the country of origin. For more information, contact Canadian Heritage or the embassy of the country you are visiting.

Health Concerns


If you become sick or feel unwell after returning to Canada, you should see your doctor. Inform the doctor, without being asked, that you have been travelling or living outside Canada and where you have been. If you were ill while travelling, also see your doctor upon return and explain your travel history and any treatment you received.


LIST OF CANADIAN GOVERNMENT OFFICES ABROAD

The following list identifies where to seek consular assistance in each country. The telephone numbers in this list indicate the country code first and then the city/area code. The city/area codes (in parentheses) are those you should use when calling within the country where the office is located. If you are calling from another country, you may have to use a different city/area code. Also, when calling from one country to another, you must use the local code for international calls before the country and city/area codes of the number you wish to reach. For example, if you are calling overseas from Canada, you must press 011 before the country code. Calls to Bermuda, the Caribbean, and the United States do not require a country code, but you must press 1 before the area code. If you are unable to contact an office overseas, please verify the codes with your telephone operator.

In some countries, you can use an international toll-free number to speak to a consular officer in Ottawa. This number may not work from all local telephone service providers, mobile phones, or pay phones. Also, a phone card, coins, tokens, or an international long-distance fee may be required to complete the call.

Hours and days of operation vary at Canadian government offices abroad. Call the office concerned to check its hours. If you are unable to reach the office **in an emergency** or after hours, call **613-996-8885** (collect calls accepted) or dial the country's toll-free number (if provided below) to reach the Emergency Operations Centre in Ottawa.

In the following list, the  symbol indicates that a Canadian government office provides passport services.

Canada has agreements with several countries to provide consular services to each other's citizens at a number of locations around the world. The  symbol indicates that an Australian government office delivers consular services to Canadians in that country.

The information in this list is subject to change. Consult www.voyage.gc.ca for the most up-to-date list of Canadian government offices abroad, including postal and e-mail addresses.

Afghanistan

Tel.: 93 (0) 799 742 800

Albania

Tel.: 355 (4) 257274, 257275

Algeria 🇩🇿

Tel.: 213 (0) 770-083-000

Andorra

See Spain, Madrid

Angola

Tel.: 244 (222) 448-371, -377, -366

AnguillaSee Barbados or call toll-free:
1-888-949-9993**Antigua and Barbuda**See Barbados or call toll-free:
1-888-949-9993**Argentina** 🇦🇷

Tel.: 54 (11) 4808-1000

Armenia

Tel.: 374 (10) 56-79-90

Aruba

See Netherlands

Australia**Canberra** 🇦🇺

Tel.: 61 (2) 6270-4000

Melbourne

Tel.: 61 (3) 9653-9674

Perth

Tel.: 61 (8) 9322-7930

Sydney 🇦🇺

Tel.: 61 (2) 9364-3000

Toll-free from Australia:

0011-800-2326-6831

Austria 🇦🇹

Tel.: 43 (1) 531-38-3000

Toll-free: 00-800-2326-6831

Azerbaijan

See Turkey, Ankara

Azores

See Portugal, Ponta Delgada

Bahamas

Tel.: (242) 393-2123, -2124

Toll-free: 1-881-949-9993

Bahrain

Tel.: (973) 17 536270

Toll-free: 800-00-732

Bangladesh 🇬🇧

Tel.: 880 (2) 988-7091/2/3/4/5/6/7

Barbados 🇧🇧

Tel.: 1 (246) 429-3550

Toll-free: 1-888-949-9993

Belarus

See Poland

Belgium**Antwerp (Antwerpen)**

Tel.: 32 (03) 220-0211

Brussels 🇧🇪

Tel.: 32 (02) 741-0611

Toll-free from Belgium:

00-800-2326-6831

Belize

Tel.: 501 223-1060

Benin

Tel.: 229 21-30-21-45

Bermuda

Tel.: 441 292-2917

Bhutan

Tel.: 975 (2) 322-109, 332-615

BoliviaTel.: 591 (2) 241-5141, -5021,
-4517**Bonaire**

See Netherlands

Bosnia and Herzegovina 🇧🇦

Tel.: 387 (33) 222-033

Botswana

Tel.: 267 30-4411

Brazil**Belo Horizonte**

Tel.: 55 (31) 3047-1225

Brasilia 🇧🇷

Tel.: 55 (61) 3424-5400

Rio de Janeiro

Tel.: 55 (21) 2543-3004

São Paulo 🇧🇷

Tel.: 55 (11) 5509-4321

Toll-free from Brazil:

0-800-891-6614

British Virgin Islands

See Barbados

Brunei Darussalam 🇧🇳

Tel.: 673 (2) 22-00-43

Bulgaria

Tel.: 359 (2) 969-9710

Burkina Faso 🇧🇫

Tel.: 226 50-31-18-94

Burma 🇲🇲

Tel.: 95 (1) 251810

Burundi

Tel.: 257 24-58-98

Cambodia

Tel.: 855 (23) 213 470

Cameroon**Douala**

Tel.: 237 3343-2934

Yaoundé 🇨🇲

Tel.: 237 2223-2311

Cape Verde

See Senegal

Cayman Islands

Tel.: (345) 949-9400

Toll-free: 1-888-949-9993

Central African Republic

Tel.: 236 61-30-39

Chad

Tel.: 235 53-42-80

Tel. after hours:

235 27-30-27

Chile

Antofagasta

Tel.: 56 (55) 24-7652

Concepción

Tel.: 56 (41) 36-9705

Santiago 🇨🇱

Tel.: 56 (2) 652-3800

China

Beijing 🇨🇳

Tel.: 86 (10) 5139-4000

Chongqing

Tel.: 86 (23) 6373-8007

Guangzhou 🇨🇳

Tel.: 86 (20) 8666-0569

Hong Kong 🇭🇰

Tel.: 85 (2) 3719-4700

Toll-free: 001-800-2326-6831

Shanghai 🇨🇳

Tel.: 86 (21) 6279-8400

Toll-free from China (except Hong

Kong): 10800-1400125,

00800-2326-6831

Colombia

Bogotá 🇨🇴

Tel.: 57 (1) 657-9800

Cartagena

Tel.: 57 (5) 665-5838

Toll-free from Colombia:

01-800-919-0057

Comoros Islands

See Tanzania

Congo (Brazzaville)

See Congo (Kinshasa)

Congo (Kinshasa) 🇨🇩

Tel.: 243 898-950-310, -311, -312

Cook Islands

See New Zealand

Costa Rica

Tel.: 506 2242-4400

Toll-free: 0-800-015-1161

Côte d'Ivoire 🇨🇮

Tel.: 225 20-30-07-00

Croatia 🇭🇷

Tel.: 385 (1) 488-1200, -1211

Cuba

Guardalavaca

Tel.: 53 (24) 430-320

Havana 🇨🇺

Tel.: 53 (7) 204 2516

Varadero

Tel.: 53 (45) 61-2078

Curaçao

Tel.: 599 (9) 466-1115, -1121

Cyprus

Tel.: 357 (2) 2775-508

Toll-free: 8009-6082

Czech Republic 🇨🇪

Tel.: 420 27210-1800

Democratic Republic of Congo

See Congo (Kinshasa)

Denmark

Copenhagen 🇩🇰

Tel.: 45 33 48 32 00

Nuuk (Greenland)

Tel.: 299 31-16-47, 34-34-30

Djibouti

Tel.: 25 (3) 35-38-59, 35-59-50

Dominica

See Barbados or call toll-free:

1-888-949-9993

Dominican Republic

Puerto Plata

Tel.: (809) 586-5761

Santo Domingo 🇩🇲

Tel.: (809) 685-1136

Toll-free: 1-200-0012

Toll-free from Dominican Republic:

1-888-156-3102

East Timor

See Timor-Leste

Ecuador

Guayaquil

Tel.: 593 (4) 229-6837

Quito 🇪🇨

Tel.: 593 (2) 245-5499

Egypt 🇪🇬

Tel.: 20 (2) 2791-8700

El Salvador 🇸🇻

Tel.: 503 2279-4655, -4657, -4659

Equatorial Guinea

See Cameroon

Eritrea

Tel.: 291 (1) 18-64-90, 18-19-40

Estonia

Tel.: 372 627 3310, -3311

Ethiopia 🇪🇹

Tel.: 251 (0) 11-371-3022

Fiji

Nadi

Tel.: 679 672-2400,

679 992-4999 (mobile)

Suva 🇫🇯

Tel.: 679 338-2211

Finland 🇫🇮

Tel.: 358 (9) 228-530

Toll-free: 990-800-2326-6831, from

mobile phone: 800-2326-6831

France

Lille

Tel.: 33 3-20-14-05-78

Lyon

Tel.: 33 4-72-77-64-07

Nice

Tel.: 33 4-93-92-93-22

Paris 🇫🇷

Tel.: 33 1-44-43-29-00

Saint-Pierre et Miquelon

Tel.: 508 41-55-10

Toulouse

Tel.: 33 5-61-52-19-06

Toll-free from France:

00-800-2326-6831

French Guiana

See France, Paris

French Polynesia 🇫🇲

Tel.: 689 468-853

Gabon

Tel.: 241-44-29-65

Gambia*

Tel.: 220 449-5133

* *The British High Commission provides services to Canadians in Gambia*

Georgia

See Turkey, Ankara

Germany

Berlin 🇩🇪

Tel.: 49 (30) 20 31 20

Düsseldorf 🇩🇪

Tel.: 49 (211) 17 21 70

Hamburg

Tel.: 49 (40) 46 00 27 0

Munich 🇩🇪

Tel.: 49 (89) 21 99 57 0

Stuttgart

Tel.: 49 (711) 22 39 67 8

Toll-free from Germany:

00-800-2326-6831

Ghana 🇬🇭

Tel.: 233 (21) 21-15-21, 22-85-55

Great Britain

See United Kingdom

Greece

Athens 🇬🇷

Tel.: 30 (210) 727-3400

Thessaloniki

Tel.: 30 (2310) 256-350

Greenland

See Denmark, Nuuk

Grenada

See Barbados

Guadeloupe

See Barbados

Guam

See United States, San Francisco

Guatemala 🇬🇹

Tel.: 502 2363-4348

Guinea

See Senegal

Guinea-Bissau

See Senegal

Guyana 🇬🇾

Tel.: 592 227-2081/2/3/4/5

Haiti 🇭🇹

Tel.: 509 249-9000

Tel. after hours: 509 558-0479

Hawaii

See United States of America,

Honolulu

Holy See (Vatican City)

Tel.: 39 (06) 6830-7316,

-7386, -7398

Toll-free: 00-800-2326-6831

Honduras

Tel.: 504 232-4551

Hong Kong

See China, Hong Kong

Hungary 🇭🇺

Tel.: 36 (1) 392-3360

Iceland 🇮🇸

Tel.: 354 575-6500

Toll-free: 800-8462

India

Chandigarh

Tel.: 91 (172) 505-0300

Chennai

Tel.: 91 (44) 2833-0888

Kolkata (formerly Calcutta)

Tel.: 91 (33) 2242-6820

Mumbai (formerly Bombay)

Tel.: 91 (22) 6749-4444

New Delhi 🇮🇳

Tel.: 91 (11) 4178-2000, -2100

Indonesia

Denpasar (Bali) 🇮🇩

Tel.: 62 (361) 241-118

Jakarta 🇮🇩

Tel.: 62 (21) 2550-7800

Toll-free from Indonesia:

008-800-105-171

Iran 🇮🇷

Tel.: 98 (21) 8152-0000

Iraq

See Jordan

Ireland 🇮🇪

Tel.: 353 (1) 234-4000

Tel. after hours: 353 (1) 478-1476

Toll-free: 00-800-2326-6831

Israel, the West Bank and Gaza

Ramallah

Tel.: 972 (2) 297-8430

Tel Aviv 🇮🇱

Tel.: 972 (3) 636-3300

Toll-free from Israel, the West Bank

and Gaza: 014-800-2326-6831

Italy

Naples

Tel.: 39 (081) 401-338

Padova

Tel.: 39 (049) 876-4833

Rome 🇮🇹

Tel.: 39 (06) 85 444-2911

Toll-free from Italy:

00-800-2326-6831

Jamaica

Kingston 🇯🇲

Tel.: (876) 926-1500

Montego Bay

Tel.: (876) 952-6198

Japan

Hiroshima

Tel.: 81 (82) 246-0057

Nagoya

Tel.: 81 (52) 972-0450

Sapporo

Tel.: 81 (11) 261-7740

Tokyo 🇯🇵

Tel.: 81 (3) 5412-6200

Toll-free from Japan: 001-010-800-

2326-6831 (KDDI), 0041-010-800-

2326-6831 (Nippon Telecom), 0061-

010-800-2326-6831 (Cable &

Wireless IDC)

Jordan 🇯🇴

Tel.: 962 (6) 520-3300

Kazakhstan 🇰🇪

Tel.: 7 (727) 250-1151

Kenya 🇰🇪

Tel.: 254 (20) 366-3000

Kiribati 🇰🇮

Tel.: 686 21-184

Korea

See South Korea or North Korea

Kosovo

See Serbia

Kuwait 🇰🇼

Tel.: 965 256-3025

Kyrgyz Republic

Tel.: 996 (312) 65-05-06

Laos 🇱🇦

Tel.: 856 (21) 413 600

Latvia

Tel.: 371 781-3945

Toll-free: 800-0171

Lebanon 🇱🇧

Tel.: 961 (4) 713-900

Lesotho

Tel.: 266 22-313-174

Liberia

See Côte d'Ivoire

Libya 🇱🇾

Tel.: 218 (21) 335-1633

Liechtenstein

See Switzerland, Bern

Lithuania

Tel.: 370 (5) 249-0950

Toll-free: 88-003-0022

Luxembourg

Tel.: 35 (2) 262-70-570

Toll-free: 800-23679

Macao

See China, Hong Kong

Macedonia (known as Former Yugoslav Republic of Macedonia in UN and other international bodies)

Tel.: 389 (2) 3225-630

Madagascar

Tel.: 261 (20) 22-425-59

Malawi

Tel.: 265 (1) 645-441, 641-612

Malaysia**Kuala Lumpur** 🇲🇾

Tel.: 6 (03) 2718-3333

Penang

Tel.: 6 (04) 390-6000

Maldives

See Sri Lanka

Mali

Tel.: 223 221-2236

Malta

Tel.: 356 2552-3233

Marshall Islands

See Micronesia

Martinique

See France

Mauritania

Tel.: 222 529 26 97/8

Mauritius

Tel.: 230 212-5500

Mexico**Acapulco**

Tel.: 52 (744) 484-1305, 481-1349

Cancún

Tel.: 52 (998) 883-3360, -3361

Guadalajara

Tel.: 52 (33) 3671-4740

Mazatlán

Tel.: 52 (669) 913-7320

Mexico City 🇲🇽

Tel.: 52 (55) 5724-7900, ext. 3322

Tel. after hours: 01-800-706-2900

Monterrey

Tel.: 52 (81) 8344-3200, -2753, -2906, -2961, 8345-9105, -9045

Oaxaca

Tel.: 52 (951) 513-3777

Puerto Vallarta

Tel.: 52 (322) 293-0098, -0099

San José del Cabo

Tel.: 52 (624) 142-4333

Tijuana

Tel.: 52 (664) 684-0461

Toll-free from Mexico:

001-800-514-0129

Micronesia 🇲🇫

Tel.: 691 320-5448

Moldova

See Romania

Monaco

Tel.: 377 97 70 62 42

Mongolia

Tel.: 976 (11) 328-285

Montenegro

See Serbia

Montserrat

See Barbados

Morocco 🇲🇦

Tel.: 212 (37) 68 74 00

Mozambique

Tel.: 258 (21) 492-623

Myanmar 🇲🇲

See Burma

Namibia

Tel.: 264 (61) 251 254

Nauru

See Australia, Canberra

Nepal

Tel.: 977 (1) 4415-193, -389, -391, -861, 4426-885, 4425-669

Netherlands 🇳🇱

Tel.: 31 (70) 311-1600

New Caledonia 🇳🇨

Tel.: 687 272-414

New Zealand 🇳🇿

Tel.: 64 (4) 473-9577

Nicaragua

Tel.: 505 (2) 68-0433, -3323

Niger

Tel.: 227 75-36-86, -87

Nigeria

Abuja

Tel.: 234 (9) 413-9910

Lagos 🇳🇮

Tel.: 234 (1) 262-2512, -2513, -2515

Port Harcourt

Tel.: 234 (8) 461-0434, -1601

Niue

See New Zealand

North Korea*

Tel.: 850 2-381-7908

* *The Swedish Embassy provides services to Canadians in North Korea*

Northern Marianas

See Micronesia

Norway

Bergen

Tel.: 47 55-29-71-30

Oslo 🇳🇴

Tel.: 47 22-99-53-00

Toll-free from Norway:

00-800-2326-6831

Oman

Tel.: 968 24 788 890

Pakistan

Islamabad 🇵🇰

Tel.: 92 (51) 208-6000

Karachi

Tel.: 92 (21) 561-0685

Lahore

Tel.: 92 (42) 578-1763

Palau

See Micronesia

Panama 🇵🇦

Tel.: 507 294-2500

Papua New Guinea 🇬🇭

Tel.: 675 325-9333

Paraguay

Tel.: 595 (21) 227-207

Peru 🇵🇪

Tel.: 51 (1) 319-3200

Philippines

Cebu

Tel.: 63 (32) 256-3320

Manila 🇵🇭

Tel.: 63 (2) 857-9000, -9001

Toll-free from the Philippines:

1-800-1-110-0226

Poland 🇵🇱

Tel.: 48 (22) 584-3100

Toll-free: 00-800-111-4319

Portugal

Faro

Tel.: 351 289-80-3757

Lisbon 🇵🇹

Tel.: 351 213-16-4600

Ponta Delgada (Azores)

Tel.: 351 296-28-1488

Toll-free from Portugal:

0800-819-826

Puerto Rico

See United States of America,
Puerto Rico, or call toll-free:

1-866-600-0184

Qatar

See Kuwait

Romania 🇷🇴

Tel.: 40 (21) 307-5000

Russia

Moscow 🇷🇺

Tel.: 7 (495) 925-6000

Vladivostok

Tel.: 7 (4232) 49-11-88

Toll-free from Russia:

810-800-201-41012

Rwanda 🇷🇼

Tel.: 250 (5) 73210

Saint Kitts and Nevis

See Barbados or call toll-free:

1-888-949-9993

Saint Lucia

See Barbados or call toll-free:

1-881-949-9993

Saint Martin/Sint Maarten 🇲🇶

Tel.: (599) 543-6261

Tel. after hours: (599) 520-5202

Saint-Pierre et Miquelon

See France, Saint-Pierre et Miquelon

Saint Vincent and the Grenadines

See Barbados or call toll-free:

1-881-949-9993

Samoa 🇲🇻

Tel.: 68 (5) 234-11, 236-13, 252-32

San Marino

See Italy, Rome

São Tomé and Príncipe

See Cameroon

Saudi Arabia

Jeddah

Tel.: 966 (2) 653-0597, -0434

Riyadh 🇸🇦

Tel.: 966 (1) 488-2288

Toll-free from Saudi Arabia:

800-814-0139

Senegal 🇸🇳

Tel.: 221 33-889-4700

Serbia 🇷🇸

Tel.: 381 (11) 306-3000

Tel. after hours: 381 (11) 306-3050

Seychelles

See Tanzania

Sierra Leone

Tel.: 232 076-603-098

Singapore 🇸🇬

Tel.: 65 6854-5900

Toll-free: 001-800-2326-6831

Slovakia

Tel.: 421 (2) 5920-4031

Slovenia

Tel.: 386 (1) 252-4444

Solomon Islands 🇸🇻

Tel.: 677 21561

Somalia

See Kenya

South Africa

Cape Town

Tel.: 27 (21) 423-5240

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See Israel, the West Bank and Gaza

West Indies Associated States

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Tel.: 263 (4) 252-181/2/3/4/5

FOR MORE INFORMATION

Foreign Affairs and International Trade Canada Consular Services

www.voyage.gc.ca

125 Sussex Drive
Ottawa ON K1A 0G2

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and the U.S.) or 613-944-6788

TTY: 1-800-394-3472 (in Canada

and the U.S.) or 613-944-1310

E-mail: voyage@international.gc.ca

Emergencies

Tel.: 613-996-8885

(call collect from abroad)

E-mail: sos@international.gc.ca

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[www.voyage.gc.ca/main/](http://www.voyage.gc.ca/main/drugs_menu-en.asp)

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Border Information Service Line

Tel.: 1-800-461-9999 (in Canada) or 204-983-3500 or 506-636-5064

PUBLICATIONS (FREE)

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- *Importing a Firearm or Weapon into Canada*
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Consult www.cbsa.gc.ca or call 1-800-461-9999 (in Canada) or 204-983-3500 or 506-636-5064 (from outside Canada).

Canada Firearms Centre

www.cfc-cafc.gc.ca

Tel.: 1-800-731-4000

E-mail: cfc-cafc@cfc-cafc.gc.ca

Canada Revenue Agency

www.cra.gc.ca

International Tax Services Office

Tel.: 1-800-267-5177 (in Canada and the U.S.) or 613-952-3741

Non-Resident Withholding Accounts

Tel.: 1-800-267-3395 (in Canada and the U.S.) or 613-952-2344
Collect calls are accepted.

Problem Resolution Program

Tel.: 1-800-661-4985 (in Canada and the U.S.)

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Canadian Automobile Association

www.caa.ca

Canadian Food Inspection Agency

www.inspection.gc.ca

Tel.: 1-800-442-2342

Import Service Centres (ISC)

Eastern ISC 1-877-493-0468

Central ISC 1-800-835-4486

Western ISC 1-888-732-6222

Canadian Heritage

www.canadianheritage.gc.ca/travel

Movable Cultural Property Program

Tel.: 1-866-999-2494 or 819-997-7761

Canadian HIV/AIDS Information Centre

(Canadian Public Health Association)

www.aidsida.cpha.ca

PUBLICATION (\$ FOR MANY COPIES)

- *Basic Facts About HIV and AIDS*

TO ORDER:

Tel.: 1-877-999-7740

E-mail: aidsida@cpha.ca

Canadian Institute of Travel Counsellors

www.citc.ca

Tel.: 1-800-589-5776 or

416-484-4450

E-mail: info@citc.ca

Canadian Public Health Association

www.cpha.ca

PUBLICATIONS (\$)

- *Don't Drink the Water: The Complete Traveller's Guide to Staying Healthy in Warm Climates*
- *International Travel and Health*
- *Travel Immunization Record*

TO ORDER:

Tel.: 613-725-3769

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E-mail: hrc@cpha.ca

Canadian Society for International Health

www.csih.org

List of Travel Clinics

E-mail: csih@csih.org

Tel.: 613-241-5785

Canadian Transportation Agency

www.cta.gc.ca

PUBLICATION (FREE)

- *A Guide for Persons with Disabilities: Taking Charge of the Air Travel Experience*

TO ACCESS OR ORDER:

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call 1-888-222-2592;

TTY: 1-800-669-5575

Citizenship and Immigration Canada

www.cic.gc.ca

CIC Call Centre

Tel.: 1-888-242-2100 (in Canada)
TTY: 1-888-576-8502 (in Canada,
from 8 a.m. to 4 p.m. Eastern Time)

Environment Canada—CITES

www.cites.ec.gc.ca

Tel.: 1-800-668-6767 or
819-997-1840
Fax: 819-953-6283

Passport Canada

www.passportcanada.gc.ca

Passports, certificates of identity, and travel documents

Tel.: 1-800-567-6868 (in Canada
and the U.S.)
TTY: 1-866-255-7655

Public Health Agency of Canada

(Travel Medicine Program)
www.travelhealth.gc.ca

Transport Canada

www.tc.gc.ca

Access to Travel

www.accesstotravel.gc.ca

Transport of dangerous goods

www.tc.gc.ca/tdg/menu.htm



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Traveller's Checklist



Help ensure a safe and problem-free trip by taking these steps *before leaving Canada:*

- ☐ Pack a copy of **Bon Voyage, But...** and a copy of the Country Travel Report for your destination (see www.voyage.gc.ca).

- ☐ Carry a passport that is valid well beyond the date of your anticipated return to Canada; keep a copy of the identification page separate from the original.



- ☐ Leave copies of your passport identification page, itinerary, and insurance policy with friends or family.

- ☐ Obtain any required visas well in advance.

- ☐ Arrange for health and travel insurance.



- ☐ Plan your itinerary and budget.

- ☐ Anticipate financial needs: local currency, traveller's cheques, departure tax.

- ☐ Take care of health needs: vaccinations, prescriptions, medical certificates, supplies, extra eyeglasses.



- ☐ Check whether dual citizenship is an issue for you.

- ☐ If travelling with children, carry documentation proving your right to accompany them (consent letter, court order).



- ☐ Register on-line with a Canadian government office abroad.

- ☐ Obtain an International Driving Permit, if required.

- ☐ Prepare for your flight by carefully attending to luggage, documentation, and airport security.



- ☐ While abroad, keep receipts for purchases and make special arrangements for food, plants, and animals brought back to Canada.