



CONSULAR ASSISTANCE CHARTER

Our values, commitments and principles in providing practical support to citizens in distress abroad, and offering worldwide travel advice



CONFIDENTIAL

We will **not release information** about your situation, even to your family, if you don't want us to

We will **safeguard your information** in full compliance with Ireland's Data Protection Acts

PROFESSIONAL

Experienced multinational, multilingual consular staff

We will treat you in a sensitive, **compassionate** manner

We work with **external partners** to supplement our practical support

INFORMATIVE

We provide **clear and reliable travel advice** for 200 countries on www.dfa.ie, TravelWise and on Twitter @dfatravelwise

We provide **real-time updates** on major crises

WHAT YOU CAN DO

- Follow our travel advice** For higher risk countries, **register** your travel details online with us
- Download our popular **TravelWise mobile app**
- Buy comprehensive **travel insurance** Ensure you have a valid **passport**, visa and sufficient funds
- For Europe get a Health Insurance Card (**EHIC**) Let family and friends know your travel plans
- Treat our staff with **courtesy and respect**

WHAT WE CAN DO

- Advise and support** you in the case of a family bereavement, serious illness, detention, or other emergency
- Offer **linguistic and cultural support** on who to contact and how things are done locally
- Provide details of English-speaking doctors and lawyers
- Respond decisively to **major crises** abroad
- Issue emergency **travel documents**
- Contact your family or friends** on your behalf
- Provide comprehensive **travel advice** on health, security and other topics

WHAT WE CANNOT DO

- We **cannot provide medical or legal advice** or interfere in judicial processes
- We do not have a **budget** for medical, legal, or other expenses
- We cannot influence the **visa decision** of other countries
- We do not deal with **commercial or insurance disputes**

ACCESSIBLE

Ireland: Mon-Fri 9-5.30 + 353 (0)1 4082527

Email queries: www.dfa.ie "contact us"

Out of hours & weekend emergencies: +353 (0)1 408 2000

Emergency support 24/7 through our Embassies and Consulates

HELPFUL

You and **your needs** are the focus of our work

Action taken on 90% of requests for help **within 24 hours**

We acknowledge queries within 3 working days, respond within 15 days

TRANSPARENT

We **publish** our consular policies and statistics on www.dfa.ie

Your case officer will communicate with you using **clear and simple language**

We will share your personal information with you if requested under the Freedom of Information Acts

LEARNING

We will monitor, evaluate and **improve the service** we offer

We welcome your **feedback** through www.dfa.ie or the TravelWise App

We take complaints seriously. A senior official will respond to you



An Roinn Gnóthaí Eachtracha agus Trádála
Department of Foreign Affairs and Trade

www.dfa.ie/travel | @dfatravelwise