

# Supports for Citizens in Difficulty Abroad

## CONSULAR ASSISTANCE CHARTER

The Department of Foreign Affairs provides a range of support to citizens in difficulty abroad. 24/7 emergency consular assistance is available through our Embassies and Consulates and through the Consular Directorate in Ireland.

You can contact the Consular Assistance Unit in Dublin during office hours (Monday-Friday 9am-5pm) on +353 (0)1 408 2527 or in case of an emergency out-of-hours on +353 (0)1 408 2000. Contact details for our Embassies and Consulates are available at [www.Ireland.ie/en/dfa/embassies](http://www.Ireland.ie/en/dfa/embassies)

We are committed to being responsive, professional and supportive in our contact and handle all cases confidentially.

For more detail see [www.Ireland.ie/TravelWise](http://www.Ireland.ie/TravelWise)

### WE CAN

- Offer you practical advice and assistance in the case of a death, serious injury, detention, or other emergency abroad
- Issue you with a temporary travel document in emergency circumstances
- Provide you with information on local legal and medical supports
- Advise you on relevant local practices, and on organisations and services which may be able to provide you with additional assistance
- Make contact with your family or friends on your behalf
- Provide assistance in the event of an emergency/crisis overseas

### WE CANNOT

- Provide you with legal advice, legally represent you or intervene in the judicial processes of another country. You should be aware that laws and practices across the world can differ greatly
- Influence the visa immigration decisions of other countries
- Give you medical advice or pay for your medical bills
- Intervene in commercial or insurance matters or disputes
- Provide financial support

# Be Summer Ready for your trip abroad this summer

## #KNOWBEFOREYOUGO

If you are planning to travel abroad this summer, it's a good idea to check if your passport is in date, monitor the Department of Foreign Affairs' Travel Advice, register with the nearest Irish Embassy or Consulate at [Ireland.ie/CitizensRegistration](http://Ireland.ie/CitizensRegistration), and remember to take out comprehensive travel insurance.

## TRAVEL ADVICE

- The Department of Foreign Affairs Travel Advice service helps you to make informed decisions when you're planning a trip overseas and offers an objective assessment of the risks you could face.
- Visit [www.Ireland.ie/TravelWise](http://www.Ireland.ie/TravelWise) to get helpful tips on local laws and customs, safety and security for more than 200 destinations worldwide.



For any urgent travel queries, you can contact the Department of Foreign Affairs' Travel Advice team at: [traveladvice@dfa.ie](mailto:traveladvice@dfa.ie)

Follow us on X @DFATravelWise to keep up to date with important developments.

OEP Phone:  
01-237 3800

E-mail:  
[oep@defence.ie](mailto:oep@defence.ie)

#KnowBeforeYouGo

[gov.ie/summerready](http://gov.ie/summerready)



An Roinn Gnóthaí Eachtracha  
Department of Foreign Affairs

# Be Summer-Ready

## TravelWise

GET TIPS AND STAY SAFE WHILE TRAVELLING ABROAD THIS SUMMER



Rialtas na hÉireann  
Government of Ireland

The Be Summer-Ready public information campaign is a “Whole of Government” initiative to provide information on a wide range of topics. Information from Government Departments and Agencies on how to be ready for summer is contained on our website [gov.ie/summerready](http://gov.ie/summerready)

## Planning to Travel Abroad This Summer?

Visiting destinations overseas is an exciting experience. Good preparation can help avoid a bad experience on holidays or backpacking adventures. There are a lot of practical ways to get prepared and travel safe.

### CHECK YOUR PASSPORT IS IN DATE AND APPLY ONLINE!

Don't be that person! Make sure you check your passport is in date today and don't miss out on your holiday or trip abroad.

Passport Online is the fastest way to apply for your or your child's passport or passport card.

This secure and convenient service is **available day or night, 7 days a week**, on a smartphone, tablet or personal computer.

Online applications can be completed and submitted in **less than 10 minutes**.

Check out our website for current processing times.

Learn more at : [www.Ireland.ie/PassportOnline](http://www.Ireland.ie/PassportOnline)



Don't be that person! Check your passport is in date and apply online at [www.Ireland.ie/PassportOnline](http://www.Ireland.ie/PassportOnline)

### GET COMPREHENSIVE TRAVEL INSURANCE

Before travelling overseas, we strongly recommend that you take out comprehensive travel insurance which can save you and your family a lot of money if something goes wrong. It will also ensure that you get the medical attention you need, when you need it.



### EUROPEAN HEALTH INSURANCE CARD

The European Health Insurance Card (EHIC) gives you access to medically necessary, state-provided healthcare during a temporary stay in any of the 27 EU countries, Iceland, Liechtenstein, Norway and Switzerland or the United Kingdom. You can apply for an EHIC through your local health office – see [www.HSA.ie](http://www.HSA.ie) for more.



\*An EHIC is not an alternative to travel insurance and does not guarantee free services

### HAVE A POINT OF CONTACT

Share your travel plans with family and friends, and make sure you know the contact details for your nearest Irish Embassy or Consulate. This can be found at [www.Ireland.ie/Embassies](http://www.Ireland.ie/Embassies)



Follow us on social media for latest updates

Passport Service X: @PassportIRL  
TravelWise X: @dfatravelwise  
Facebook: @dfatireland  
Instagram: @ireland.ie

## General Tips on Staying Safe Overseas

- Research your destination and be familiar with the local area, including safe transportation options and reputable establishments.
- If you are travelling for medical or cosmetic procedures, you should inform yourself of both the risks and benefits of any procedures, and discuss your plans carefully with your medical practitioner before committing to any procedure abroad.
- Learn about any specific health risks in the country you are visiting.
- Be aware of cultural differences in the country you are holidaying or travelling in.
- Ensure you have enough medication for your stay, and extra in case of delays. Be sure to check you can bring your medication to the country you are visiting.
- Always take sensible precautions to protect yourself and your belongings. Avoid taking unnecessary risks, use only official transport, remain in well-populated areas after dark and stick together with your travel companions.
- Be sun safe – use sunscreen with a good SPF (ideally 30 or higher), spend time in the shade, and don't forget your sunglasses and hat.
- Alcohol consumption: always try to ensure drinks are poured from an original, sealed bottle. Never drink a beverage that has been left unattended. Be careful not to drink excessively which may impair your decision making or leave you more vulnerable while abroad.
- If you run out of money, have your bank card or cash stolen, or encounter other financial difficulties, you should have arrangements in place to access additional emergency funds.
- If you are planning to do some adventure sports – such as white water rafting, skiing, bungee jumping – make sure your travel insurance policy also covers this.