

Consular Assistance Charter



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

The Department of Foreign Affairs provides consular assistance to Irish citizens in difficulty abroad through its network of Embassies and Consulates, and through the Consular Directorate in Ireland.

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

Know Before You Go

- ▶ Follow the Department's **Travel Advice**
- ▶ Check that your **passport** is valid and also bring your **passport card** where accepted
- ▶ Purchase comprehensive **travel insurance**
- ▶ Bring your **European Health Insurance Card** when travelling in Europe
- ▶ Have a valid **visa** where required
- ▶ Before you go, register on the Department's **Citizens Registration** platform
- ▶ Check what vaccinations are recommended for your trip
- ▶ Share your travel plans with family and friends

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 or 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

European Union Cooperation

EU citizens can seek consular assistance from other EU Member States abroad if their own country does not have consular representation. See consular-protection.ec.europa.eu for information.

Contact Us

In Ireland

Consular Assistance Unit
Monday-Friday, 9am-5pm
+353 (0)14082527

Out of Hours and Weekend
Emergencies
+353 (0)14082000

Before you go

Visit ireland.ie or scan the QR code for more information.



Abroad

Visit ireland.ie/dfa/embassies or scan the QR code for more details.

