CONSULAR ASSISTANCE CHARTER

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

WHAT YOU CAN DO

- Follow our travel advice
- Buy comprehensive travel insurance
- For Europe get a Health Insurance Card (EHIC)
- Let family and friends know your travel plans
- Download our popular TravelWise mobile app
- Ensure you have a valid passport, visa and sufficient funds
- 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
- Issue emergency travel documents
- Provide details of English-speaking doctors and lawyers
- Contact your family or friends on your behalf
- Respond decisively to major crises abroad
- 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

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.

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.

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.

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

www.dfa.ie/travel | @dfatravelwise