



Foreign &  
Commonwealth  
Office

**APPLY  
ONLINE**



WWW.GOV.UK/WORLD

**EMERGENCY**

# HELP FOR BRITISH PEOPLE

## HOW CAN WE HELP?

[www.gov.uk/world/organisations](http://www.gov.uk/world/organisations)

### WE CAN

If you need urgent help abroad, for example if you've been arrested, a victim of crime, hospitalised or are otherwise distressed, call the 24-hour telephone number below. Select the option for consular assistance. We do not charge for emergency help.



British Consulate Las Palmas de Gran Canaria  
Calle Luis Morote 6-3º  
35007 Las Palmas de Gran Canaria

Tel: (+34) 928 26 25 08

[www.gov.uk/contact-consulate-las-palmas](http://www.gov.uk/contact-consulate-las-palmas)

You can also contact the Foreign and Commonwealth Office (FCO) in London on + 44 (0) 20 7 008 1500 (24 hours)

## British Passports

For information on how to apply for a British passport, see:

[gov.uk/overseas-passports](http://gov.uk/overseas-passports)

British embassies, high commissions and consulates do not issue British passports. **You should apply for your passport online.**

For information, advice, enquiries and for status updates please contact:



**Passport Advice Line: +44 (0)300 222 0000**



[gov.uk/government/organisations/hm-passport-office/contact/passport-advice-and-complaints](http://gov.uk/government/organisations/hm-passport-office/contact/passport-advice-and-complaints)

Online enquiry form

[eforms.homeoffice.gov.uk/outreach/Passport\\_Enquiries.ofml](http://eforms.homeoffice.gov.uk/outreach/Passport_Enquiries.ofml)

## UK Visas and Immigration

For detailed information on the UK visa application process, see:

[gov.uk/check-uk-visa](http://gov.uk/check-uk-visa)

You cannot apply directly to embassies, high commissions and consulates for matters relating to UK Visas and Immigration.

## British Citizenship Enquiries

For information on British nationality and becoming a British citizen, see:

[gov.uk/becoming-a-british-citizen](http://gov.uk/becoming-a-british-citizen)

## Appointments for Consular Services

To book an appointment for notarial and document services, select the country you're in here:

[www.gov.uk/world](http://www.gov.uk/world)



## FCO Travel Advice

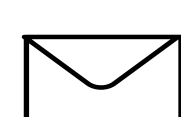
For the latest travel information, see:

[gov.uk/foreign-travel-advice](http://gov.uk/foreign-travel-advice)



follow us @fcotravel

Sign up for the latest advice updates. Select the country you are visiting and click on



**Get email alerts**

## Emergency Travel Document (ETD)

For more details and to apply online, see:

[gov.uk/emergency-travel-document](http://gov.uk/emergency-travel-document)

You can apply for an emergency travel document if your passport has been **lost, stolen, damaged or expired**, and you can't get a new or replacement passport in time to travel.

You might need to attend an appointment at your nearest British embassy, high commission or consulate after you apply online.

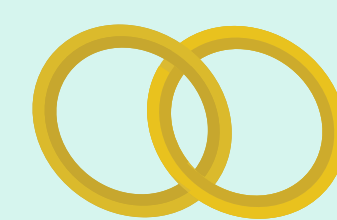


**GOV.UK**

For information on any of the following check GOV.UK



**Voting abroad**



**Marriages**



**Births**



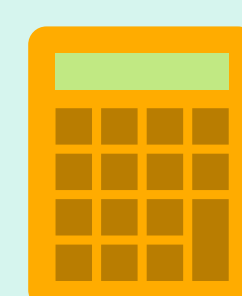
**Deaths**



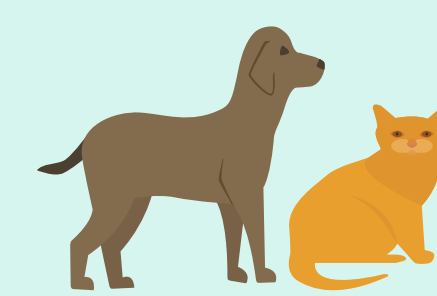
**UK pensions and Benefits**



**Residency**



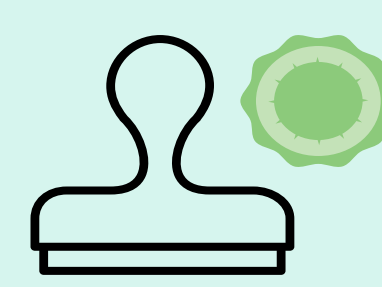
**Tax**



**Pets**



**Driving Licences**



**Legalisation of British documents**



**Living abroad guides**



**Recognition of academic qualifications**



**Local lists: Lawyer, Doctors, Funeral directors, Interpreters**



**Criminal record and disclosure barring service**

**Tell Us What You Think!**

We welcome your views on the support we provide. They will help us to identify what we do well and what we could do better. Visit [www.gov.uk/government/organisations/foreign-commonwealth-office/about/complaints-procedure](http://www.gov.uk/government/organisations/foreign-commonwealth-office/about/complaints-procedure)

✓ Issue an Emergency Travel Document if your passport is lost, stolen, damaged, full, expired or has less than 6 months validity.

✓ We can offer advice on transferring funds.

✓ We can offer support if you are a victim of crime.

✓ We can help if you are hospitalised.

✓ We can support you if you have been arrested or are in detention.

✓ We can provide details of local lawyers, interpreters, doctors and funeral directors.

✓ We provide selected notarial and document services.

### WE CAN'T

● We can't issue full validity passports or negotiate the visa processes of another country.

● We can't pay bills or give you money from public funds.

● We can't investigate crimes.

● We can't pay your hospital bills.

● We can't get you out of prison.

● We can't provide legal advice.