



## What the British Embassy can do for you

### We can:

- issue replacement passports
- provide information about transferring funds
- provide appropriate help if you have suffered rape, or serious assault, are a victim of other crime, or are in hospital
- help people with mental illness
- provide details of local lawyers, interpreters, doctors and funeral directors (but we cannot make any guarantee in relation to the professional ability or character of any person or company on the list, nor can we be held responsible in any way for you relying on any advice you are given)
- do all we can to contact you within 24 hours of being told that you have been detained or hospitalised
- offer support and help in a range of other cases, such as child abductions, death of relatives overseas, missing people and kidnapping
- if requested, contact friends and family for you

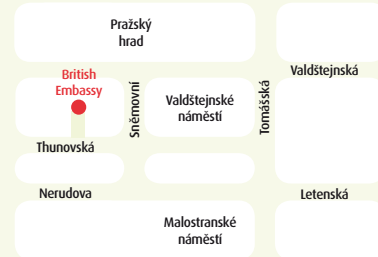
### But we cannot

- get you out of prison, prevent the local authorities from deporting you after your prison sentence, or interfere in criminal or civil court proceedings
- help you enter a country if you do not have a visa or your passport is not valid
- give you legal advice, investigate crimes or carry out searches for missing people, although we can give you details of people who may be able to help, such as English-speaking lawyers
- get you better treatment in hospital or prison than is given to local people
- pay any bills or give you money
- make travel arrangements for you, or find you work or accommodation
- make business arrangements on your behalf
- issue or replace your passport on weekends or local holidays or out of office hours except in the most serious emergencies

Please take a few moments to read this leaflet which contains useful information to help you enjoy your stay.

### Important contact information

#### Map how to get to the Embassy



British Embassy  
Prague

British Embassy Prague  
Thunovská 14, 118 00 Praha 1, Czech Republic  
Tel.: +420 257 402 111, fax.: +420 257 402 296  
Email: [info@britain.cz](mailto:info@britain.cz)

#### Embassy website

[ukinczechrepublic.fco.gov.uk](http://ukinczechrepublic.fco.gov.uk)

#### Embassy opening hours

Consular/Visa Section:  
Mon–Fri 9.00–12.00  
and Mon–Thu 14.00–16.30 – for consular customers only

#### Police information

There is a police station to assist tourists in the centre of Prague. It has English translators available and is open 24 hours a day. It is at Jungmanovo náměstí 9, Prague 1, 110 00.

#### Important telephone numbers

Police: 158  
Emergency: 112  
Fire brigade: 150  
Ambulance: 155

#### Dialling codes

The international code for the Czech Republic is 00 420. For the UK it is 00 44.

# WELCOME TO THE CZECH REPUBLIC



## Tips for ...



## ... a safe and happy stay.



British Embassy  
Prague

[ukinczechrepublic.fco.gov.uk](http://ukinczechrepublic.fco.gov.uk)



## Staying safe in Prague and the Czech Republic

### Before you travel ...

- Take out comprehensive travel insurance
- Make sure you get an EHIC (European Health Insurance Card). You can apply for an EHIC free-of-charge online at [www.ehic.org.uk](http://www.ehic.org.uk) or by getting a form from the Post Office.
- Read travel advice for the Czech Republic and other information from our “Know Before You Go” campaign at [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel).
- Look after your belongings on the flights to and from the UK. There have been instances of theft en route.

### While you are here ...

#### ... look after yourself

- Always carry the name, address and telephone number of your accommodation with you. Make sure all members of your group have these details.
- If you are travelling in a group, swap mobile phone numbers so you can easily keep in contact if you get separated.
- Be sensitive to local residents and make your holiday a happy one. The Czech people and authorities welcome tourists, but bad behaviour could mean you get into trouble, and make it a holiday to forget.

#### ... and your belongings

- Make a copy of the picture page of your passport and preferably leave your passport and all valuable documents in a hotel safe. Do not take them out with you if you do not need them.
- Petty theft is a problem, particularly in Prague. Beware of pickpockets operating in the main tourist areas and on public transport. Do not use your back pocket for your wallet or passport. Avoid hanging your bag on your chair. Watch your belongings very carefully on crowded trams.

Most visitors do not experience any problems visiting Prague and the Czech Republic. We hope that you will also have an enjoyable and trouble-free stay in this beautiful country.

#### ... be aware of drink spiking and the vice industry

- Do not leave drinks unattended. There have been cases of drinks being spiked with illegal substances.
- Be especially alert to criminals and the Prague vice industry. And remember that many women working as prostitutes are the victims of human trafficking. They are not here by choice, but are modern-day slaves.
- Men and women acting as street prostitutes may be pickpockets.

#### ... make sure you have tickets to travel and use only legitimate taxis

- Public transport tickets must be purchased before travel. Remember to check you have the right ticket and validate your ticket when using transport. If you do not, you may be fined or arrested. Do read the instructions.
- Pickpocketing is a particular problem on public transport – be aware.
- Try to find the nearest “Taxi Fair Place” stand, a scheme introduced in August 2007 by the City of Prague which charges a set rate per kilometre. If you do pick up a taxi in the street, always check the price per kilometre before getting in. It must be clearly marked on the side of the taxi.

#### ... look after your money

- Always compare money exchange rates, and check what fees apply, before agreeing to any transaction. Some exchange offices may display misleading rates. Always ask if there are extra fees to pay.
- Beware of bogus plain-clothes policemen who ask to see your foreign currency and passport. If approached, decline to show your money, but offer instead to go with them to the nearest police station. No police officer in the Czech Republic has the right to check your money or its authenticity

## Dealing with problems



### What if something is stolen?

If your wallet, money or passport or anything else is stolen, report it to the local police immediately and ask for a police report setting out details of the items taken. Cancel stolen credit and debit cards immediately.

### What if my passport is stolen?

The British Embassy in Prague can issue a replacement passport, but you will need a police report, to provide passport photos, fill in an application form and pay the appropriate fee. You may have to delay your travel, and we can only issue passports out of office hours in the most serious emergencies.

### What if I have no money?

If you have money or bankcards stolen or if you run out of money, you should ask friends and relatives for help. Money can be transferred via Western Union. We can provide you with the necessary information, but the Embassy can not pay your bills.

### What if the police arrest me?

The police can detain you for up to 24 hours without charge. They will inform the Embassy of your arrest. We will try and contact you and can give you information, but we are not able to get you out of jail.

### What if my friend goes missing?

Keep contact details for your friends. If they do go missing, contact the local police and report them as a missing person.

