



**IRISH TOURIST
ASSISTANCE SERVICE**
HELPING TOURIST VICTIMS OF CRIME

ITAS

- **The Irish Tourist Assistance Service (ITAS) is a specialist service offering immediate practical assistance and support to tourists who are victimised while visiting Ireland.**
- **The Service is run by staff and volunteers who speak a variety of languages. ITAS acts as a base where problems facing a tourist can be addressed promptly with the view to getting holiday plans back on track.**

DIFFICULTIES FOR TOURIST CRIME VICTIMS

- Tourists have specific needs and require specific help in the aftermath of crime
 - Communication - Language barriers
 - Access to information
 - Cultural differences/culture shock
 - Unfamiliar surroundings
 - Legal differences
 - Isolation - far away from network of family and friends

ASSISTANCE TO TOURISTS

- Listen to their experience
- Use of phone to call family, cancel credit cards
- Liaison with Embassies to issue temporary ID/passports
- Liaison with airline/ferry companies to re-issue travel documents;
- Complimentary accommodation/meals/transport
- Money transfer information
- Medical assistance – Visit to doctor

CONTACT DETAILS

ITAS is open 7 days a week:

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