

I (T) A S

Irish Tourist

Assistance Service

helping tourist victims of crime

Annual Report 2016

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I would like to thank the Irish Tourist Assistance Service for their ongoing support and assistance to tourist victims of crime in Dublin.

Dublin is famous for its people and being a friendly city and welcomes thousands of visitors every year. Most report of a wonderful experience and enjoy the culture and state that the friendliness of the Dublin people is a highlight of their stay. Sadly, there are occasions when people have a bad experience during their stay in Dublin and it is reassuring to know that the staff and volunteers of the Irish Tourist Assistance Service are at hand to help them through those difficult experiences.

Dublin City Council works closely with a wide range of public organisations including An Garda Síochána to try and make our city as safe as possible. We will continue this work throughout 2017 and beyond.

On behalf of the citizens of Dublin I would like to pay tribute to the Irish Tourist Assistance Service staff and volunteers who continue to work tirelessly and quietly not only in Dublin but countrywide.

A handwritten signature in black ink that reads 'Brendan'.

Brendan Carr
Lord Mayor of Dublin

Message from Shane Ross T.D., Minister for Transport, Tourism and Sport

I am pleased as Minister of Transport, Tourism and Sport to have the chance to express my support and congratulate the Irish Tourist Assistance Service (ITAS). I know that the invaluable support provided to those visitors to Ireland who require its experience and assistance continues to be a vital link in the network of services and supports which Ireland offers its visitors.

Tourism is one of Ireland`s most important economic sectors and has been recognised by the Government as having a key role in Ireland`s economic renewal, supporting jobs right across the country. Looking back at the year just past, we had another excellent year for Irish tourism industry. In fact, 2016 was a record breaking year for overseas tourism with growth recorded from all of our markets around the world.

The annual Fáilte Ireland Visitor Attitude Survey indicates that, from a wide range of factors that might influence the choice of a holiday destination, one of the most important for visitors when choosing to come to Ireland is security and safety. Ireland`s reputation as a safe, secure holiday destination is a significant factor for tourists. The hard work of the Gardaí helps to keep crime against tourists at a very low level. Being a victim of a crime in a foreign country can be very traumatic, especially with cultural, language and legal difficulties. However, for a very small percentage of tourists who become victims of crime while visiting Ireland, it is reassuring to know that the Irish Tourist Assistance Service is available year-round to offer immediate assistance and support free of charge.

Finally, I want to compliment the tremendous work of the dedicated ITAS staff and volunteers for their contribution to the success of Ireland`s tourism industry. This important service, together with Ireland`s hospitality, warm welcome and excellent tourism product, all contribute to our attractiveness as a tourism destination. I wish ITAS all the best in the future.

SHANE ROSS T.D.
Minister of Transport, Tourism and Sport

Message from Kevin McPartlan, Chairman Irish Tourist Assistance Service

Tourism is one of Ireland's most important economic sectors; revenue in exceeds €7bn per year, and employment is provided for 200,000 people. The warm welcome we offer, and the fabulous way in which we treat visitors to Ireland is a defining influence on our global reputation but for a small number of guests, the experience can be marred by their falling victim to crime. For these few people, ITAS offers immediate practical and emotional support and assistance.

The publication of the annual report affords me an opportunity to pay tribute to the people and organisations that enable ITAS to do this crucial work.

A key highlight of the year was our partnership with Pearse Street Garda Station who facilitated the setting up of an office at the station allowing ITAS to offer a 7 day, year round service to tourist crime victims. This proactive approach highlights An Garda Síochána's commitment to victims and ensures that any tourist needing assistance can benefit from immediate support. We are tremendously grateful to Chief Superintendent Clerkin and his Team at Pearse Street and look forward to working yet more closely with them in the future.

Support, both financial and benefit in kind, are vital for the operation of the service. We strive each year to seek out new funding opportunities to enhance and develop services for tourists affected by crime. We would welcome multi-annual funding in order that the service might plan more effectively, however we are extremely grateful to all whose continued support facilitates our services; particularly our core funders, the Commission for the Support of Victims of Crime, Fáilte Ireland and Dublin City Council.

By definition, ITAS deals with visitors in shock and distress. Many victims are left without the means to support themselves in a foreign country. Language difficulties, lack of support structures and isolation add to their trauma and necessitate the need for urgent support. I would like to pay tribute to all staff and volunteers who do extraordinary work every day, often in challenging and emotional circumstances, to support tourists through their ordeal.

We very much welcome the publication of the long awaited Criminal Justice Victims of Crime Bill. This important legislation will ensure increased rights for victims of crime throughout the criminal justice process. We will continue to highlight the key areas of importance within the legislation for victims of crime who are tourists and to work with relevant agencies to ensure the seamless implementation of the legislation for the best outcome for all victims of crime. We call on Government to ensure quick passage through the legislative process so victims of crime can have full access to their rights. Finally, I would like to thank my fellow board members for their expertise and commitment to the service over the past year.

What our clients say

I wanted to advise you that everything went well and I wanted to thank you for your time and for your kindness. Thanks especially on behalf of my wife. If one day you should find yourself in Naples and would need help, you can call me. Ciao! **Italy**

Thank you for your help on Saturday - it's so much worth seeing that there is someone who cares and who is friendly when you are in trouble and feel a bit lost! **Germany**

I'm just writing to say thank you so much for all your help, I managed to get home with no problems and I can't wait to come back to Dublin soon! Thanks again. **UK**

O this little bump in our holiday is a learning curve and it has taught us a few lessons, it won't happen again This has not deterred us from Ireland, we need to see more of the North now.... Thank you for your kindness, we had an amazing holiday, and when I look at my pictures it brings back wonderful memories... If we're in your neighbourhood will definitely stop in. **USA**

I AM HOME. I am the Italian girl that was there today because her wallet was stolen, thanks to you I made it back home in Italy. Thank you so much for your help, you were extremely fast and kind. Thank you again. **Italy**

Just wanted to let you know I came to my home safely with no troubles. Thank you very much for everything, and hope we won't see each other next time I visit Dublin. **Croatia**

We are again in our home in France and we just want to thank you for your precious assistance. I have not found my papers again but we have can take the plane in Dublin to return in France with copy of my papers. We keep marvellous ideas of Irish people. Thanks again and excuse my poor English ...We shall go back in your fantastic country, that's sure! **France**

Just a quick email to say a massive thank you for all your help and support. My partner left her passport in a taxi at the weekend and it was a stressful time, unsure of whether the airline would allow us to travel back to the UK or not. The experience of visiting Pearse police station was pleasant and supportive and the officers that dealt with us were professional, caring and supportive. I can't thank you enough as we managed to get back to the UK without a hitch. Many thanks **UK**

Dear all, I was in your office in Pearse Street last Saturday because my wallet was stolen. I just want to let you know, that everything went good on Monday morning at German embassy and we flew back to Germany as planned yesterday evening. Once again I want to thank you cordially for your excellent and friendly assistance on Saturday - you were a great support after this terrible situation. Kind regards from **Germany** to Dublin.

Sorry for the delay sending this email but with all this confusion I completely forgot to confirm that I was able to catch my flight and everything went ok. Thank you so much for your help and for being so patient and nice. I will be forever grateful. **Portugal**

What our clients say

We'd like to thank you again for your most friendly and effective help last Saturday! You made our holiday a holiday again and we could fly home together with us as planned.

Germany

We returned in Paris, by the planned flight, without any problem and without asking for anything to the French embassy. Thank you again for your kindness and your efficiency. In spite of this incident we will keep an excellent memory of Ireland and Irish people.

France

To the two lads working in Garda station in Dublin on Saturday. Just a quick note from the guy who came in at the weekend having lost my passport. Thanks so much for your help as the Airline did let me on my flight with the copy of my ID you printed for me. Thanks for your help and above all humanity during a low moment! Many thanks again. **UK**

Dear ITAS team, First I would like to thank you very much indeed for everything you have done for me today. Thank you for your patience, your time, your reassuring words, but most importantly for your support - thanks to your help I managed to get back home safely. Thank you very much indeed. **Austria**

You helped me last Saturday get my flight back to Leeds Bradford airport, after I had lost my passport. I just wanted to thank you and let you know all went smoothly at Dublin airport. I went to the airline's customer service desk before checking in, as you suggested, and they confirmed that I was ok to fly without my passport. I then proceeded to board as normal, without any problems at all, not even at the Leeds Bradford end. So, once again thank you for your invaluable help. **UK**

Last Saturday I went to the office ITAS in Dublin for the loss of the identity card, where I got all the information needed to get the temporary visa issued by the Italian embassy. I wanted to tell you that everything went successfully and that this morning I landed on Italian soil. I also like to thank Mr. (Name) for his kindness, availability and for helping me to solve this problem quickly. Best regards. **Italy**

Dear ITAS-Team, I have just noticed that my email from last week didn't get out. I hope this time you will receive my email. The German embassy provided me with a temporary passport and I got back to England with no issues. Unfortunately, I have no news about my stolen bag. Thank you once again for your help. Kind regards. **Germany**

Good evening, I want thanks you for your good work, that has help me to come back at home without problems and after few days I received back in my home the wallet with all my documents. Thank you very much and good luck. **Italy**

I'm the girl who got her purse stolen on Friday night, I could fly back home yesterday without problems. Thank you so much for everything. Greetings. **Spain**

Everything has been done to help us. Thank you, thank you, thank you very much. You are awesome! **France**

2016 Highlights

Tourists by their very nature are more susceptible to crime being in unfamiliar surroundings and at ease on their holiday. While Ireland had record numbers of tourists visiting the country in 2016 thankfully very few experienced crime. However, for those that do, it can have significant consequences not only for their holiday but depending on the crime, for their lives.

Partnerships

ITAS Office in Pearse Street Garda Station

ITAS had been seeking a city centre location accessible 7-days for many years so we were very fortunate to partner with Pearse Street Garda Station where we now have an office operating 7 days a week. Tourists reporting crimes at the station and who require our support can be seen immediately and tourists being referred from other city centre stations, and unfamiliar with the city, can be easily directed to this location.

Falling victim to crime while abroad can be very traumatic and tourists can be quite vulnerable. As tourists have very specific needs and challenges being able to access immediate support and assistance is crucial for a positive outcome. The operation of the service from Pearse Street station is indicative of An Garda Síochána's dedication to victims of crime.

Enclude Ireland

Operating from two locations focused the need to update our IT infrastructure as a matter of urgency. Due to the high costs associated with IT development ITAS would not have been in a position financially to invest in IT infrastructure so an approach was made to Enclude Ireland, an organisation that offers affordable web based solutions to charities in relation to their information management needs. ITAS has been accepted onto their donation programme and have qualified to receive complimentary licences for the CRM cloud based system Salesforce. The system will integrate our current information streams into one system which will contain information on clients, sponsors, service providers, policies and other data as appropriate. It will significantly increase efficiencies for the service and we look forward to its implementation in 2017.

Victims' Rights

On the 16th November 2015, the EU Victims' Directive became law in Ireland and in many other member states around Europe. To date no legislation has been enacted to transpose the Directive in Ireland. However, we welcome the publication on 29th December 2016 of the Criminal Justice (Victims of Crime) Bill which we hope will be the start of the process of putting victims at the centre of the criminal justice system.

For the first time in Irish law victims will have access to minimum standards on rights, support and protection. Under the Directive cross border victims have the option of reporting the crime in their country of residence or in the country where the crime took place. They also have the right to interpretation and translation if they don't speak the language of the country where the crime took place. This is essential in order for them to make a statement and to take part in any criminal justice proceedings. They have the right to a written acknowledgement of their crime in a language understood by them. All victims including tourists now have the right to be informed of and to request immediate access to support services from first contact with An Garda Síochána. From a visitor's perspective this is essential due to their very specific needs and the types of challenges they face in the aftermath of crime.

While it is fully appreciated that if the legislation is enacted that it will take time for it to become embedded in the system, it is promising to see the key agencies already implementing aspects of the Directive into practice. We look forward to working and engaging with the Gardaí and other agencies to ensure the effective implementation of the legislation. The key issues for tourist crime victims from our perspective are that:

1. Information on ITAS is given to victims of crime who are tourists from first contact with the Gardaí.
2. If consent for referral is received, that tourists are directed to ITAS immediately.
3. Tourists receive a written acknowledgement of their complaint while they are reporting the incident.
4. They have access to interpretation and translation if required.
5. A statement is taken from a tourist immediately after making their initial complaint.

Awareness Raising

The focus at ITAS is to always ensure that as many tourists as possible are made aware of the service should they be unfortunate to experience crime while visiting Ireland. Raising the awareness of the service is always a core element of the work that we do. The two main sectors we concentrate on are the Gardaí as first responders to crime and the tourism and hospitality industry where many front line personnel have immediate contact with visitors to the country who become victims of crime. We make ourselves available to speak to their personnel so they are aware of how ITAS can support tourist crime victims.

ITAS does not have an extensive budget for promotion and advertising so we are very grateful to the following organisations who helped raise our profile within the industry in 2016. Fáilte Ireland who included a profile of the service on their industry website, on social media and in their e-zine which goes out to a large number of organisations within the industry. Our gratitude also to the Irish Tourism Industry Confederation (ITIC) for their inclusion of ITAS in their ITIC Video Series which again profiled the service across their industry network and to the Irish Hotels Federation and the Irish Tour Operators Association for raising the awareness of the service to their members through their websites and newsletters.

We also try to prevent crime in the first instance by educating tourists through our 'Safety Tips for Tourists' guide with gentle tips and reminders on how to stay safe while enjoying their holiday. Our sincere thanks to Fáilte Ireland for printing these guides and distributing them through their Tourist Information Offices network throughout Ireland. The guide is also distributed to Garda stations, embassies, tourist offices and attractions, language schools, car hire companies and entry and exit points to the country – airport, ferry ports.

Embassies

Embassies provide vital services to their citizens in times of crisis and we work with them to ensure that their citizens can receive comprehensive support in the aftermath of crime. In 2016 ITAS referred 148 tourists to embassies for further assistance which is usually comprised of issuing emergency travel documents (ETD), passports or visas. ITAS liaised with embassies to ensure tourists have the necessary documents to enable swift turnaround times allowing tourists to continue their plans. Our sincere thanks to the staff in all the embassies we work with, many of whom work after hours and weekends ensuring their citizens can return home as planned. This can have a major impact both emotionally and financially on tourist crime victims and ensure a quicker recovery time after their ordeal.

Sponsorship & Support

All of the work that is carried out by ITAS is only possible because of our funders and benefit in kind donors that assist us throughout the year.

We are extremely thankful to our core funders; the Commission for the Support of Victims of Crime, Fáilte Ireland and Dublin City Council for continuing to support and value the work that we undertake. We would also like to thank; the Irish Hotels Federation, Guinness Storehouse, Restaurants Association of Ireland, French Embassy, Irish Tour Operators Association, British Embassy, Licensed Vintners Association, Vintners Federation of Ireland, Car Rental Council, Spanish Embassy.

I would like to extend our gratitude to those organisations who give us smaller donations. Every donation is valuable and enables us to operate the service. I would like to thank everyone who helped us with fundraising events or raised money on behalf of the service. Particular thanks to staff at the Guinness Storehouse who gave up an evening to help us raise funds at the Aviva stadium and our thanks to the Football Association of Ireland for facilitating the fundraiser.

'In Kind' Support

Benefit in kind support is of huge importance to tourist crime victims and it plays a significant role in their experience as crime victims in our country. We work with organisations to ensure tourists are not left stranded and can have access to emergency support such as accommodation, meals and transport. Our partnerships with the many organisations within the tourism and hospitality industry allows us to offer this complimentary support. We would like to take this opportunity to thank all the organisations for the valuable support provided. Their goodwill is evident from the following list of **complimentary support** ITAS receives: ***Hotel & Hostel accommodation; Reissue/Rescheduling & complimentary ferry tickets; Rescheduling of airline flights and authorising travel with Garda report and photo ID; Restaurant vouchers; Retail vouchers; Sightseeing vouchers; Transport by bus, dart, taxi and train, GP visits and advice.***

Other Support

ITAS would like to thank **City Centre Voluntary Groups Ltd, Ballyfermot Chapelizod Partnership** and the **Department of Social Protection** for providing staff to the service. We would like to express our appreciation to our staff and volunteers for the excellent work they do every day to ensure the best care and support for visitors to the country who become victims of crime.

2016 Analysis of Client Contacts

Thankfully Ireland does not have a high tourist crime rate, however for those tourists that experience crime while abroad it can have a very traumatic and negative impact. ITAS offers a specialist service where comprehensive information and support is provided to tourist crime victims. The majority of our work involves providing clear and concise information, mediating with relevant organisations and ensuring tourists have emergency supports if required.

In 2016 ITAS recorded 428 incidents of crime or other traumatic events. As an incident can affect more than one person, assistance was given to 794 tourists during the year. 70% of tourists visited the office for support. When a tourist makes contact with the office, they are usually in distress. Whether through the helpline or a face to face meeting, the first step is an assessment of their situation, needs and circumstances. Staff have to act fast and make decisions in the best interest of the tourist. The office facilitates contact with family, banks, insurance companies and we liaise with airlines, embassies, car hire companies and many other organisations. Tourists can remain in contact with the office until all their issues are resolved, which can vary from a few hours to a number of days. In 2016, the number of days involved in casework totalled 533 with 49% of assistance to tourists being provided during weekends and public holidays.

Sources of Referral

The majority of tourist crime victims will not be aware of support services available to them when abroad. We rely on the Gardaí, embassies and the tourist industry to inform tourists of our service. Our aim is to speak to a tourist as soon as possible after the crime occurs thereby improving the chances of them not feeling too overwhelmed by events, particularly if they are travelling on their own.

We would not like to see a situation where a tourist has to leave Ireland before their planned return date or have to prolong their stay unnecessarily as a consequence of not getting the support they needed.

Gardaí

83% of tourists experiencing crime or other traumatic incidents were referred to ITAS by the Gardaí. Of these, 313 (88%) were referred from Garda stations in Dublin.

With Dublin attracting over 5 million tourists in 2016, tourist crime was concentrated in the capital. The city centre stations of Pearse Street and Store Street continue to refer the majority of tourists to the service with 178 cases and 64 cases respectfully. This is followed by Kevin Street (17) O'Connell Street (12) and the Bridewell (11) stations.

Other

Referrals also came from embassies (3%), the tourist industry (3%) and other sources (2%). In 9% of cases, tourists contacted the service directly requesting assistance.

Age Categories

60% of the tourists assisted by ITAS were female. The younger age groups of between 17-25 years (28%) and 26-35 (18%) continued to be the main age categories referred to ITAS. The younger visitors tend to have limited resources and less support structures which makes them most in need of our help. Other age categories: 36-45 year olds (9%), 46-55 (11%), 56-65 (10%), over 65 (6%), 10-16 (2%) and under 10 years (1%). 15% of the age category is unknown.

Main Types of Crime

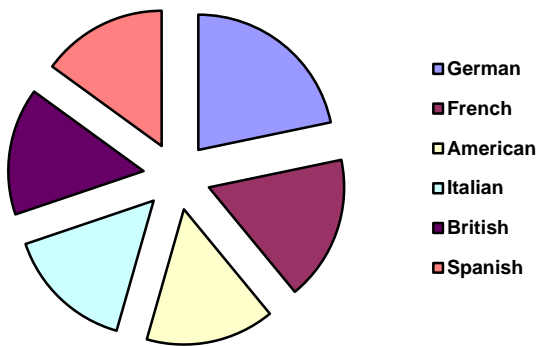
Tourists by their very nature are targets for theft as they are perceived as carrying large amounts of cash and valuables on their person. They are easily identifiable and are unfamiliar with their surrounding thereby increasing their potential to being subject to theft. This is borne out by the fact that 93% of tourists seeking assistance from ITAS were victims of theft. These included incidents of 'Theft from Person' (155) and 'Theft from Car' (34). There were 10 cases of fraud where tourists paid for accommodation only to discover no such accommodation was available on their arrival in the country.

It was reassuring to see a reduction in the number of tourists seeking assistance in the aftermath of a violent crime from 17 incidents in 2015 to 13 in 2016. There is an added dimension to these crimes which make them extremely traumatic resulting in a longer recovery period and in some cases life changing consequences. These incidents included aggravated theft, assaults and robbery with violence or a threat of violence and sexual assault.

Other Traumatic Incidents

ITAS' experience is often called upon to assist in other traumatic situations. The referral of these incidents continue to rise each year with the incidents of 'Lost Property' being at the forefront. Tourists can be left stranded without money or documentation and are very much in need of immediate support and assistance. While these incidents have been categorised as 'Lost Property' there are some that are no doubt thefts but with no CCTV or witnesses the incidents are categorised as 'Lost Property'. In 2016 ITAS assisted in 186 such cases. Other incidents that occurred included tourists running out of money, accidents/illnesses, sudden deaths and missed flights.

Client Nationality



ITAS assisted 794 tourists from 50 different countries in 2016. German citizens were once again the main nationality that availed of support from the service. This was followed by French citizens. The following nationalities have always made up the top 6 nationalities utilising the service, however the order can change each year. In 2016 they made up 65% of the tourists availing of support from ITAS. A full breakdown of nationality is available on page 18.

German	113 people (14%)	Italian	80 people (10%)
French	90 people (11%)	British	79 people (10%)
American	80 people (10%)	Spanish	78 people (10%)

ITAS referred 148 tourists to their embassies for emergency travel documents (ETD'S)/passport to be issued. The main embassies ITAS worked with were the American Embassy (28 cases), French Embassy (25 cases), German Embassy (20 cases), Spanish Embassy (17 cases) and the Italian Embassy (17 cases).

Assistance

Practical assistance is of paramount importance for tourist crime victims. Tourists do not have the support structures that they would have at home so are in vital need of support. Most likely they will not have the information at hand to cancel credit cards, contact banks, insurance companies and other services that they require. Many have no immediate access to cash and need emergency assistance such as accommodation, food and clothing. Our efforts are concentrated on providing the supports and assistance necessary to reduce the impact of crime and to reinstate plans where possible.

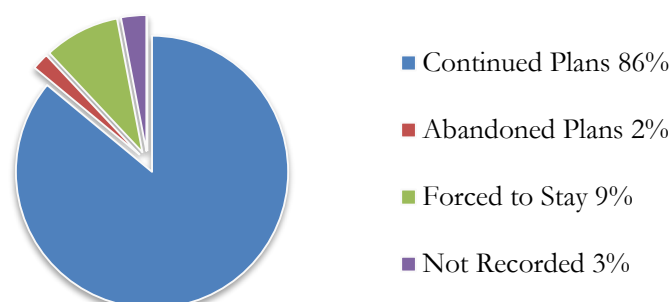
When passports have been stolen and security is not an issue, ITAS liaised with the relevant airlines and in 108 cases, tourists have been cleared to fly with the ITAS1 Garda report and another form of photo ID. This can have a huge impact on the emotional wellbeing of a tourist as they do not have the added trauma of delaying their return home. On 22 occasions where tourists had to visit their embassies for emergency travel documents, airlines and ferry companies offered complimentary re-scheduling of the tourist's return journey. ITAS is very grateful to the airlines and ferry companies for facilitating these requests.

ITAS received accommodation for stranded tourists from hotels and hostels on 52 occasions during 2016. Meal vouchers and retail vouchers were also given to tourists to assist them while they awaited emergency funds from home. As a goodwill gesture many sightseeing vouchers were also given to tourists to allow them to enjoy the attractions of the city.

With many tourists requiring transport to get to their embassy or to the airport, we were delighted to be able to offer complimentary transport - by bus, rail, DART and taxi. This was organised in 43 cases.

Trip Status

In 2016, 86% of tourists opted to continue their holiday plans after receiving assistance from the service. 9% of tourists were forced to stay – the most common reason for this is tourists waiting for emergency travel documents/visas. It can also occur if tourists are hospitalised. 2% had to abandon their plans due to the consequences of the crime. The trip status of 3% of tourists was not accounted for.

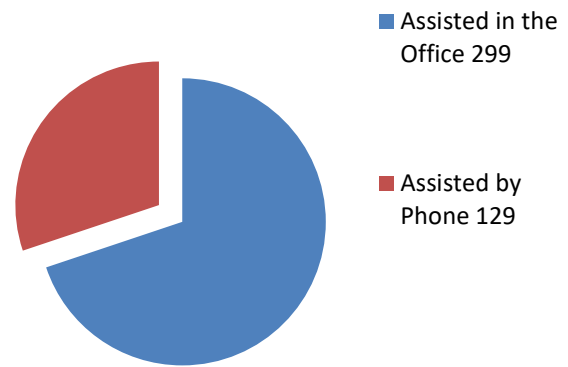


2016 Statistics

Number of cases assisted	428
Cases assisted in the office	299
Cases assisted by phone	129
Number of casework days*	533
Number of people involved	794
People assisted in the office	553
People assisted by phone	241

*many cases take several days to resolve

Cases Assisted

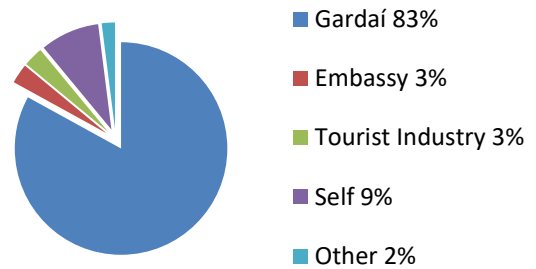


Cases Assisted 428

Contacts to ITAS via:

Gardaí	354
Embassy	13
Tourist Industry	15
Self	38
Other	8

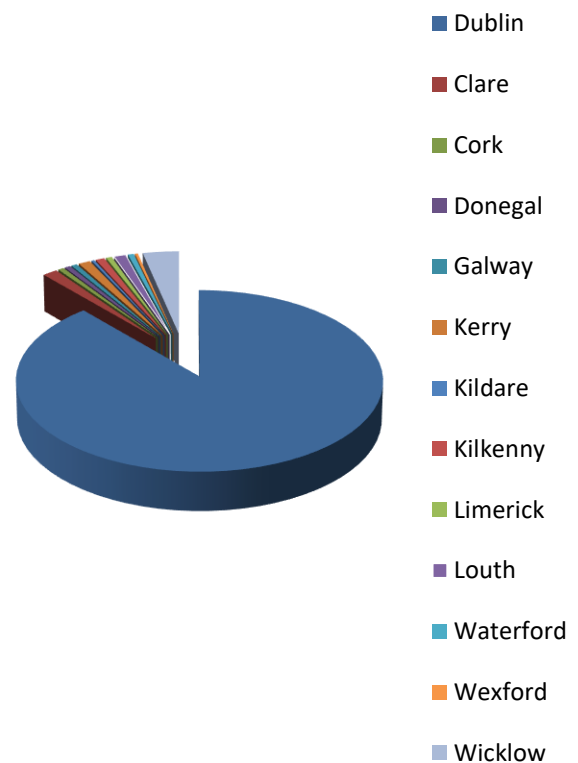
Total Sources of Contacts



Garda Contacts by County

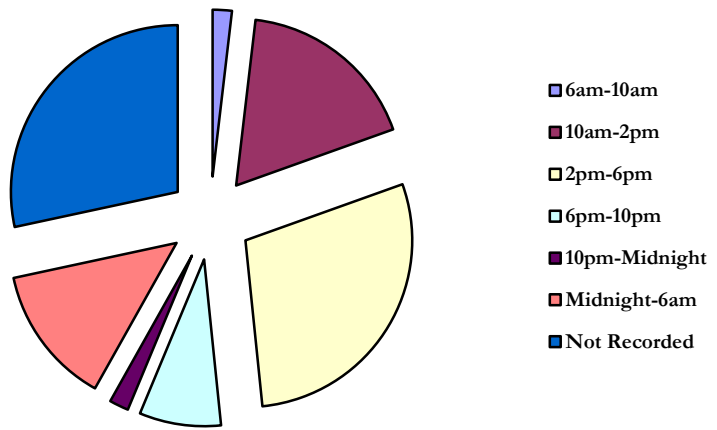
Dublin	313
Clare	5
Cork	2
Donegal	2
Galway	2
Kerry	4
Kildare	1
Kilkenny	3
Limerick	2
Louth	4
Mayo	1
Waterford	2
Wexford	1
Wicklow	12
Total	354

Garda Contacts by County



Time of Occurrence of Crime

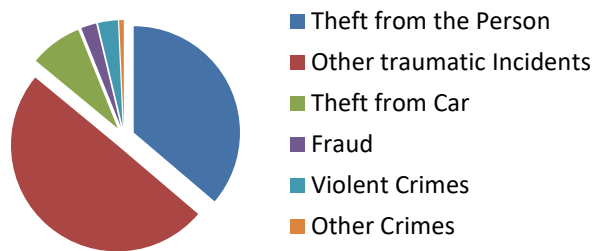
6am-10am	4
10am-2pm	38
2pm-6pm	62
6pm-10pm	17
10pm-midnight	4
Midnight-6am	29
Not Recorded	61



Main Incident Types

Theft from the person	155
Other Traumatic Incidents	213
Theft from Car	34
Fraud	10
Violent Crimes	13
Other Crimes	3

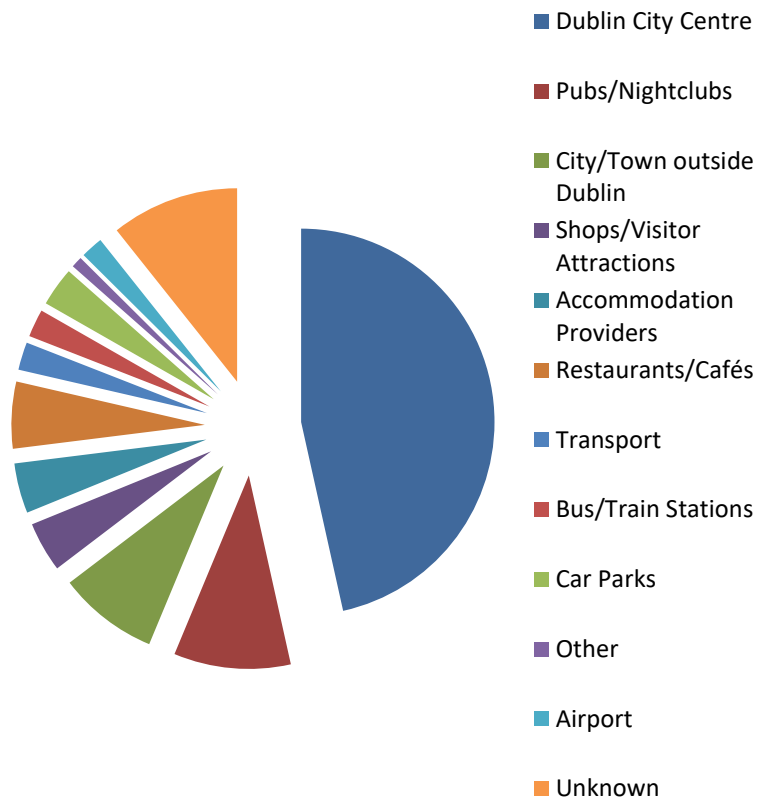
Main Traumatic Incidents



Crime Locations

Dublin City Centre	100
Pubs/Nightclubs	21
City/Town outside Dublin	18
Shops/Visitor Attractions	9
Accommodation Providers	9
Restaurants & Cafés	12
Transport	5
Bus/Train Stations	5
Car Park	7
Airport	4
Other	2
Unknown	23

Crime Locations



Age Groups 2016	Total	Female	Male
Under 10yrs	9	6	3
10-16years	12	6	6
17-25yrs	225	138	87
26-35yrs	146	80	66
36-45yrs	73	47	26
46-55yrs	86	53	33
56-65yrs	81	47	34
over 66yrs	48	29	19
Unknown	114	71	43
	794	477	317

Items Stolen *	2016
Cash (approximate stolen €70,000)	189
Passports	206
Credit Cards	165
Bank Cards	118
Driving Licences	95
National Identity Cards	184
Travel Tickets	12
Mobile Phones	41
Cameras/Camcorders	10
Medication	3
Laptops	14
Clothes	33

Complimentary Assistance *	2016
Telephone Calls	328
Referrals to Embassies	148
Travel Tickets Re-issue/Re-schedule	29
Airline Travel with ITAS 1 Form	108
Garda Liaison	103
Accommodation	52
Money Transfers	12
Interpreting	18
Meal Vouchers	28
Complimentary Transport	43
Doctor's Appointment	1

*numbers relate to incidents not tourists, in 328 cases telephone calls were made.

Client Nationalities

Algerian	1
American	80
Argentinian	5
Australian	15
Austrian	9
Belgian	40
Brazilian	12
British	79
Bulgarian	3
Canadian	18
Chinese	12
Croatian	4
Czech	1
Danish	4
Dutch	24
French	90
German	113
Greek	2
Hungarian	3
Indian	5
Irish	14
Israeli	1
Italian	80
Japanese	8
Korea-South	3
Lithuanian	3
Malaysian	5
Mexican	6
New Zealander	9
Nigerian	1
Norwegian	3
Pakistan	1
Philippines	1
Polish	5
Portuguese	10
Romanian	6
Russian	3
Saudi Arabian	4
Slovakian	1
Slovenian	1
South African	2
Spanish	78
Sudanese	2
Swedish	4
Swiss	15
Syrian	1
Taiwanese	2
Turkish	1
Ukrainian	1
Venezuelan	3

Total 794**Nationalities Referred to their Embassies**

American	28
Argentinian	1
Australian	1
Austrian	2
Belgian	3
Brazilian	3
Bulgarian	1
Canadian	2
Chinese	2
Croatian	1
Danish	1
Dutch	6
French	25
German	20
Greek	1
Hungarian	1
Indian	1
Italian	17
Japanese	1
Korea-South	2
Lithuanian	2
Mexican	1
New Zealand	1
Nigerian	1
Norwegian	1
Polish	1
Portuguese	1
Romanian	1
Slovenian	1
Spanish	17
Swiss	1
Turkish	1

Total 148

Irish Tourist Assistance Service (ITAS)

Monday – Sunday

Pearse Street Garda Station, Dublin 2

Tel: +353 (0) 1 666 9354

1890 365 700

Monday – Friday

6-7 Hanover Street East, Dublin 2

Tel: +353 (0) 1 661 0562

1890 365 700

Opening Hours

Monday – Saturday 10:00 to 18:00

Sundays and Public Holidays 12:00 to 18:00

Email: info@itas.ie

Web: www.itas.ie