



**Asia-Pacific
Economic Cooperation**

***« Developing 'Smart Traveller' Programmes to Facilitate
International Travel in the APEC Region »***

Final Report



**Tourism Working Group
APEC SOM Steering Committee on Economic and Technical Cooperation**

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APEC PROJECT

“Developing ‘Smart Traveller’ Programmes to Facilitate International Travel in the APEC Region”

TWG 02/2014A

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1. Principal Background for Developing and Implementing «Smart Traveller» Programme

It was noted in December 2005, during the 16th session of the United Nations World Tourism Organization (UNWTO) General Assembly, that one of the largest tourism tasks is providing for traveler safety.

Any touristic trip contains something new and is often very different from the traveler's usual environment, and among other things, presents some dangers for the traveler. Worldwide tourism practices demonstrate that with increases in the number of travelers and touristic destinations, the necessity of taking into account travel specifics and safety and security measures rises.

We should stress the fact that all these issues directly depend on both the correct preparation for a foreign tour by the traveler and a tourist's behavior during the travel.

UNWTO experts believe that, in many cases, a lot of problems could be avoided if governments, tour companies and travellers had been more prepared. Therefore providing complete and comprehensive information for tourists regarding numerous aspects of travels is important.

It is the Hague Inter-Parliamentary Tourism Conference that declared in 1989 the grounds for the globalization of approaches to tourism safety and security. The declaration read: "the safety and security of tourists, the respect for their dignity are the invariant condition for developing tourism." Therefore it is necessary that:

- a) measures focusing on simplifying travel be accompanied by steps in providing travellers and destinations with safety and security;
- b) nations develop efficient policy focused on tourists' safety and security;

- c) relevant information and documents be prepared and made available in case of threat for tourism destinations;
- d) domestic regulations should contain the issues of tourists' rights, including their right for judicial protection when damage is caused to their possessions and personality;
- e) governments co-operate within the UNWTO framework in settling the issues of tourists' safety and security.

The declaration also reads that travellers' safety and security globally and regionally is connected with quite a number of regulations obligatory both for tourism administrations and other government offices responsible for civic order, finances, healthcare, environment protection, employment, etc.

Taking into account the growing number of self-organized travels, it is a matter of safety and security that a traveller should be completely aware of all possible difficulties that could happen, and this thesis makes the basic ground for developing and implementing various modes of the Smart Traveller Programme.

2. Project Objectives

In the frames of the project the following objectives had to be executed:

- Review the performance of ‘Smart Traveller’ programmes in the APEC economies where such programmes exist.

This objective was set as government officials and representatives of relevant organizations, as well as international experts from APEC economies need development of Smart Traveller Programme, or similar programmes, because of the constant improvement of legislation and enforcement.

Furthermore, it was taken into account that today the worldwide situation with travel becomes more and more dangerous because of terroristic attacks and undermines international relations. It is aimed at reviewing Smart Traveller programmes in APEC economies, where they exist, and of providing knowledge on the possible best practices, methodologies and cases in the APEC region.

- Develop a set of guidelines which can be used as a reference model by interested APEC economies to develop / improve their own ‘Smart Traveller’ or similar programmes.

This objective led to the forming of the working group for developing the set of guidelines for sharing experiences and collaborative work.

As identified in the project proposal, ‘Smart Traveller’ programmes aim to provide all sorts of travellers with regular updates on their destinations / host economies and an enhanced sense of connectedness with their home economies. In APEC terms, these programmes have both human security and connectivity dimensions, thus adding to the attractiveness of the implementing economies. It could also be a tool to facilitate travel and promote people-to-people connectivity.

The TWG project of “Developing ‘Smart Traveller’ Programmes” consists of the following activities: (i) share experience and analytical work, (ii) experts meeting in Moscow, Russia in April 2015, (iii) APEC Workshop in Bangkok, Thailand, scheduled in November 2015.

FIRST EXPERTS MEETING OF THE PROJECT: MOSCOW, 23 – 24 APRIL 2015

The first work undertaken by the project was a meeting held in Moscow on 23-24 April 2015. The meeting attended by Experts from 4 (four) APEC economies (China, Peru, Russia, and the USA) as well as an expert from the Russian Authority related to the subject matter, as the Project Team. The main purpose of the meeting was to organize a group of experts to collect all necessary information concerning the “Smart Traveller Programmes” as well as to analyze the existing “Smart Traveller Programmes” that have been implemented by the member economies, to discover the challenges in implementing the programmes and to tailor programmes for interested member economies.

During the meeting, the experts shared relevant issues on “Smart Traveller” or similar programmes implemented in the experts’ economy, including the legal status, responsible authorities and their tasks, financial and technical support for the programmes, indicators or measures to be used for monitoring the programmes, and the number of the smart traveler programmes participants.

The meeting resulted in the clear understanding from the Project Team on how “Smart Traveller” programmes would work in Peru, China, and Russia. Based upon the information collected from the experts, it is expected that the Project team could draw a set of guidelines which can be used as a reference model by

interested APEC Economies to develop or to improve their respective “Smart Traveller” or similar programmes. The results of the findings from the meeting as well as analytical work on the “Smart Traveller” programmes were presented during the APEC Workshop in Bangkok, Thailand on 17-18 November, 2015.

The workshop was attended by 22 participants from 8 APEC economies. The workshop Agenda included presentations from APEC economies, results and a set of guidelines developed by the project team, and discussions. The project team also presented the recommendations for APEC economies, which were developed in the frame of the project as a part of the project outcomes. Recommendations were finalized and accepted unanimously by all participants of a workshop.

WORKPLAN / ACTIVITIES TO DEVELOP ‘SMART TRAVELLER’ PROGRAMMES

The Project team has also drawn working plan/activities to be undertaken for further collaborative work in regard to developing “Smart Traveller” programmes as follows:

- To analyze the existing ‘Smart Traveller’ or similar programmes in the APEC Economies as well as what APEC Member economies need;
- To draft of a set of guidelines which can be used as a reference model by interested APEC Economies to develop or to improve their own ‘Smart Traveller’ or similar programmes;
- To present the findings and analytical work at the APEC Workshop in Bangkok, Thailand, in November 2015;
- To participate in roundtable and discussion;
- To participate in developing recommendations for APEC economies;

- To finish/complete a set of guidelines which can be used as a reference model for member economies;
- To disseminate the project outcomes and deliverables.

For achieving those activities, the Project Team has been guided by the timeframes as stated in its Project Proposal as below:

Activities	Output	Results
1. March 2015 Contracting.	Contract with the APEC Secretariat.	The Contract was successfully signed.
2. March-April 2015 Selecting of the consultants from different APEC economies. To choose the best experts and involve them in the project implementation the project executors will consult the TWG members and on the basis of their recommendation will select the consultants to be contracted.	List of consultants from APEC for a. Contracts with key project consultants.	The working team under the project was successfully formed and included related experts from APEC economies: China, Peru, Russia and the USA. All the experts have an experience on working in the field of research more than 3 years. 23-24, April, the working group had a meeting in Moscow and forecasted the plan of cooperation till the end of the project. Each expert got the number of tasks he had to complete.

<p>3. April – September 2015.</p> <p>Review of the existing ‘Smart Traveller’ programmes.</p>	<p>Standardized guidance to establish the ‘Smart Traveller’ programmes as a reference model</p>	<p>Experts had reviewed the existing ‘Smart Traveller’ programmes or similar programmes in the following economies: Australia, China, Peru, Russia, and the USA.</p>
<p>4. October 2015</p> <p>Preliminary meeting with consultants, presentation of selected case studies.</p> <p>The selected consultants are expected to show how the reference model can be applied through 2 or 3 brief case studies of interested APEC economies.</p>	<p>2-3 case studies.</p> <p>Checking of the Project progress.</p> <p>Compilation of the necessary information for the case studies.</p>	<p>The Analysis of reviewed the existing ‘Smart Traveller’ programmes or similar programmes in the following economies: Australia, China, Peru, Russia.</p> <p>The Contactor started to prepare the workshop in close cooperation with APEC Secretariat and TWG members.</p>
<p>7. October-November 2015</p> <p>The Workshop; invite member economies and potential participants. Speakers; venue, accommodation and transfer preparing.</p>	<p>The Workshop plan, list of speakers, list of invited / confirmed participants.</p> <p>The confirmations regarding venue,</p>	<p>Informational Letter, Administrative Circular and all the necessary information for all the potential participants are regularly disseminating among TWG members. The Agenda is in the process.</p>

	equipment, hotels, etc.	
8. November 2015. The Workshop holding (Bangkok, Thailand) to discuss and review the consultants' report and specific guidances	Participants will discuss, improve and refine the preliminary findings to use Workshop outcomes in their own activities. The Workshop proceedings, which will include presentations, conclusions and ideas	Through this project, APEC economies will explore 'Smart Traveller' models as travel facilitating tools, which have not been addressed in APEC before. Relevant officials from interested APEC economies will be able to meet experienced consultants during the workshop and develop standardized guidelines as a basis for their own 'Smart Traveller' facilities.
9. November – December 2015 Final Report will be presented to TWG Members to get their approval	Final Report Completion project report for the APEC Secretariat.	

3. Canadian Smart Traveller Programme Standardized Protocol

In 2012 Government of Canada newly revamped Travel.gc.ca website, which became Canada's official "one-stop shop" for international travel information.

The website integrates in one place the information from all government departments to help Canadians be informed before, during and after their travels.

Travel.gc.ca is a single website where Canadians can find, easily and efficiently, the information they need to travel or live abroad safely and to make informed decisions. In addition to the website, a new mobile application, Travel Smart, is available; it allows Canadians anywhere in the world to access Government of Canada information and services on international travel.

Canadians are also able to access key travel information from anywhere in the world through Twitter, Facebook, RSS feeds and email updates. Travel.gc.ca is supported by a social media presence distributing the latest travel advice, crisis updates and emergency contact information. Social media channels also provide a venue for Canadians to let the Government of Canada know about their travel-related needs and priorities.

Travel.gc.ca is managed by Global Affairs Canada in collaboration with the Canadian Air Transport Security Authority, the Canada Border Services Agency, the Canadian Food Inspection Agency, the Canada Revenue Agency, Citizenship and Immigration Canada, Environment Canada, Health Canada, Passport Canada, the Public Health Agency of Canada, Public Safety Canada and Transport Canada.

As part of the Government of Canada's new approach to online services and accessibility, all federal government international travel content and services have been merged into Travel.gc.ca. This single thematic website is an authoritative and

comprehensive source of information for Canadians travelling or living abroad, and includes an interactive map of the exact location of Canadian government offices abroad with complete contact information.

Travel.gc.ca integrates regularly updated content and resources from 11 government partners to help Canadians easily and efficiently find the information they need to make informed decisions about international travel.

The following are the main topics covered in Travel.gc.ca:

- Economy travel advice and advisories
- Canadian attractions, Events and experiences
- Canadian passports
- Travelling abroad
- Air travel
- Returning to Canada
- Assistance abroad
- Stay connected

These topics can be found on the home page of Travel.gc.ca website and comprise many subtopics including useful information for Canadians traveling abroad.

Economy advice and advisories

Through Travel.gc.ca and the Travel Smart mobile application, Canadians at home and abroad can access travel advice and advisories on safety and security, local laws and customs, entry requirements, climate and natural disasters, health conditions and other important travel issues in destinations around the world. This

section presents information for each economy separately with the description of the above factors and advice on visiting the economy. Subscribers to the Travel.gc.ca Twitter and Facebook channels receive the latest travel advice updates, emergency contacts and crisis information, as well as other information Canadians need to travel safely.

Canadian attractions, Events and experiences

In this section domestic and inbound tourists can find information about historic sites, cultural events, parks, museums and other attractions.

Canadian passports

In this section visitors can find any information on how to apply for a Canadian passport, check processing times for passport applications, find service locations, learn about new requirements, and see what to do if passport is lost, stolen or damaged. Electronic application forms also can be found in the section. All issues connected with the topic are regulated by following regulations:

- Canadian Passport Order
- Passport Canada Fees Regulations
- Passport and Other Travel Document Services Fees Regulations
- Consular Services Fees Regulations

Canadian Passport Order defines the procedure and conditions of refusal, cancellation, issuance of passports to Canadian citizens, questions of support of Minister of Public Safety and Emergency Preparedness and interaction with other authorities.

Passport and Other Travel Document Services Fees Regulations and Consular Services Fees Regulations establish the size and order of payment of government fees for the services related with issuance of passports and other travel documents.

Canadian passports

Find out how to apply for a Canadian passport, check processing times for passport applications, find service locations, learn about new requirements, and see what to do if your passport is lost, stolen or damaged.

Follow:   



[Apply for a new passport \(adults\)](#)

How to apply, application forms, passport photos, processing times and picking up your passport

[Renew your passport](#)

How to apply, application forms, passport photos, processing times and picking up your passport

[Passports for children](#)

Who can apply for a child's passport and what documents to include with the application

[Check processing times](#)

Find out how long it will take to receive your passport after you submit your application

[Get a passport photo](#)

Photo size, what can and cannot be worn in passport photos and who can take a passport photo.

[Find a service location](#)

Find a passport office, Service Canada or Canada Post receiving agent for in-person service.

[Passport security](#)

What to do if your passport is lost or stolen, how to protect yourself from identity theft, and information for Canadian law enforcement.

[Travel advice and passport validity](#)

Your passport may have to be valid for up to six months after the date you enter the country you will be visiting. Check the passport validity requirements by country here.

[Find a form](#)

Application forms to apply for a new passport, renewing a passport, passports for children, travel documents and other administrative services.

[Travel documents for non-Canadians](#)

Find application forms and read the eligibility requirements for those who need a travel document.

[Official Travel - special and diplomatic passports](#)

Special and diplomatic passports and visa services for those travelling on official government business.

[Contact the Passport Program](#)

Submit general inquiries, feedback, compliments and complaints, and request the status of your application.

Travelling abroad

The site provides continually updated information on a range of travel documents, such as passports, visas, certificates of Canadian citizenship, international driving permits, consent letters for children travelling alone, the Canadian International Health Certificate for Travelling Pets, as well as pre-boarding identification requirements. It is also easy to go to the travel advise and advisories page from the topic. All these matters are regulated by

- Citizenship Act
- Canadian Air Transport Security Authority Act
- Department of Foreign affairs, Trade and Development Act
- Public Health Agency of Canada Act
- Department of Health Act
- Quarantine Act

Citizenship Act reveals the legal relations concerning the right to citizenship, loss, resumption of citizenship, determines the rules and procedures and legal actions concerning citizenship matters.

Canadian Air Transport Security Authority Act covers the matters of establishment and mandate of the Authority, its structure and legal powers.

Travelling abroad

It is important to be prepared and to expect the unexpected wherever in the world you may be. Here is helpful information on health and safety, travel documents, Canada-U.S border wait times, travelling with children and more.

Follow:  



[Country travel advice and advisories](#)

Country-specific information on safety and security, local laws and customs, entry requirements, health conditions and other important travel issues.

[Travel health and safety](#)

Includes essential information on understanding travel health and safety risks and preventive measures to take before and during your trip.

[Travel documents](#)

Information on passports, visas, international driving permits and a variety of other documents you will need when you travel outside the country.

[Canada to U.S. border wait times](#)

Regularly updated list of wait times at border crossing points for drivers going to the U.S. from Canada

[Registration of Canadians Abroad](#)

Sign up with the Registration of Canadians Abroad service to stay connected to Canada in case of an emergency abroad or an emergency at home.

[Children](#)

All the information you need to travel safely with children, from consent letters to tips on international adoption.

[Living abroad](#)

Living abroad can be both rewarding and challenging. Make sure you are informed and prepared before you leave Canada.

[Resources for travel counsellors](#)

A training course to provide travel counsellors with all the resources and information they need to plan safe and enjoyable trips for their clients.

[Publications](#)

Ordering and reading our wide range of publications is a good first step to a safe and healthy trip abroad.

Air Travel

Travel.gc.ca features information and services that will be useful for air travelers and will save them time and energy. Before starting to pack for a trip abroad, Canadians can visit the “What to Pack” page, which lists what can and cannot be packed in carry-on and checked baggage. That will save them time and ensure a smooth airport security screening process by “packing smart.”

Travel.gc.ca offers information to Canadians on how to stay healthy as they travel anywhere in the world. The website offers the latest travel health updates and disease fact sheets, as well as information on vaccinations, travelling with prescription medications, coping with a medical emergency abroad and getting help from Canadian offices abroad.

Canadians can also check the list of airport security screening wait times before leaving for the airport to make sure they have enough time for the screening process. Canadians who drive home from the United States should visit Travel.gc.ca to save time by checking the list of wait times at Canada-U.S. border stations from coast to coast. They can also do so before leaving on a trip to the United States.

Air travel

Everything you need to know to prepare for a worry-free flight.

Follow:  



[What you can bring on a plane](#)

Find out which items are permitted and not permitted in your baggage.

[Carry-on baggage](#)

Information on carry-on baggage definitions, regulations and policies.

[Liquids, aerosols and gels](#)

What should you do with your liquid, aerosol and gel items? Here's everything you need to know to transport them safely.

[Pre-boarding identification requirements](#)

Make sure you have all the necessary identification with you when you arrive at the airport to avoid last-minute problems and make your travels as easy as possible.

[Duty-free purchases as carry-on baggage](#)

How to ensure that duty-free liquids, aerosols and gels purchased from an airline or from an airport retailer and sealed in official security bags are accepted at Canadian airport security.

[Pre-boarding checklist](#)

Everything you need to remember before you board the plane.

[Airport security screening](#)

Everything you need to know to guide you through the airport security screening process.

[Taking small children through security screening](#)

Dos and don'ts to help you and your children breeze through airport security screening

[Airport security screening wait times](#)

Start your trip off right by checking the security screening wait time at the airport before you leave home.

[In-flight safety](#)

This information on aircraft safety features and procedures may save your life.

[Travelling and money](#)

Don't forget to plan your finances before you go abroad. Here are some important tips to make your trip more financially secure and enjoyable.

[Air passenger rights](#)

Having problems with your air carrier? Know your rights.

[Theft from carry-on baggage](#)

Tips to help you protect the valuables in your carry-on baggage.

[What to wear on the plane](#)

Dress appropriately to have a safe and comfortable flight.

[Taking children on a plane](#)

A little extra planning can make your flight a peaceful and pleasant experience for you, your children and other travellers.

[Travelling with disabilities](#)

Travelling with disabilities or special needs is not always easy, but this information will help make your trip as easy and safe as possible.

[Travelling with a service animal](#)

Your service animal may not be accepted everywhere when you travel. Make sure you have all the information you need to make your trip with your service animal as trouble-free as possible.

[Travelling with a medical device](#)

Plan in advance, check with your doctor and avoid problems at airport security screening.

[Foreign domestic airlines](#)

Some foreign domestic airlines do not meet international safety standards.

What we are doing

Policies, acts and regulations

- [Canadian Air Transport Security Act](#)
- [Canada Transportation Act](#)

Publications

- [Bon Voyage, But... Essential Information for Canadian Travellers](#)
- [Her Own Way - A Woman's Safe-Travel Guide](#)

Forms

- [CATSA claims form](#)
- [Air travel complaints](#)
- [Terrestrial animal health - exports](#)

Returning to Canada

Travel.gc.ca offers information on what is required when returning to Canada from abroad, which items and products can and cannot be brought into Canada, and duty and taxes. The information provided in the topic is in accordance with Canada Border Services Agency Act, Customs Act, Citizenship act, The Wild Animal and Plant Protection and Regulation of International and Interprovincial Trade Act.

Returning to Canada

Every year, millions of Canadian citizens return to Canada from abroad. Make your re-entry safe and easy - here is all you need to know about going through customs, the process for re-entering Canada, what to do if you are sick, and information on U.S. border wait times.

Follow:  



[Customs](#)

Overview of everything you need to know when you and your goods arrive at customs on returning from travelling abroad.

[U.S. to Canada border wait times](#)

Regularly updated list of wait times at border crossing points for drivers coming to Canada from the U.S.

[If you get sick after travelling](#)

Health information for Canadians who are ill when they come back to Canada or once they have returned.

[Moving back to Canada](#)

Links to the provincial and territorial government resources you need to move back to Canada.

[Immigration \(non-Canadian citizens\)](#)

Information for prospective Canadian citizens.

[Travelling to Canada](#)

Are you interested in travelling to Canada to visit, or to live, work or study? Here is the information you need to know before you arrive.

What we are doing

Policies, acts and regulations

- [Canada Border Services Agency Act](#)
- [Citizenship Act](#)
- [Customs Act](#)
- [The Wild Animal and Plant Protection and Regulation of International and Interprovincial Trade Act](#)

Publications

- [I Declare](#)
- [Moving Back to Canada](#)
- [Welcome to Canada: What you should know](#)

Initiatives

- [Advance passenger information/Passenger name record](#)
- [Beyond the Border action plan](#)
- [Biometrics](#)

Features

[US to Canada border wait times](#)

[Personal exemptions mini-guide](#)

[What you can bring back to Canada](#)

Assistance Abroad

By visiting Travel.gc.ca, Canadians can access Registration of Canadians Abroad, a free, confidential service that keeps Canadians connected to Canada in case of an emergency abroad, such as an earthquake or civil unrest, or informed about an emergency at home. There are also important contacts that can be useful in case of emergency. All these matters are regulated by Canadian Passport Order, Citizenship Act and Foreign Missions and International Organizations Act.

Assistance abroad

Contact information for Canadian embassies and consulates abroad, what to do and how to get help in case of emergency when you are travelling in a foreign country, and how to ask us questions and give us feedback.

Follow:  



[Questions and feedback](#)

Do you have a question? Or feedback? Contact us or our partners.

[Embassies and consulates](#)

Find the location of, and contact information for, Canadian embassies, high commissions and consulates abroad.

[Request emergency assistance](#)

Contact information for Canadians requiring emergency consular assistance.

What we are doing

Policies, acts and regulations

- [Canadian Passport Order](#)
- [Citizenship Act](#)
- [Department of Foreign Affairs, Trade and Development Act](#)
- [Foreign Missions and International Organizations Act](#)

Publications

- [Bon Voyage, But... Essential Information for Canadian Travellers](#)
- [A Guide for Canadians Imprisoned Abroad](#)
- [International Child Abduction: A Guidebook for Left-Behind Parents](#)
- [Well on Your Way: a Canadian's Guide to Healthy Travel Abroad](#)

Forms

- [Emergency contact form](#)
- [Registration of Canadians Abroad](#)
- [Recommended consent letter for children travelling abroad](#)

[Travel insurance](#)



Important information on travel insurance and

[Registration of Canadians Abroad](#)



A free service provided by Foreign Affairs

[Embassies and consulates](#)



Contact information for Canadian embassies

Stay connected

Canadians can stay connected to Canada and access the most up-to-date travel-related information wherever they may be through the Travel Smart mobile

application, and the Travel.gc.ca Twitter and Facebook channels, RSS feeds and email updates.

Stay connected

Stay connected to Canada wherever you are through our smart travel tools. Read the latest international travel updates and share and comment on news about international safety and security, entry requirements, health conditions and other important travel issues.

Facebook

[Travel.gc.ca - Travel advice from the Government of Canada](#)
Travel.gc.ca - Travel advice from the Government of Canada
[2015-06-23 19:04]
Canadians in #Burundi: Register with us at <http://travel.gc.ca/travelling/registration>



Canada

[Registration of Canadians Abroad](#)

Tweets

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 [travel.gc.ca](#) @TravelGoC 29 h
Canadians in #Turkey: explosions near the main #Ankara train station. Be extremely vigilant [ow.ly/TfHjT](#)
Expand

 [travel.gc.ca](#) @TravelGoC 10 Oct
Canadians in #Guinea: Driving ban in effect on October 11 between 8 a.m. and 6 p.m.; authorized vehicles only [ow.ly/TeCjJ](#) 2/2
Expand

 [travel.gc.ca](#) @TravelGoC 10 Oct
#Guinea: risk of violence associated with Oct 11 presidential elections. Monitor local news [ow.ly/TeCjJ](#) 1/2
Expand

 [travel.gc.ca](#) @TravelGoC 9 Oct
Updated Travel Advice and Advisories for Canadians in #Serbia [ow.ly/TeqS2](#)
Expand

 [travel.gc.ca](#) @TravelGoC 9 Oct
Updated Travel Advice and Advisories for Canadians in #Romania: [ow.ly/TeqJP](#)
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- [Travel.gc.ca's Facebook](#)

Foursquare

- [Travel.gc.ca's Foursquare](#)

Travel Smart mobile web app

- [travel.gc.ca/mobile](#)

Travel updates

- [Subscribe to receive daily emails](#) on the latest updates from our Country travel advice and advisories section.

RSS feeds

- [Country specific RSS list](#)
- [Global 24 hour RSS update](#)

Registration of Canadians

4. Peruvian Smart Traveller Programme Standardized Protocol

(Tourism Security Project / Smart Traveler Program)

Prologue and project description

According to APEC, in order to boost tourism industry, the implementation of security programs in terms of tourism has the potential to address the dimension of human safety and competitiveness of travel products throughout the APEC region. Eventually it can be thought of as a tool to facilitate travel and promote connectivity among economies.

A 'smart traveler program' works with the latest features in technology to provide information services to tourists going abroad. A common installation of such program is to register into a government webpage, submit the details of the travel itinerary so that foreign economies can have access to this information. Thus, if an emergency occurs authorities can provide the necessary assistance. Registration is usually voluntary.

When enrolled into a Smart Traveler account, the tourist receives reports of any threat or climatic disaster at the place to visit. This program, already this or that way implemented in Canada, USA and Australia, makes it easier for embassies help their citizens in any emergency case. Citizens can be contacted faster by a relative for some urgency. Since it can also be in the form of App, this program allows travelers to communicate with a specific contact list, if necessary.

Aside from citizens traveling abroad, this program can also be addressed to foreign tourists, those visiting the economy. To complement information given to inbound tourist, there is an already implemented program in Quintana Roo, Mexico; that might serve as an example, called "State Guest Search System" which is focused on inbound tourism and aims to help identify the location and situation status of tourists in case of security problems or natural disasters.

It is important to mention, that while Peru has not yet fully established a Smart Traveller Programme per se, the Ministry of Foreign Trade and Tourism, in coordination with other stakeholders, has set the foundations of such a programme that is currently under development.

Legal framework

The Peruvian's General Tourism Law contains the legal framework that made possible the development of two main organisms that are the basis of the development for a Smart Traveller Program in Peru: a) The tourist protection network and b) iPeru.

Therefore, it is important to provide a brief description of legislation and stakeholders mentioned above:

General Tourism Law N° 29408

- The General Tourism Law N° 29408 includes the legal framework for the development and regulation of the tourist activity, the basic principles of the tourism sector and the government policy objectives, declaring the Ministry of Foreign Trade and Tourism (MINCETUR) as the domestic governing entity for touristic matters. Some of the key guidelines that the General Tourism Law N° 29408 offers are:
 - Planning touristic activities, which includes: diversify tourism supply, etc.
 - Tourist protection and tourism facilitation, which includes: rights equality and tourist conditions, tourist information offices, etc.
 - Encourage the development of tourist quality and culture.
 - Tourism promotion, which includes: execution of plans and strategies to promote tourism, etc.

a) (a)

b) The Tourist Protection Network

- Article 35 of the General Tourism Law No. 29408 creates the Tourist Protection Network as a special program within the Ministry of Foreign Trade and Tourism. The network is responsible for proposing and coordinating measures for the protection and defense of tourists. It has the following focus areas:
 - Develop and execute the tourist's protection plan, as well as coordinate actions to ensure comprehensive tourist safety.
 - Promote mechanisms of information, protection and assistance to tourists in coordination with the authorities, and coordinate actions for the prevention, treatment and punishment of attacks, assaults, kidnappings or threats against tourists.
 - Coordinate actions for prevention, treatment and punishment of the destruction of tourism facilities, cultural or natural heritage, promote standards oriented to the protection and defense of the tourists, and take joint action with the private sector for the protection and defense of the tourists.
 - Defend and represent the tourist, from the preliminary investigation and in the criminal proceedings in which the tourist may result aggrieved. The defense will be provided by public defenders appointed by the Tourist Protection Network.

c) iPeru

- iPeru is a comprehensive tourism information and assistance system provided by PromPerú (Domestic Promotion Agency for Tourism). The service is free and is provided in 15 region of Peru with 36 service points. Its key characteristics are:
 - Official tourism information on attractions, routes, destinations and tourist services providers.
 - Guidance and counseling when tourist services were not provided according to what was offered by the operators, providing tourists an ideal channel to submit queries and claims.
 - Tips for Responsible Travel for the safety of tourists and the preservation of Peru's natural and historic beauty; as well as general recommendations to avoid common issues during a trip.
- iPeru has 36 service points in 15 regions of Peru.

Preferential Tourism Corridors

During 2014, through the Tourist Protection Network, MINCETUR created the first Preferential Tourism Corridor in Lima, Callao (Airport – Hotels – Airport) to help enhance security of tourist in the most transited areas in between the airport and Lima city. In this sense, the Tourism Police was strengthened with the provision of 13 police automobiles and specialized communication equipment along 31.8 kilometers.

Preferential Tourism Corridor in Lima



The second Preferential Tourism Corridor was activated between Cusco – Machupicchu in 2015, so security will be provided to tourists who travel from Velasco Astete airport to the Historical place of Machu Picchu, through Chinchero, Urubamba and Ollantaytambo 24 hours per day. The Corridor is 230 kilometers



in length, and MINCETUR installed a new Communication and Control Centre of the Tourism Police, located in Wanchaq district, where the police conducts security and prevention actions, and patrols operations for the safety of tourists.

Cusco city center has been equipped with a Digital Communication System, Tetra, which will allow the Tourism Police exercise command and control of all units in the principal tourism attractions to along the corridor. Also, MINCETUR made available the free mobile application "Tourism Police Peru" that can be used by domestic and foreign tourists to alert emergencies when traveling through the corridor.

By 2015 and 2016, MINCETUR has planned to implement tourism corridors in: Peru´s northern beaches, The Moche Route, Paracas – Ica - Nazca, Arequipa - Colca Canyon, Juliaca - Puno - Lake Titicaca, Iquitos - Amazon River-Maranon and Ucayali; for a total investment of US\$. 1,458,000.00 approximately.

Peruvian e-Passports

MINCETUR has taken steps to facilitate safe and secure travel by improving procedures for implementing e-Passports for Peruvians, which will be available in late 2015. In addition, MINCETUR is working together with the immigration agency to implement an Advanced Passenger Information System (API) at the Lima Airport to allow for a data-oriented security screening of tourists and more efficient airport experience.

Reasons, objectives, outcomes and beneficiaries of the project development

The following is a list of reasons for the development of the project, existing and potential problems, risks and challenges:

- Provide an on-line platform and mobile app to inform inbound and domestic tourists about the economy's current problems, such as natural disasters, socio-politic stability and/or civil and domestic security.
- There is a risk of not having any tourist signing up into the program because they already have access to that type of information through their own government's webpages and mobile apps.
- The biggest challenge is to generate a tourism culture based on the use of information platforms to improve travel experience. As well as to encourage tour operators and public in general to sign up into the platform and download the mobile app.
- The described information will be included, linked and distributed through iPeru web page. As well as the Tourist Protection Network channels and personnel.

Objectives and outcomes:

- Objectives: Protect and inform the outbound and inbound tourist about potential issues that could negatively affect the tourism experience.
- Outcomes: Tourists well informed will minimize risks of a negative travel experience.

Potential benefits and beneficiaries:

- Potential benefits:
 - o Maintain the tourists informed about potential issues in Peru that could affect the tourism experience and to help them organize their trip.
 - o Provide updated and authentic tourism security information.
 - o Allow that all the personal information provided to the tourism authorities will be protected. It will not be shared without a previous written authorization.
 - o Improve travel experience.
 - o Supply free information and tourism security service; the tourists should only sign up once to have access to the service.
- Beneficiaries: Tourists

5. Australian Smart Traveller Programme Standardized Protocol

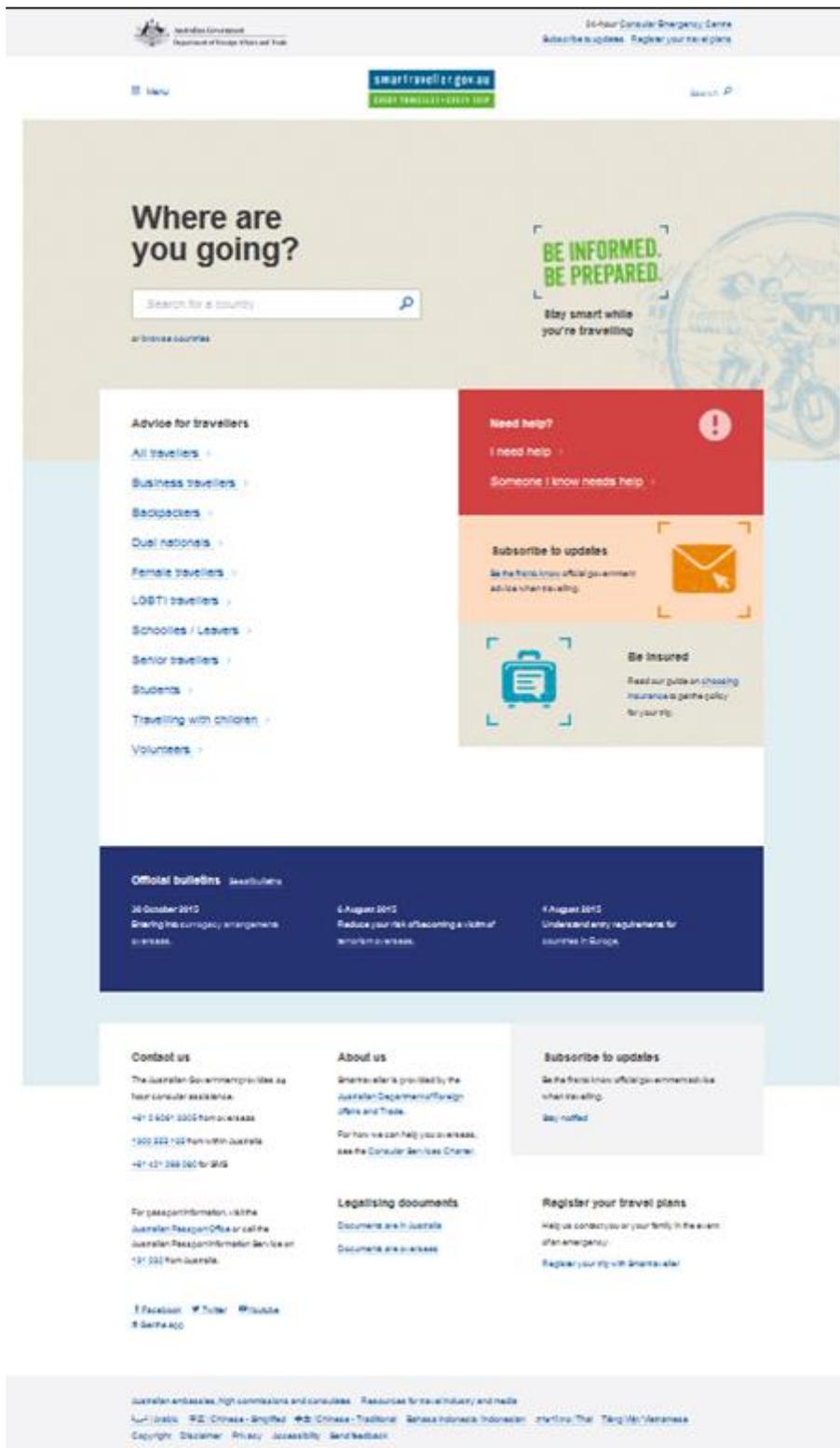
Australians take more than nine million trips overseas each year, and many live abroad. Travelling or living overseas can be rewarding, but also carries potential risks. To help Australians avoid difficulties overseas, the Government of Australia maintains travel advisories for more than 170 destinations and for different situations which can arise during the trip. Travel advisories assist Australians to make informed decisions about overseas travel. They highlight the range of threats that one could face at his/her destination, whether related to security, safety, health, local laws, entry/exit requirements, or natural disasters. They also highlight areas that are clearly not safe for travel. By understanding these threats, Australians will be better placed to avoid, minimise, or cope with difficulties overseas. This is true for a holiday, business trip, school visit or university exchange. Australians can find all the information that may be useful in planning their trip on the website smartraveller.gov.au. The website, along with social media accounts and a safe travel public information campaign, is managed by the Department of Foreign Affairs and Trade (DFAT) for the purpose of disseminating information free of charge for the benefit of the public.

DFAT is the Australian Government department charged with the responsibility of advancing the interests of Australia and its citizens internationally. It administers the government's foreign relations and trade policies. DFAT manages a network of 96 overseas posts in five continents. Besides travel advisories, DFAT can provide consular assistance for Australian citizens abroad in case of emergency. The Consular Services Charter outlines the assistance that can and cannot be provided by the Australian Government. Some types of assistance include:

- issue replacement passports and travel documents for a fee
- provide details of local doctors and hospitals in a medical emergency

- in case of an assault or other crime, provide appropriate help, including details of local lawyers and details of interpreters
- in case of arrest, visit or contact the citizen to check on his/her welfare, provide details of local lawyers and details of interpreters if required and do what they can to see the citizen is treated fairly under the laws of the economy in which he/she has been arrested
- provide advice and support in a wide range of other cases including the death of relatives overseas, missing persons and kidnappings
- contact friends or family on his/her behalf
- make special arrangements in cases of international terrorism, civil disturbances and natural disasters (fees may apply)
- enable citizens to vote in Australian federal and some state elections while overseas
- provide some notarial services, including witnessing and authenticating documents and administering oaths and affirmations (fees apply)
- provide small emergency loans in exceptional situations.

In some circumstances DFAT's ability to provide consular support may be limited.



The smartraveller.gov.au website’s home page is shown below. On the home page, travellers can find information on: the economy of interest under the inscription “Where are you going?”, travel tips for different types of travellers, where to get help in different situations that can happen to the traveller or their

friends or relatives, subscribing to updates, and choosing travel insurance. Below this, are the latest official bulletins, all of which can be seen in a separate section. The bottom of the home page includes contacts for Australian Government consular services, information about Australian embassies abroad, and resources for the travel industry and media. The website provides translated travel tips in Arabic, Chinese (traditional and simplified), Vietnamese, Indonesian, and Thai (see picture below as an example).



By clicking on the "Menu" button, the visitor can quickly access the following sections:

- Home
- Browse economies
- Browse travel advice
- Official bulletins

- Need help?
- Legalising documents
- Subscribe
- Register

Visitors are strongly encouraged to subscribe to Smartraveller’s economy advisories and bulletins for the latest advice for their destination. They are also invited to follow the advice and safe travel messages on social media networks such as Facebook, Twitter, and YouTube and to download the Smartraveller application for iOS or Android. Social media networks present up-to-date information for travellers, with every update to the travel advice appearing on Facebook and Twitter. Visitors can also discuss news and ask questions to the Smartraveller representatives. In case of emergency circumstances, Smartraveller social media accounts help share critical information, such as alerts on evacuation options after a cyclone.

General contents of the main sections of the site are reviewed below:

The “Browse Economy” Section contains detailed information on many economies. The list of economies is divided into continents and regions, and users can also find the economy by name.

Official advice:
High degree of caution

On this page

- [Summary](#)
- [Entry and exit](#)
- [Safety and security](#)
- [Local travel](#)
- [Laws](#)
- [Health](#)
- [Where to get help](#)
- [Additional information](#)

Advice levels

- Israel overall: exercise a high degree of caution
- Jerusalem, the West Bank, including Bethlehem, Jenbe and Ramallah: all parts of Golan Heights west of Route 98, reconsider your need to travel
- Areas within 5 kms of the border with the Gaza Strip, reconsider your need to travel
- Gaza Strip, do not travel

Conditions can change suddenly
We recommend you [subscribe to updates](#)

Latest advice, 14 Oct 2015

Due to ongoing and indiscriminate violence, we now advise Australians to 'Reconsider their need to travel' to Jerusalem (see Safety and security). The overall level of advice for Israel remains at 'exercise a high degree of caution'. Higher levels apply in some parts of the country.

Warnings by area
[View full map](#)

Information about economies is regularly updated, and travellers can subscribe to see any updates or changes on their economy of interest.

As described on the 'Travel advice explained' page, the site uses four levels of travel advice. They are:

- Level 1 – Exercise normal safety precautions
- Level 2 – Exercise a high degree of caution
- Level 3 – Reconsider your need to travel
- Level 4 – Do not travel

The levels reflect DFAT's assessment of the threats that a traveller may confront at this location. The levels provide advice on how to behave or respond to these threats. DFAT provides more detail about threats under the following headings: Entry and exit, Safety and security, Local travel, Laws, Health, and Additional information.

Every economy will have an overall level. In some cases, regions or cities within the economy will have different levels due to particular threats or safety concerns. Each economy travel advisory shows these levels on the bar at the top of the advisory and in the map.

Level 1 – Exercise normal safety precautions

This level indicates an overall security environment similar to that in a large Australian city, generally with a functioning law and order system and stable government.

Level 2 – Exercise a high degree of caution

This level means that there are more numerous or significant risks in this location than what Australians would typically find in a large Australian city. The level may reflect a weak law and order system (where violent crime is prevalent) or deficiencies in public services (such as less responsive law enforcement agencies). In some cases, the level may reflect underlying volatility where the security environment could change with little warning. It may also be used temporarily to reflect a passing event, such as a cyclone, political unrest or a short-term increase in a economy's domestic terrorism level.

Level 3 – Reconsider your need to travel

This level means that there are serious and potentially life threatening threats that make the destination unsafe for tourism and unsuitable for most travellers. This could be due to an ongoing threat of terrorism, frequent incidents of violent crime, ongoing civil unrest, widespread disease, or other safety risks. Such destinations often have an unpredictable security environment. This level may also be adopted on a temporary basis when an incident such as a natural disaster has made the destination too risky or logistically difficult for most travellers.

Level 4 – Do not travel

This level means that the security situation is extremely dangerous. This may be due to a high threat of terrorist attack, ongoing armed conflict, violent social unrest, or critical levels of violent crime. Often, a combination of these risks is applicable.

For travel advisories they use a range of information sources, including:

- reports and assessments from Australian diplomatic missions overseas
- threat assessments produced by ASIO's Domestic Threat Assessment Centre
- their analysis of the common problems Australians experience overseas
- travel advisories prepared by other economies (such as the United States, United Kingdom, New Zealand and Canada), though the assessments in travel advisories may differ from theirs
- information from other Government departments and agencies, such as the Department of Health
- media and open source reporting
- feedback from users on the advisories or users travel experiences overseas.

Entry/exit issues

This subsection lists the conditions of entry, such as need for visas, maximum amount of cash, need to pay fees, allowed things in baggage and more. Data is presented for many economies. But in each case, the reader is encouraged to view the website of the local embassy of their destination for the latest information.

Safety and security

This subsection describes the sources of danger, such as terrorism, riots or crime. It offers advice on general risks that a traveller could experience anywhere in the economy, as well as geographically specific risks such as criminal gangs operating in a part of the economy. The site also advises being careful to look after valuables, such as money, passports, and jewellery. In addition, it highlights the necessity of carefully keeping track of official travel documents, such as passports.

In case of loss or theft of travel documents, under the Australian Passports Act 2005, Australian travellers must declare the loss or theft to the Australian authorities.

Local travel

This subsection contains information for travellers who plan to travel around the economy by local transport or rent a car. In this section, travellers can see if there are any particular travel risks or access restrictions to be aware of, such as a declared state of emergency or a need for travel permits. It may also include information on risks associated with road travel, taxi use, and other types of transport.

Laws

The subsection describes some of the most relevant laws for travellers in each economy. It may also mention relevant local customs to help Australians be informed about local sensitivities, including around dress and behaviour. There are refinements that some actions, though lawful, but are not welcomed in specific economies. There is also information for people with dual citizenship. It is also mentioned that “Some Australian criminal laws, such as those relating to money laundering, bribery of foreign public officials, terrorism, forced marriage, female genital mutilation, child pornography, and child sex tourism, apply to Australians overseas. Australians who commit these offences while overseas may be prosecuted in Australia.”

Health

This topic describes the health situation in-economy, possible health risks, and diseases common in this region. In addition, there are tips on travel insurance when traveling in the given economy.

Where to get help

Here Australians can find advice on who to contact in an emergency. Depending on the nature of their enquiry, the best option may be to contact their family, friends, airline, travel agent, tour operator, employer or travel insurance provider in the first instance. If the matter relates to criminal issues, there is advice to contact the local police or report it to the nearest police station. For consular assistance, there are addresses and telephone numbers of Australian embassies and other organisations which can help Australian citizens in difficult situations.

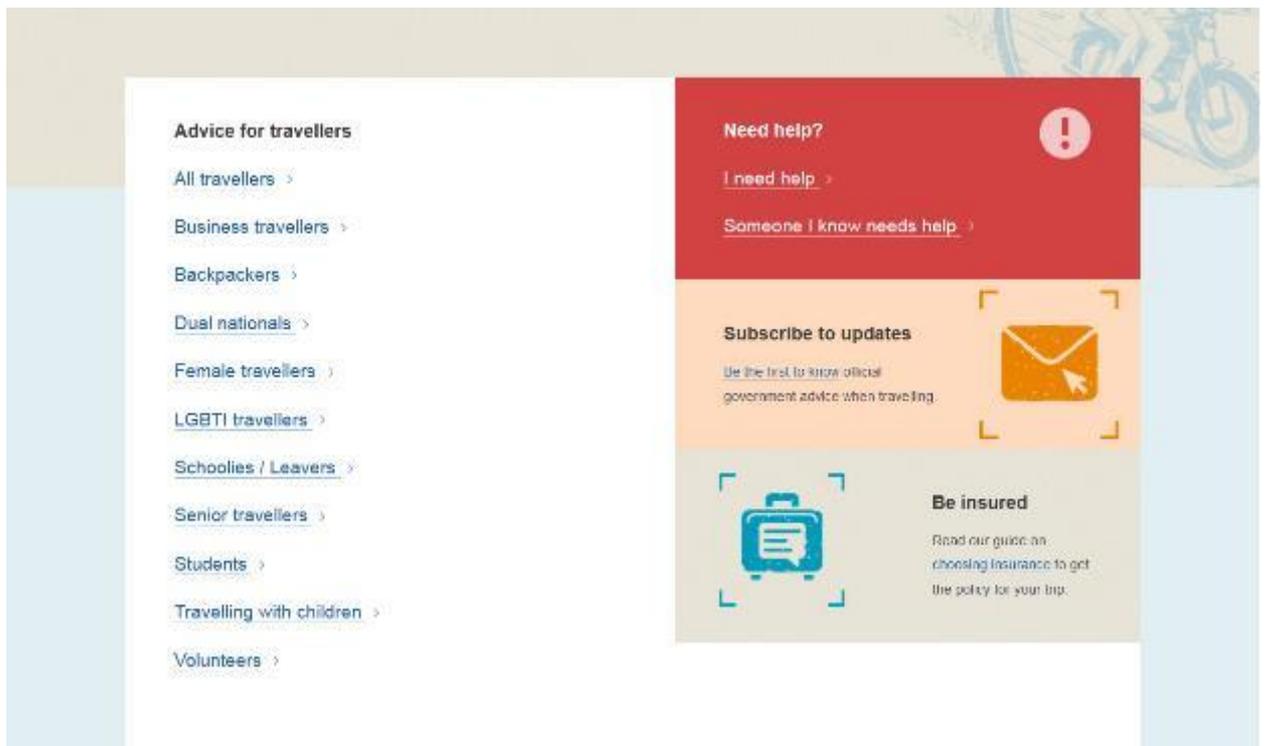
Additional information

The subsection sets out the information about climate conditions and natural disasters. It also mentions the sources of additional information, such as: DFAT economy information, Australian Trade Commission export market information, and links to other pages on the website.

The **Advice for travelers** section contains reference information and hints for travelers, divided into travel categories of citizens (elderly, school leavers, women, people with dual citizenship, gay and lesbian travellers, families, businessmen). In this section, visitors can find following subsections:

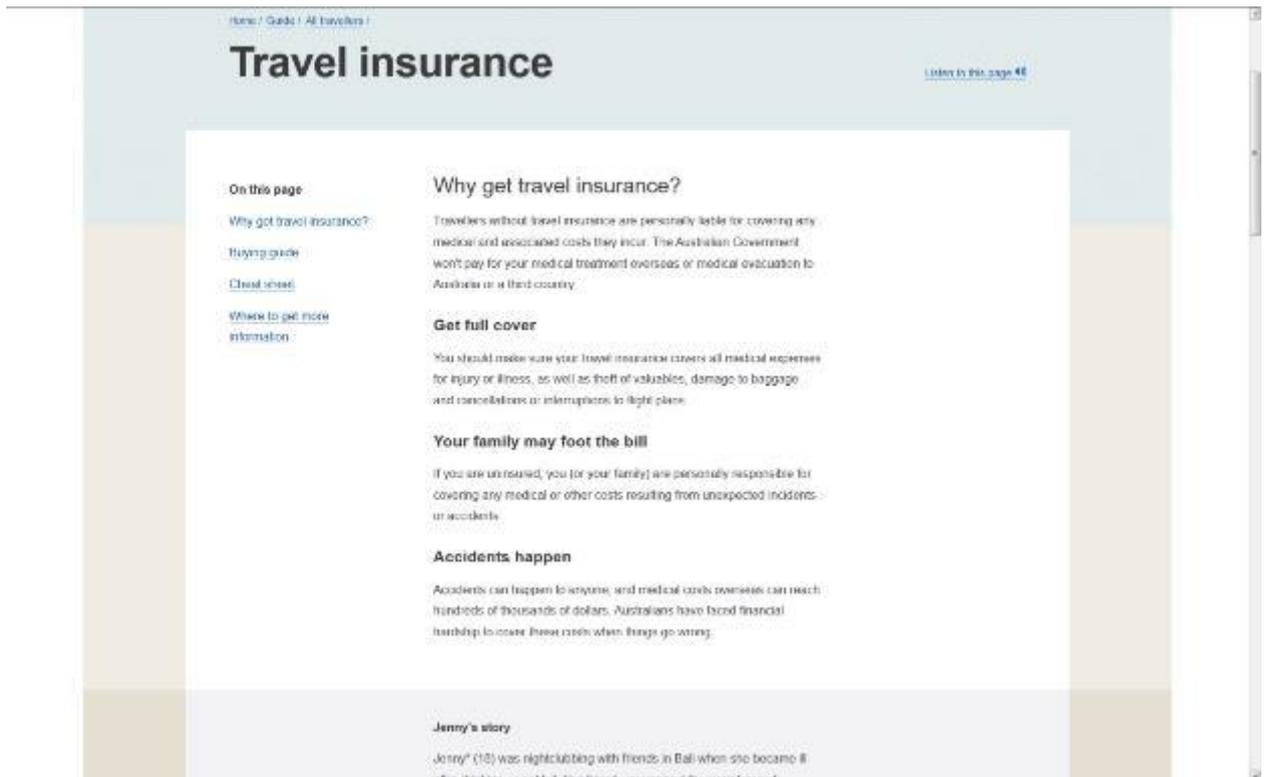
- ***Advice for everyone***

This subsection includes comprehensive information about the best ways to prepare for overseas travel. It also provides details about the Consular Services Charter, which outlines the consular services and assistance that are provided by DFAT. There will be circumstances in which the Australian Government's ability to provide consular support may be limited. The Consular privacy collection statement states that in order to provide effective consular assistance, DFAT is required to collect, use and disclose an individual's personal information. The privacy of consular clients and their families is a fundamental aspect of managing consular cases. This statement outlines how DFAT collects, uses, discloses and stores personal information related to consular cases in accordance with the Privacy Act 1988.



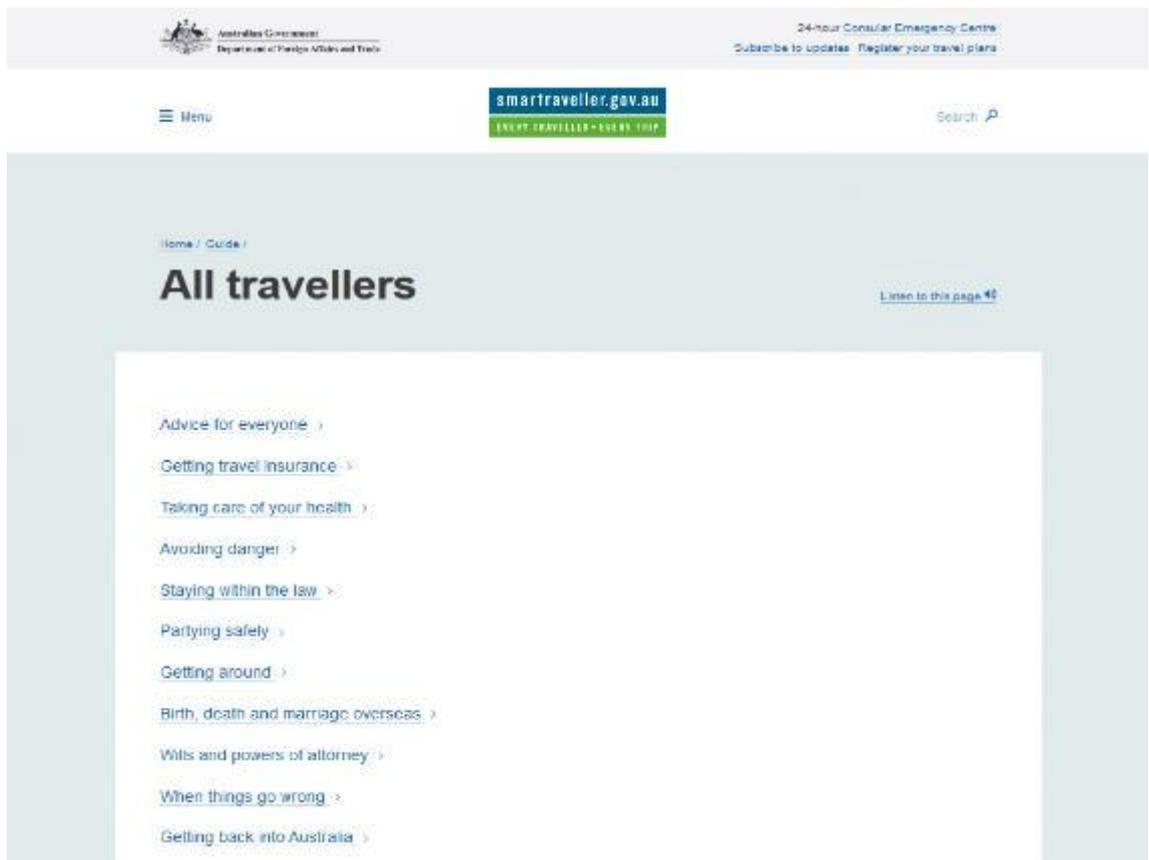
- ***Getting travel insurance***

As accidents can happen to anyone, and medical costs overseas can reach hundreds of thousands of dollars, this section presents vital information to help Australians purchase the most appropriate travel insurance for their needs. Travellers without travel insurance are personally liable for covering any medical and associated costs they incur. DFAT has teamed up with independent Australian consumer advocate, CHOICE, to provide a travel insurance guide for Australians to help them choose the right insurance for their trip. There are also links to the other sites, where visitors can find more detailed information on different questions related with the travel insurance issue.



- ***Taking care of your health***

The “taking care of your health” subsection includes information on how to stay healthy on a trip. It is common for travellers to become ill while overseas and sometimes travel illnesses can be life-threatening. The risk of becoming ill can be reduced by proper preparation. Travel health planning starts before departure, but it is never too late to seek advice. Information about vaccinations, diseases, medical tourism, medicines and so on is included. Medical tourism refers to travelling to another economy for medical or dental treatment. Many people who undertake medical tourism do so because treatment is much cheaper in another economy. The most common procedures that people undergo on medical tourism trips include cosmetic surgery, dentistry, and heart surgery. In recent years, orthopaedic, IVF and stem-cell therapy are all being offered by overseas providers. Some of these services are not approved in Australia.



Australian travellers with mental health conditions

Travelling overseas can be exciting, rewarding and also stressful. The experience of different environments, unfamiliar customs, language barriers, social isolation, and general uncertainty can increase anxiety and has the potential to exacerbate existing mental health conditions or trigger new mental health concerns. Drugs, alcohol, dehydration and infection can also radically affect behaviour and mental health. When this occurs overseas, it can be particularly traumatic for the person suffering mental health issues and for their family and friends. In order to avoid these problems, the site offers some steps for travellers to consider such as on insurance , preventative and planning measures, and what DFAT can and cannot do in case of problems occur.

- ***Avoiding danger***

This section includes information about different dangerous situations, among them:

Earthquakes

Although several million earthquakes occur globally each year, most are too small to cause significant damage. Larger earthquakes can be hazardous, exposing individuals and communities to the risk of harm or loss. They can also cause tsunamis and landslides. The site recommends visiting the Global Seismic Hazard Assessment Program website for a map of earthquake-prone areas. It also gives advice on travel and living in earthquake-prone regions, and explains what to do during and after a strong earthquake. The site provides links to the other websites where Australians can find more detailed information on preparing to earthquake. These include:

- ACT Emergency Services Agency: Community information
- New South Wales Ministry for police and Emergency Services: Be prepared
- SecureNT: Preparing for emergencies
- Queensland State Emergency Service
- South Australia State Emergency Service: Earthquake information
- Victoria State Emergency Service: What to do in an earthquake
- Fire and Emergency Services Authority of WA: Before and earthquake

Kidnapping

There is an ongoing threat of kidnapping in many parts of the world. DFAT is aware of a number of kidnapping cases involving Australians. The Australian Government recommends that Australians closely consider their need to travel to locations where there is a high threat of kidnapping. This section lists regions in which kidnapping occurs, and has information about measures to help to avoid or minimise the risk of kidnapping.

Piracy

There are high levels of piracy in both coastal and international waters, particularly near Somalia and Yemen in the Horn of Africa, the Gulf of Guinea and Southeast Asia. Piracy takes many forms. The International Maritime Bureau runs a global 24-hour Piracy Reporting Centre based in Kuala Lumpur, Malaysia, which issues daily reports broadcast to all shipping on the Safety Net service of Inmarsat-C and reports on its website. Besides advice related to piracy issues, a list of economies and regions where risk of piracy is high is stated.

Websites which also contain useful information about piracy:

- Department of Infrastructure and Transport
- Foreign and Commonwealth Office
- Noonsite.com
- The International Maritime Organization

Severe weather

Whether it is cyclones, snowstorms or tornadoes, severe weather can have an impact on travel overseas. The site recommends reading the economy travel advice for a destination before travelling. If an Australian intends to travel to an area that has been recently affected by severe weather, they should seek information from local tour operators, hotels and airlines on the condition of infrastructure and facilities in the area. Some information about weather cataclysms can be found in the section, including a guide to cyclone seasons around the world. Travellers can find also links to information about weather conditions in regions they are interested in visiting.

Scams

Australian travellers of all ages and socio-economic backgrounds have fallen victim to scams overseas. There are examples listed in the section that will alert travellers to some common scams and suggest precautions they should take.

Terrorism

Australian citizens can find information about terrorism overseas, types and targets of terrorist attacks, levels of terrorist threat in different regions and other information helping reduce danger of terrorism for Australian citizens.

- ***Staying within the law***

The section contains information on such crimes as forced marriage, child sex offenses, and possession or use of drugs. There are currently a number of Australians in foreign economies who have got into trouble because of transgressing the local laws. In 2014-15, over a third of Australians in prison overseas were there because of drug offences. Travellers can read advice about how to avoid such situations, warnings about breaking local laws, and instructions about what to do in case of arrest abroad.

- ***Partying safely***

Large numbers of Australians get into trouble overseas as a direct result of partying too hard and forgetting about simple safety precautions. Parties and festivals like Full Moon Parties in Koh Phangan, Thailand and Oktoberfest in Germany can be fun experiences but drinking too much or taking drugs can put travellers in difficult and often dangerous situations far from home. The site offers ten tips to celebrate responsibly and make sure a trip is memorable for all the right reasons. They include pre-party planning, alcohol, drugs, venue safety and fighting.

- ***Getting around***

Each year, more and more Australians are taking overseas holidays on the water. Whether they are taking a cruise, embarking on a yachting adventure, or travelling between islands on a local ferry, the information referred to on this site will help them to have a safe and hassle-free journey.

Approximately 1.3 million people die on the world's roads each year. Over 90 per cent of these deaths occur in low and middle-income economies. Tens of millions of people are injured or disabled every year as a result of road accidents. As in Australia, whether through inexperience or their willingness to more readily take risky decisions, young adults are particularly vulnerable. Traffic accidents are the leading cause of death among those aged between 10 and 24 years. Each year, nearly 400,000 people in this age bracket die on the world's roads - an average of more than 1,000 per day. According to the World Health Organization, vulnerable road users, such as pedestrians, cyclists and motorcyclists, as well as public transport users, are particularly susceptible. The site contains tips on how travellers can reduce their risks and where to get international driving permits in Australia.

There are a range of factors that can affect the safety of airports, aircraft and airlines. These include the weather, terrain, aviation infrastructure and the ways in which a economy regulates its aviation industry. Aviation safety and security standards in some economies may not be equal to standards in Australia or meet those set by the UN's International Civil Aviation Organization (ICAO). Airline and air charter safety and maintenance standards vary throughout the world. Maintenance procedures and safety standards for aircraft used on domestic flights overseas are not always properly observed.

The site does not provide detailed information on aviation issues, though does provide links to other aviation websites. If travellers have concerns about aviation safety standards, they may wish to research airlines, aircraft and government safety supervision. ICAO, the United States Federal Aviation Administration (FAA) and the International Air Transport Association (IATA) provide information on aviation safety. The European Union (EU) has published a list of airlines that are subject to operating bans or restrictions within the EU. Unfortunately, specific public information on airlines and aviation safety standards in other economies is limited. The site gives links to additional information and advice on hand-luggage restrictions, security check procedures, duty free

purchases and packing guidelines for some popular destinations for Australian travellers.

- ***Birth, death and marriage overseas***

If an Australian citizen or permanent resident wishes to marry overseas, neither DFAT nor its missions overseas can advise on other economies' specific requirements for Australians marrying overseas. For details of marriage requirements, travellers should contact the embassy, high commission or consulate of the economy in which they would like to marry for their advice. Information on this site can be useful as a general guide. The rules governing whether or not a marriage is valid under Australian law are to be found in the Marriage Act 1961 (Cth). Marriage to an Australian citizen does not automatically guarantee entry of a citizen of another economy to Australia. The Department of Immigration and Border Protection (DIBP) can advise on immigration to Australia.

A child born overseas may be eligible for Australian citizenship by descent if they have at least one parent who is an Australian citizen at the time of their birth. Parents of children born overseas can apply for Australian citizenship by descent and can obtain an application form (form 118) from the DIBP website. Contact the nearest DIBP overseas office for information on how to lodge a citizenship application.

Children born overseas through surrogacy arrangements are entitled to Australian citizenship and an Australian passport, provided they meet the requirements of the Australian Citizenship Act 2007 and the Australian Passports Act 2005.

Each year around 1,000 Australians die overseas, usually through illness or accident. The death of a loved one is always distressing for family and friends and when the death occurs overseas, this can make the circumstances even more difficult. The death of an Australian overseas can involve complications in organising the funeral, repatriation and other administrative arrangements and

formalities. These processes can seem unfamiliar and unnecessarily demanding for family or friends, whose priority is often to bring their loved one home. This page provides information to help Australian citizens understand what consular staff in Australia and overseas can do to assist during this difficult time. It also provides guidance on what should be done when a relative or a travelling companion dies overseas.

- ***Wills and powers of attorney***

If a traveller is over 18, they should consider making a will and an enduring power of attorney before they travel. These are probably the most important documents they will ever sign, so it's important that they seek expert advice. A will allows a traveller to nominate who will benefit from their estate. If traveller doesn't have a will, it can mean that their property and possessions might not be distributed as they intended. If their circumstances are complex, it is recommended that they contact the relevant Public Trustees organisation or legal professional in their State and Territory for further advice. The Public Trustees organisation list is on the site.

- ***When things go wrong***

If travellers finds themselves in difficulty overseas, there are a number of resources they can draw on for help. The site encourages travellers to think of the range of options, including local authorities, airlines, tour companies and travel insurers. The Australian Government can also provide emergency consular assistance.

When an Australian citizen is overseas, local laws and penalties, including ones that may appear harsh by Australian standards, apply to them. Some economies impose tough penalties including corporal punishment, life imprisonment and the death penalty. Each year around 1,000 Australians are arrested overseas and more than 250 are in prisons overseas at any one time. If arrested overseas, an Australian traveller may face a significant period of detention

before their case comes to trial. Legal and administrative processes may be substantially different from those in Australia and slow by Australian standards. The site provides information to help travellers understand what consular staff in Australia and overseas can do to assist prisoners and their families during this difficult time.

Sexual assault is a traumatic experience for anyone, particularly when travelling overseas and away from home. It can also be a distressing experience for families and friends. Information on this site provides advice on how to avoid becoming a victim of sexual assault, and advice to victims of sexual assault and their families if it does happen while overseas.

Unexpectedly losing contact with a family member or friend who is travelling overseas can be very distressing. One of the pages on the site provides information on the process to follow if one is concerned about the welfare of a family member or friend overseas or need to get in contact with them urgently. Personal information provided to DFAT is protected by law, including the Privacy Act 1988. DFAT may collect, use and disclose personal information, including to overseas recipients where we reasonably believe it is necessary, to provide consular assistance. Important information about the privacy of personal information is contained in Consular Privacy Collection Statement. Depending on the circumstances, several other organisations are listed on the site may be able to help Australian search for a missing person overseas: Domestic Missing Persons Coordination Centre, Australian Red Cross, The Salvation Army, and International Social Service.

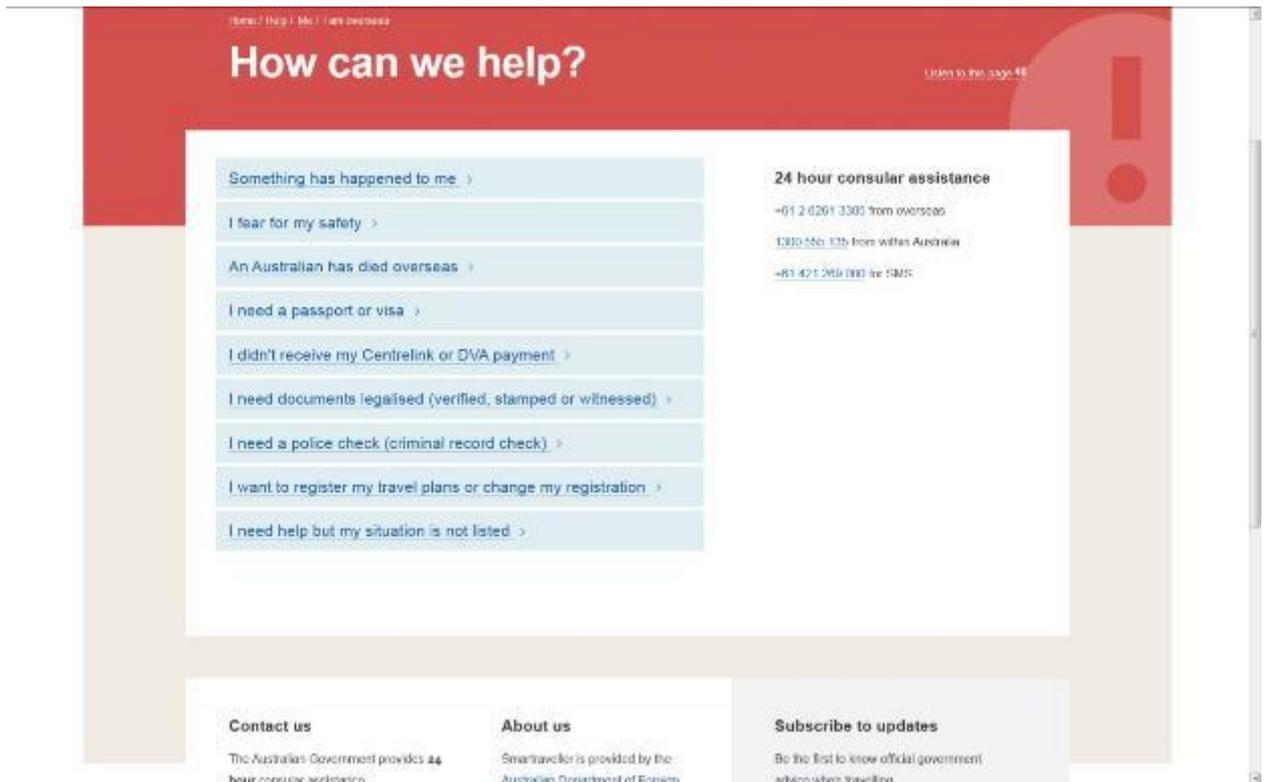
Official bulletins

This page contains official bulletins reporting the latest updates on topics of a thematic or multi-economy nature, such as on terrorism, or on major events such as the Olympics.



Need help?

If a traveller doesn't know exactly where to look for assistance to solve a problem, this page can help. For example, the site lists the 24 hour emergency phone number of the major travel insurance companies used by Australian travellers.



Register your travel plans

The site recommends travellers register their travel plans so that in case of emergency, it will be easier to contact the traveller or his/her family. The FAQ section provides further details on the registration service. Travellers can also contact the Travel Registration Helpdesk.

Register your travel plans

1. Introduction

2. Travellers

3. Destinations

4. Review and Submit

Providing accurate information is important

If a serious emergency occurs overseas, we will use the information that you provide to contact you if you're in an affected area.

What you will need

The following is the list of information you will need to have in order to complete your travel registration:

- Your passport
- Your destination details
- Your emergency contact details

Session Timeouts

As a security measure this site automatically expires your session after 20 minutes of inactivity.

Subscribe

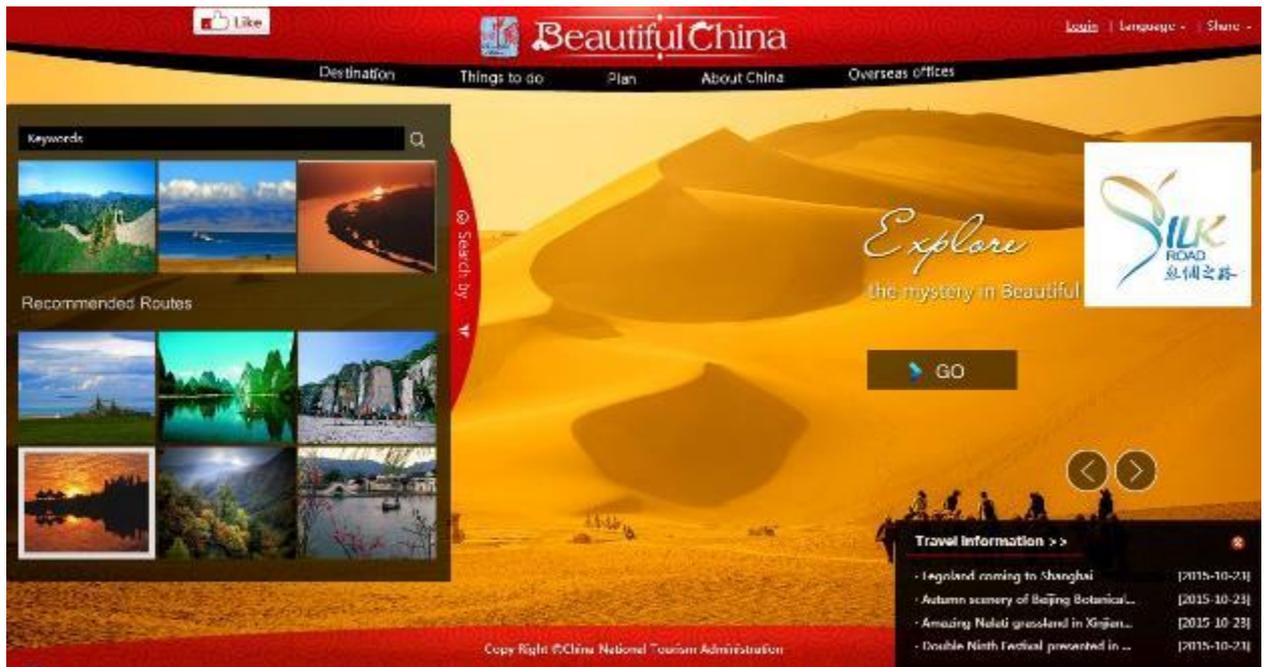
This free email service provides travellers with the latest information on safety and security risks at their destinations. It is intended to inform their decisions about whether, when and where to travel. Each time the Smartraveller team updates travel advice for a destination (such as new information on a terrorist threat, changes in visa requirements or an approaching cyclone), the updated travel advice is emailed to subscribers.

6. Chinese Smart Traveller Programme Standardized Protocol

The Chinese tourism promotion website "Beautiful China", www.travelchina.gov.cn, was firstly founded in September, 2012. It was officially announced to be online by Du Jiang, the deputy director of China Domestic Tourism Administration (CNTA), at the opening ceremony of "Beautiful China, 2014 -- Year of Smart Travel" on January 21, 2014. Mobile subscriber terminals for smart phones and tablet PCs were also published online during the corresponding period.

It is an overseas promotion website, which aims at strengthening the publicity and promotion of Chinese tourism image by taking advantages of network resources, and improving the construction of the e-marketing systems of Chinese tourism destinations, responding to the current era of smart tourism.

Under the support of CNTA's big databases (including the databases of geographic issues, tourism products, market users, tourism comprehensive information, tourism preferential marketing issues and domestic common senses, etc.), our "Beautiful China" (www.travelchina.gov.cn) has grown up to be the most authoritative Chinese tourism information online publishing platform, which is recognized by large amounts of global tourists. It provides more than 155 popular tourist destinations, 171 5A-level scenic attractions, 110 tourist routes and 60 Festival activities to majorities of domestic and foreign tourists. A variety of resources, such as the the latest multi-language travel information and visa requirements, are also concentrated on this portal.



After users' entering the portal, the first sight is the series of photos of China's magnificent sceneries. Visitors can carry out a quick keywords retrieval at the leftward collapsible bar, while they can quickly learn about the latest tourism activities and breaking news through the floating window on the bottom right. The white floating window on the right side shows the annually latest official tourist topic, "Beautiful China, 2015 -- Year of Silk Road Tourism", in China (which will be discussed later as a case).



And how the network platform is compatible with different language types plays a vital role in expanding the user groups. Multi-language portal environment can get more foreign tourists a chance to understand Chinese tourism culture. It is obviously essential for the establishment of China's tourism image and even the domestic image. The “Language” hyperlink in the upper right corner shows the website, at present, supports three foreign languages including English, Japanese and Korean, as well as two forms of Chinese (the simplified and traditional Chinese). CNTA is now working on launching more "Beautiful China" websites under multi-language environment of Russian, German, French and so on, so as to improve the digital marketing system of Chinese travel destination, and to provide more information to overseas visitors. Smart foreign travelers can choose to register as members in order to enjoy the customized travel information services and share travel routes, insights and reflections about China to more Twitter or Facebook friends.

"Beautiful China" shows five aspects of information based on the problems that foreign tourists may face during traveling in China:

1. Destination

2. Things to do
3. Plan
4. About China
5. Overseas offices

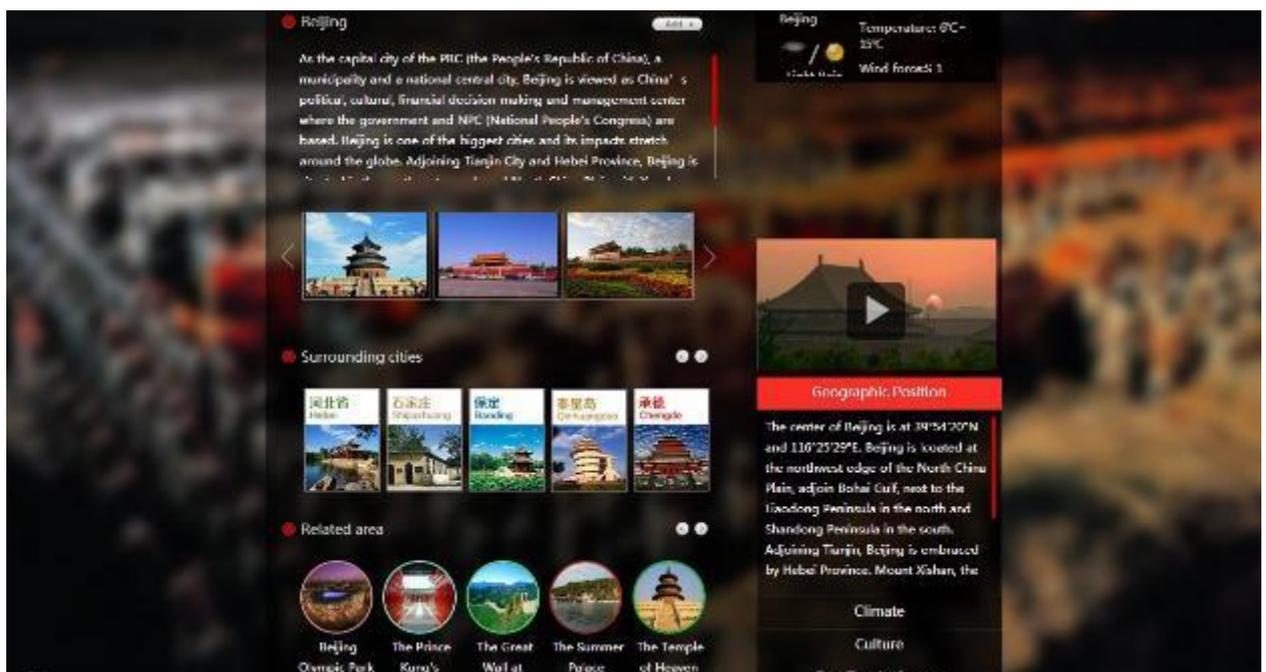
Destination



For foreign tourists, especially for those coming to China for the first time, how to choose the travel destinations based on each city's cultural characteristics will directly affect their travel experience. "Beautiful China" gives detailed introductions about 31 provinces, 155 popular tourist destinations and 171 5A-level scenic spots in China.

The contents of this part include not only the introductions of the provinces and cities, the recommendations about the popular tourist attractions, the different climate conditions, the geographic information of surrounding cities, the traffic issues and relevant routes, but also a large variety of sceneries, like forests,

mountains, rivers and lakes, meadow steppe, desert Gobi, snowfield glaciers, lake wetlands and natural protection areas. At the same time, other tourist resources such as leisure sanatoriums, islands, romantic yachts, seaside sceneries, history and culture, ancient villages and religious, are also made public to users. The open and transparent information allows each visitor to have an unlimited travel choice of one's will.



Take Beijing as an example. Visitors can obtain basic information about the ancient capital on the customized webpage. The weather information, cultural background and even information about its surrounding cities are displayed also. Each piece of beautiful picture is telling an awesome story about this city. After reading through the whole page, visitors can show comments of each city. They can not only leave their own feelings and express their expectations, but also provide tourism advices to more overseas visitors.

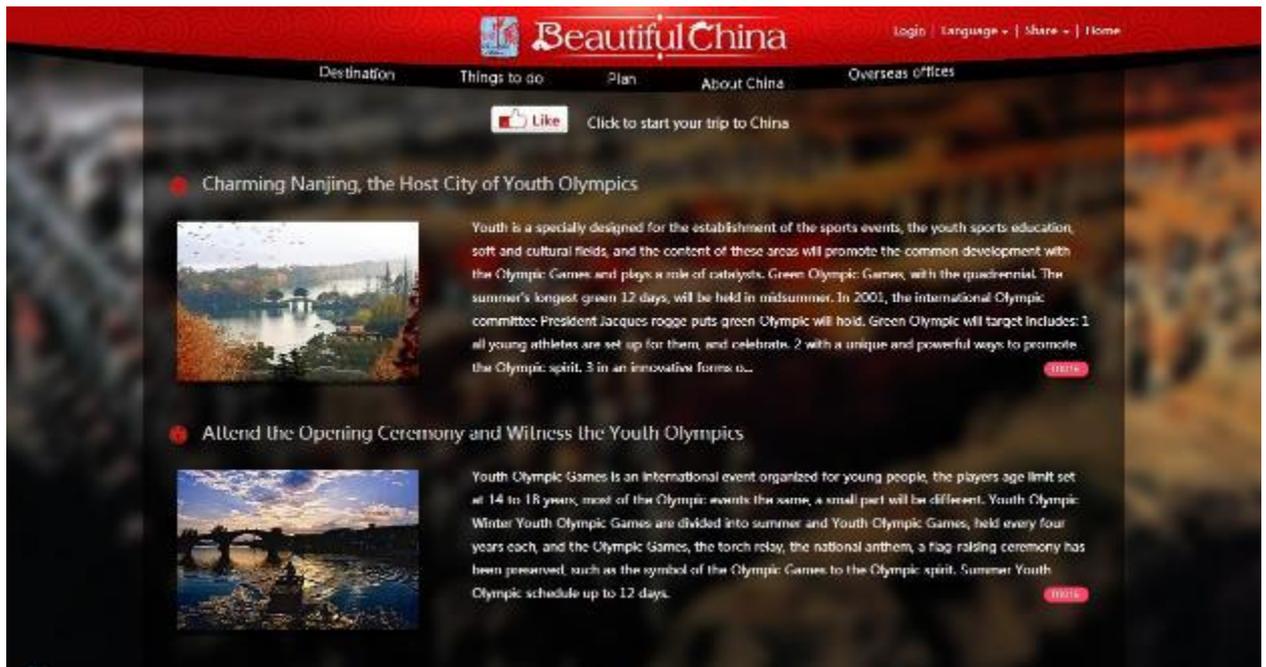
Things to do



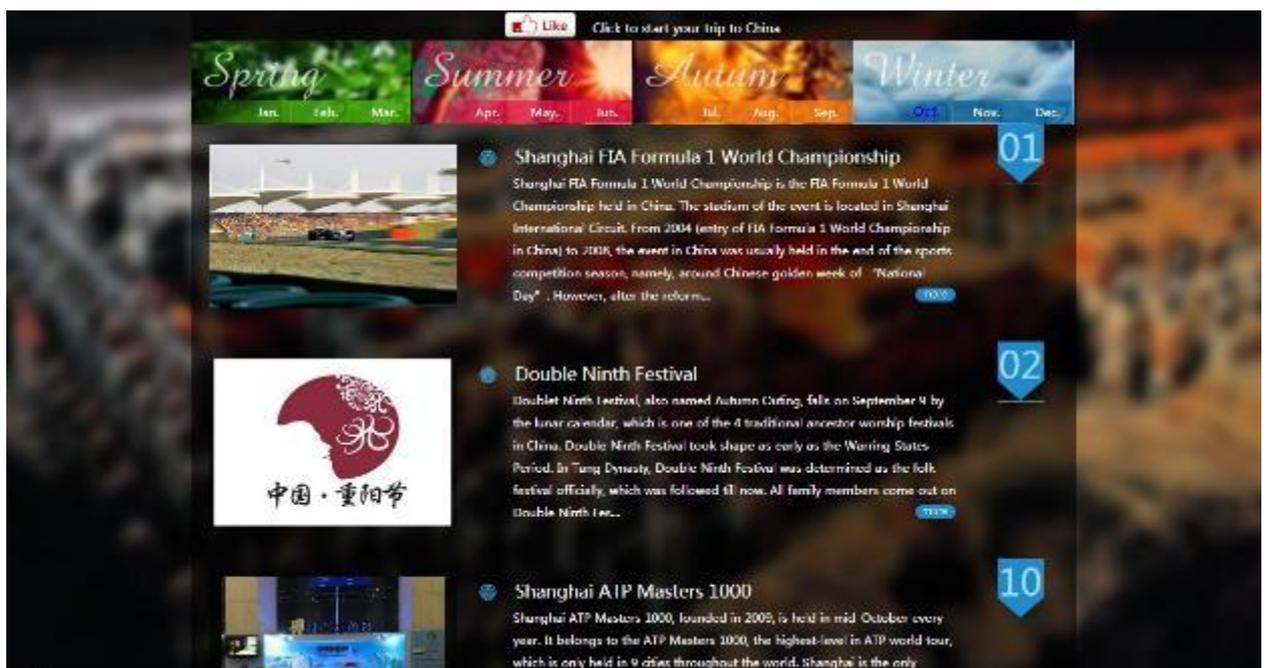
What does the "Things to do" mean?

1. Recommended routes
2. Festivals & activities
3. Popularity rankings
4. DIY photography
5. Travel inquiries

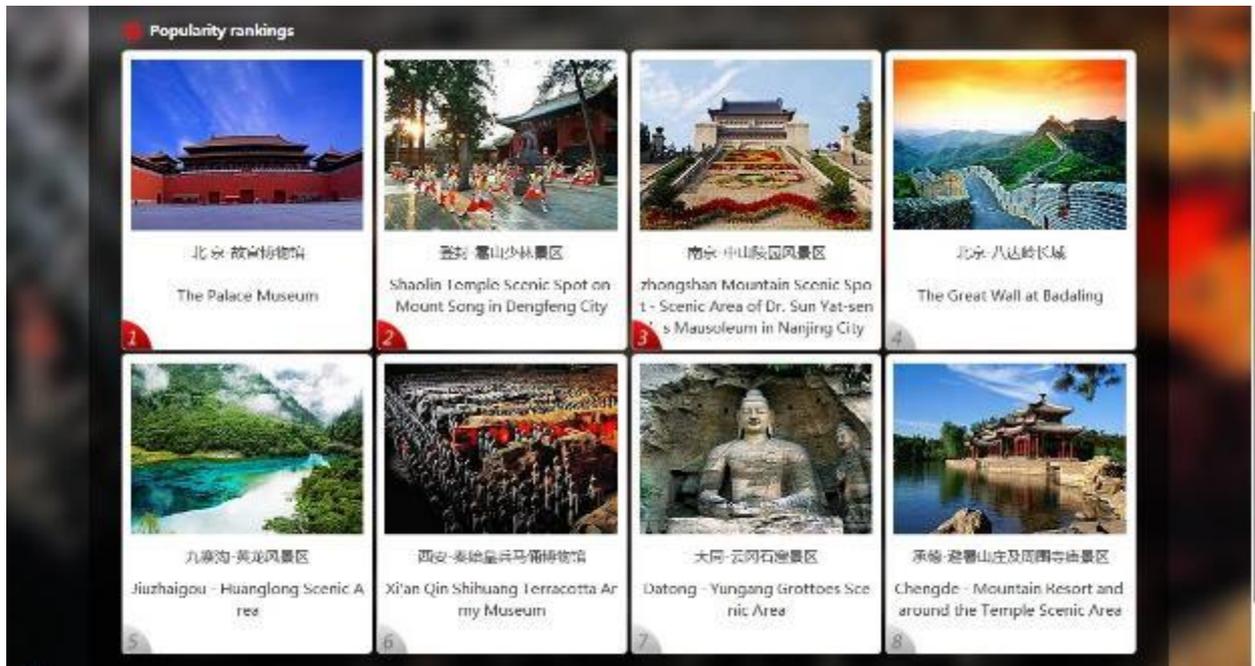
"Beautiful China" uses the emerging information technology of WEB2.0 and mobile Internet to reorganize China's tourist resources and present the real beauty of China in front of the whole world. Visitors can refer to hundreds of tourist routes recommended by the system, understand Chinese important traditional festivals and activities in different months, view the real-time popularity of the tourist attractions, see the cities' representative DIY photos of high quality, and finally take a message to consult various of tourist issues.



As the host city of Youth Olympic Games, 2015, Nanjing's cultural features are very attractive for many overseas visitors. Through background screening, "Beautiful China" gives two articles about the tourist routes in Nanjing in the most prominent position. Visitors can taste the sceneries of this ancient city, Nanjing, following the footsteps of the Youth Olympic Games.



At the part of "Festivals & activities", visitors can intuitively understand the big events and upcoming holidays every month in China. For example, the day of October 2, 2015, is the traditional Double Ninth Festival, on which people choose to climb high and bless for the aged.



Through the background modeling and processing of tourist big data, "Beautiful China" provides eight popular tourist attractions on the top in China, including the Palace Museum and the Great Wall. Visitors can choose their own way to develop their own travel routes.

Plan

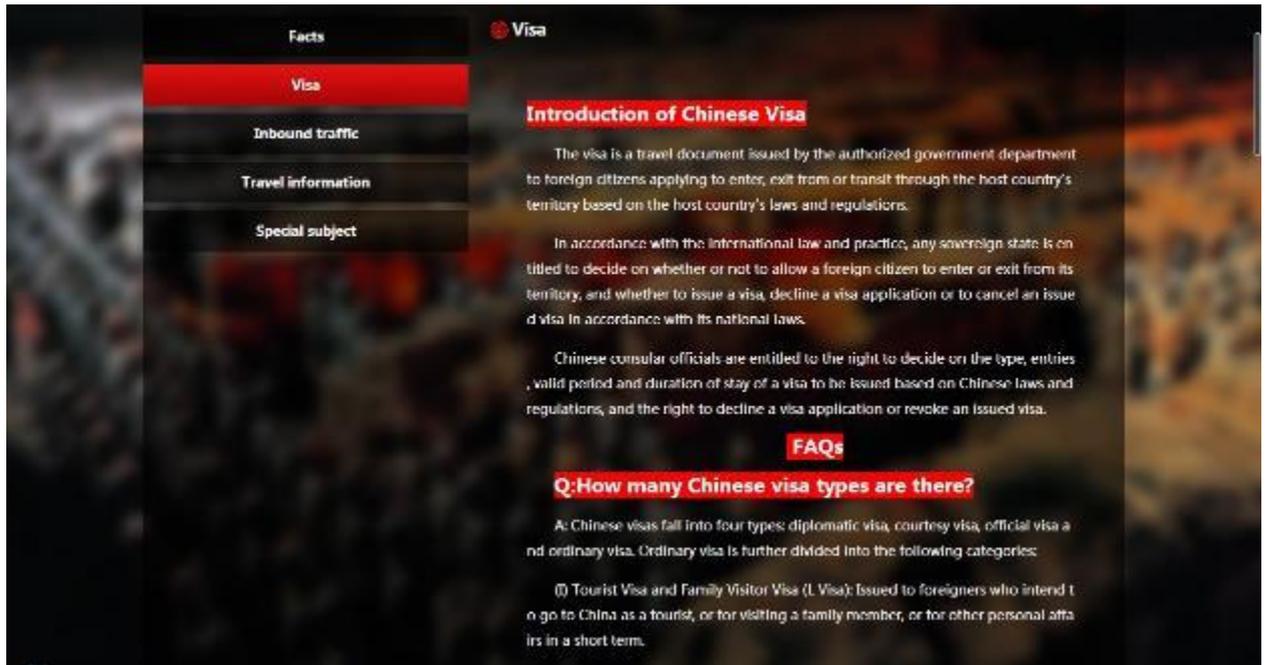


We recommend routes and arrange time for visitors based on the existing resources. Visitors can also share their travel experiences and routes after logging in. With the access of more tourist information, customized travel services will continue to develop. Tourists will no longer have to worry about the blind trips with no proper plans. Every member of the site will be able to find the most suitable travel arrangements.

About China



Visitors are able to get a direct access to China's information here, including not only the visa issues and traffic guides, but also specific travel information. The site is introducing Chinese history, culture, geography, natural environment, nationality, language, food and travel security. Overseas tourists can learn the detailed cultural information only by clicking their mice.



Considering about visa issues, the website gives a detailed introduction and Q&A pairs to clarify. This part gives a clear and detailed explanation about the visa types, expiration, effective using times and the retention time. Users can check in here for the visa application materials, positions of the visa offices, as well as the application requirements (such as being in advance for at least a month, and 4 working days in need to complete the application).

At the same time, "Beautiful China" are also introducing four main ways of transporting to China from foreign economies. After the daily collection and audition, the site also updates tourist information in time, which strives to provide visitors with transparent and real-time travel information about China.

Overseas offices



China currently owns 15 overseas offices in economies such as the USA, Japan, and Korea. Visitors from these economies can find more detailed official information about China from the independently-operating websites.



Additionally, we refer to the Asia Tourism Exchange Center (ATEC), which was established in 1999 and is a non-profit organization with independent legal personality. It takes the duty of tourist promotion, coordination, liaison and

consultation in Hong Kong and Macao. Over the past several years, the ATEC is committed to promote in-depth communication, exchanges and cooperation between mainland China, Hong Kong and Macao, promote a win-win success of bilateral tourist information and policy transaction, build an equal interaction between the government, the tourism industry and the tourists, as well as contribute efforts to the prosperity of the worldwide tourism market.

A case study: the information display mode of "Beautiful China, 2015 -- Year of Silk Road Tourism"



As the latest annual tourism theme, "Beautiful China, 2015 -- Year of Silk Road Tourism" proposes a new way to rediscover the Silk Road. Website details the history of the Silk Road. Characteristics of every cities on the road are also given a display.

The Silk Road was the first channel by which Chinese culture was spread to other parts of the world, linking up the economies together along the way, connecting the ancient cultures and wisdom of the world, promoting the exchanges and development of eastern and western civilizations. As early as in 1993, the

United Nations World Tourism Organization officially created the Silk Road Tourism Project, encouraging 29 economies along the road to actively participate in it. China is the starting point of the Silk Road. It is the core and soul of "Silk Road Tourism Belt". The Silk Road is a road of ancient charm, a road of modern vitality, a road of future potential.



The website gives the geographical information of the Silk Road. By clicking on each point of province, visitors can know the details of cities and attractions in this province. The web portal produces a corresponding poster and display page for each province also.

The Silk Road refers to the trade route that starts from China and connects the Asia, Africa and Europe in ancient time, which can be divided into the land silk road and the Maritime Silk Road by the modes of transportation. Generally, the Silk Road refers to the trade route in the north of the Eurasian continent, in contrast to the Ancient Tea Horse Road in the south. During the period of Emperor Wu of the Western Han Dynasty, Zhang Qian opened up the Silk Road for the first time, and Ban Chao ran the in the Eastern Han Dynasty Western Regions and again opened up and extended the Silk Road.

What's more

With the development of the “Internet+” and big data, the smart tourism is also being in explanation constantly into the intelligent interconnected and travel big data model. In the future, the "Beautiful China" (www.travelchina.gov.cn) will keep on building the visitor database, increasing the market research capabilities, expanding the destination cooperation function and discovering the user tracking analysis, etc.. Meanwhile, through the promotion and application of WeChat service accounts, visitors can get tourist security services through smart phones anytime anywhere.

We are looking forward to generalize the existing smart tourism development model to all APEC economies, not only to achieve a bilateral information exchange, but to form a multinational tourism network; not only to let visitors experience in other economies through network, but also to help them customize happy tourist routes, obtain security, language and traffic helps. In consequence, the tourism industry will not only be an isolated presence in a single

economy, but become the most direct and important media in promoting the global cultural exchanges.

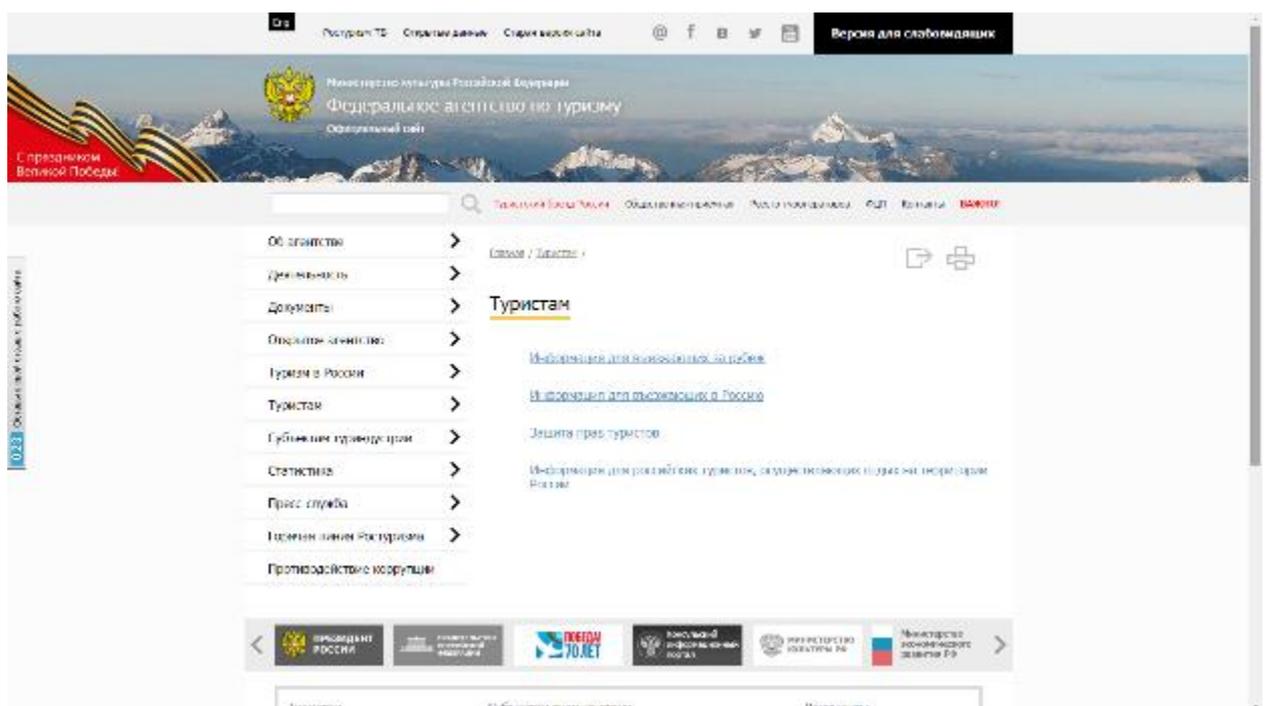
7. Russian Smart Traveller Programme Standardized Protocol

In order to improve safety of citizens traveling abroad, and in order to simplify formalities and inform tourists government programmes have launched in a number of economies, including information resources, providing domestics of these economies with the necessary information and support.

In Russia citizens travelling abroad can use several websites that provide useful information. One of them is the website of the Federal Agency for tourism <http://www.russiatourism.ru/>.

In this website under "Tour" section the following information is provided:

- Information for traveling abroad
- Information for travellers to Russia
- Protection of the rights of tourists
- Information for Russian tourists, providing recreation on the territory of Russia



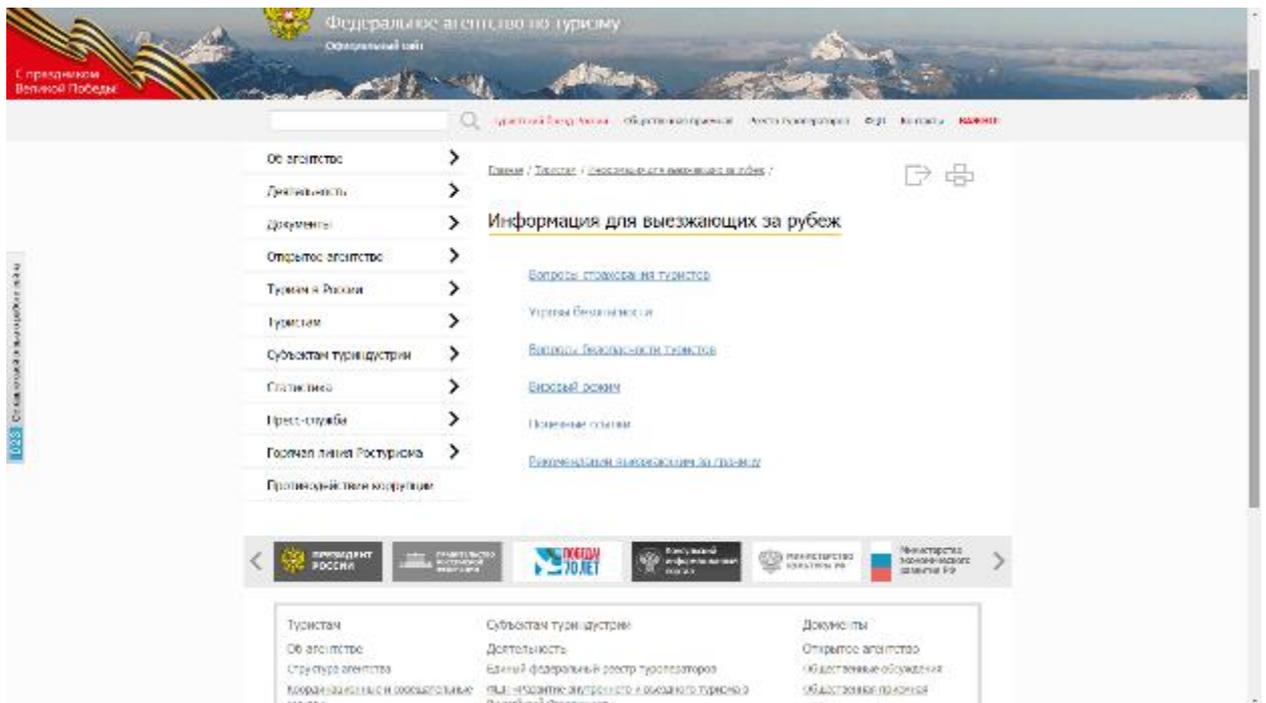
In the "Information for traveling abroad" section, users can find information on insurance of tourists traveling abroad, on safety of tourists abroad, visa regulations in different economies, as well as recommendations for Russian tourists traveling abroad. These recommendations are governed by the following Federal laws:

- 132-FZ on the "Bases of Tourist Activity in the Russian Federation" and 114-FZ on the "Procedure of Exit the Russian Federation and Entry into the Russian Federation"

Moreover, in the section "Useful links" users can find links to other websites containing useful information for traveling abroad, particularly to the web-sites of:

- Consular informational portal of the Russian Foreign Ministry
- Department of the Situational crisis center of the Ministry of Foreign Affairs (DSCC)
- The Ministry of Russian Federation for civil defense, emergencies and elimination of consequences of natural disasters (EMERCOM of Russia)
- Federal Forest Agency

Also in the "Security threats" section users can see constantly updated bulletins on emergency situations in different economies and the Administrative regulations on granting by Federal Agency for Tourism public information services in accordance with the established procedure of tour operators, travel agents and tourists about threat of safety of tourists in the economy (place) of temporary stay.



In the "Information for visitors to Russia" section the information is provided on visa issues and insurance issues for foreign citizens entering the territory of the Russian Federation.

In the section "Protection of rights of tourists," travelers will find the following tips:

- What you need to keep in mind when buying tourist product
- Memo for tourists using services of travel companies
- Recommendations for those who is travelling abroad
- Background information for traveling abroad
- Emergency abroad or threat of their occurrence

In addition, official letters of Rospotrebnadzor are provided, aimed at protecting the rights of consumers of tourist services.

On the information portal of the consular Department of the MFA of Russia www.kdmid.ru travelers can also find information that can be useful when traveling abroad.

In the section "Information for traveling abroad" all the information is divided into sections

- Regulatory framework
- Background information for traveling abroad
- Information for Russian sailors
- Current information
- Useful tips for Russian citizens traveling abroad

In the “Regulatory framework” sections laws and other normative acts regulating the activities of Consular service are provided.

The “Background information for traveling abroad” section contains the following items:

- On the entry order of Russian citizens in the CIS economies
- On the entry order of Russian citizens in Abkhazia, Georgia and South Ossetia
- Foreign consular offices in Russia
- Russian consular offices abroad
- List of economies and modes of entry into their territory
- List of economies with a simplified procedure for entry
- On emergency situations in economies around the world

- Calculator for the calculation of the short-term stay on the territory of the economies belonging the Schengen zone
- User manual for the "Schengen" short stay calculator



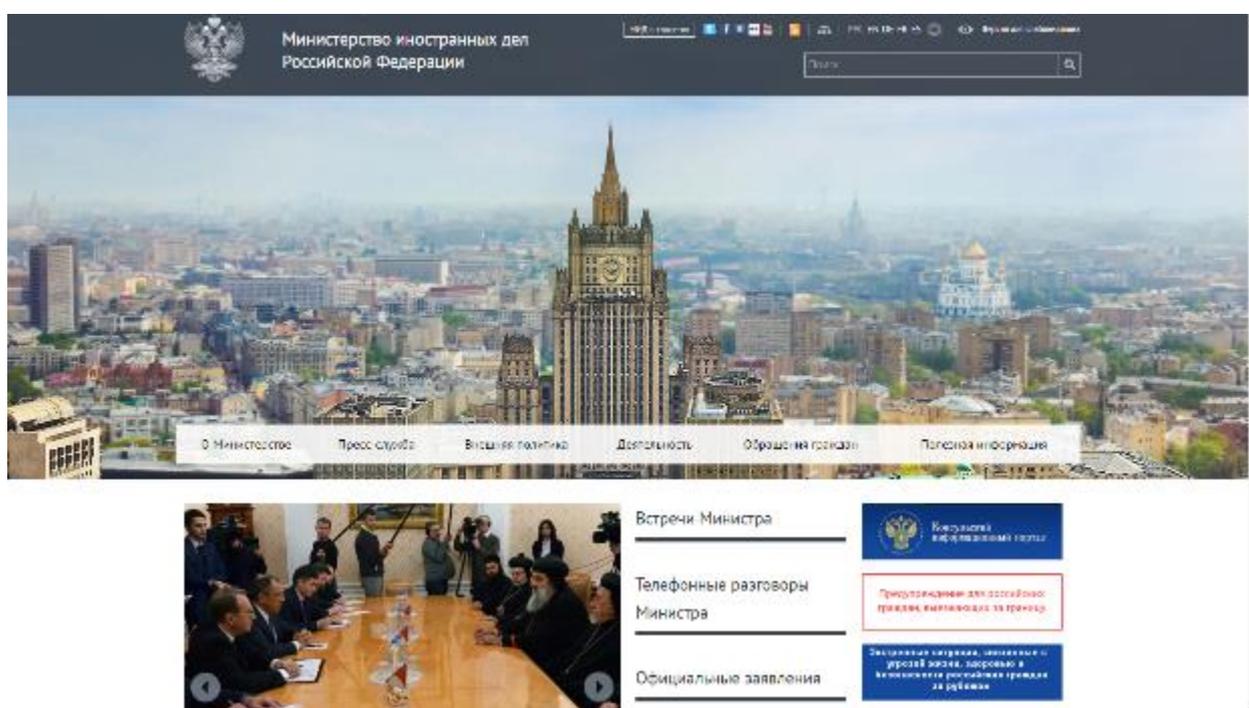
The section "Information for Russian sailors" includes following documents:

- o Resolution of the Russian Government № 996 "About measures on maintenance of performance of obligations of the Russian Federation stemming from the Convention of 2006 about work in sea navigation";
- o Extract from the Convention of 2006 on Maritime labour;
- o Extracts from the Convention of the International labour organization № 179 "On the recruitment and placement of seafarers";
- o List of diplomatic missions of the MFA of Russia;

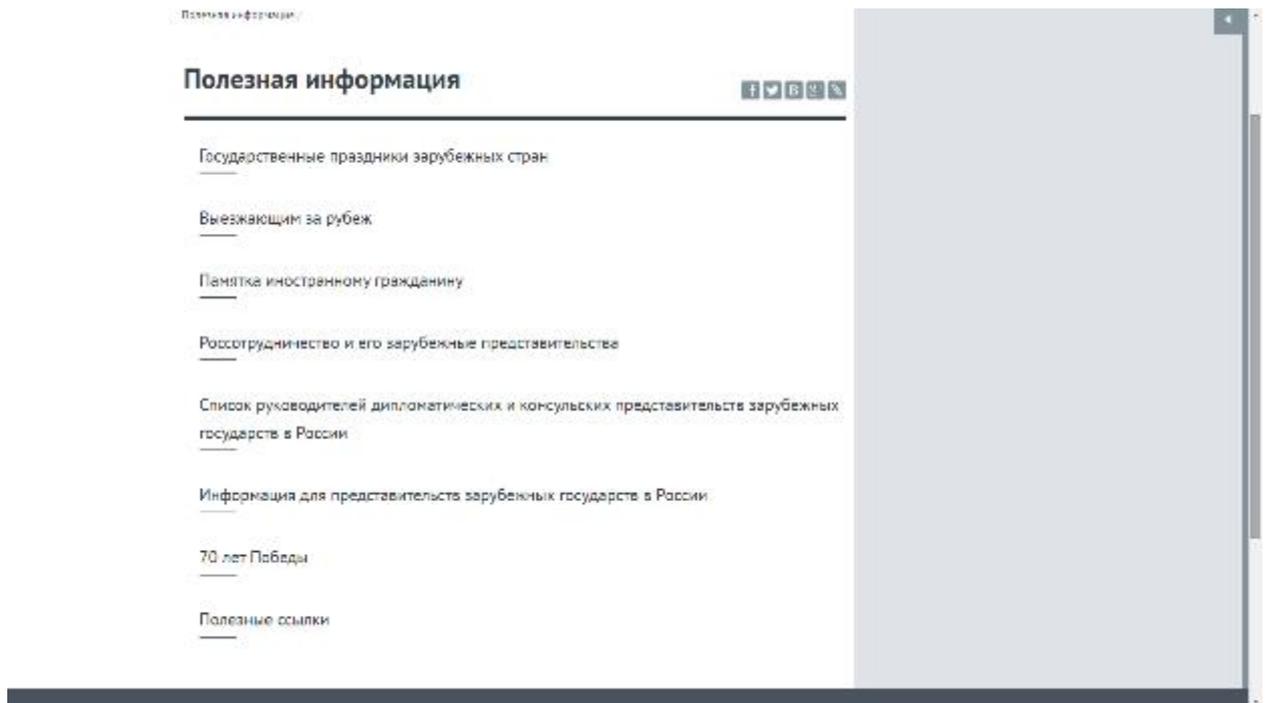
The “Current information” section contains current messages and alerts about the situation abroad.

In the section "Useful tips for Russian citizens traveling abroad" recommendations are provided for travelling abroad on various issues, including the issues of registration of documents, medical insurance, actions in case of loss of documents, getting into incidents related to crime or natural disasters. Information about the competency of the Russian institutions abroad and help to Russian citizens abroad is also provided.

Some information could be found on the website of Ministry of foreign affairs <http://www.mid.ru/>.



In the menu item “Useful information” users can find information about public holidays in foreign economies, recommendations for traveling abroad citizens, memo to the foreign citizens and other information. On the home page users can use banners on the right to navigate to the sites of the Consular information portal and the Department of the Situational crisis center of the Ministry of foreign Affairs (DSCC).



The <http://sos.mid.ru/> website provides information for travelers on difference issues related with security and safety of Russians citizens abroad. The website is managed by the Department of the Situational crisis center of the Ministry of foreign Affairs (DSCC).

The Department of the Situational crisis center of the Ministry of foreign Affairs (DSCC) was created to respond to emergency situations involving threat to life, health and security of Russian citizens abroad.

Among powers of DSCC are:

1. Monitoring and rapid response when receiving information about possible or already existing crisis and emergency situations abroad. Among them: mass unrest and riots, civil conflicts, military actions and other forms of military-political tensions, terrorist attacks, hostage taking, shipwrecks, air crashes, natural disasters, technogenic catastrophes, epidemics, etc.

2. Warning about the places visiting of which for our citizens is undesirable. They are based on the information coming primarily from the competent authorities of different economies and Russian institutions abroad.
3. The organization of notifications of Russian citizens abroad, about crisis and emergency situations and appropriate actions to take in such situations.
4. Involvement in providing partial or full evacuation of Russian citizens and institutions in foreign economies in case of adoption of the relevant decision.
5. Participation in development of formal recommendations of the Russian MFA on issues of security of Russian citizens abroad and their action in case of crisis and emergency situations in specific foreign economies.
6. Implementation jointly with other departments of the MFA of Russia and the Russian authorities of cooperation with the authorities of foreign States in case of crisis and emergency, where interests of Russian citizens and Russian institutions abroad are affected.

Powers of DSCC do not include issues on matters comprising the exclusive competence of the consular offices of Russia abroad, in particular related to

- loss of the documents by Russian citizens,
- problems with the authorities of the foreign state in violation of the stay,
- analysis of traffic accidents,
- detention or arrest,
- the incidents are purely criminal in nature,
- search of missing abroad
- need to assist in case of death, etc

On all these issues citizens should contact the nearest Russian consular office, to tour operators and/or local authorities.



Information for visitors on the home page is divided into sections:

- Emergency,

This section explains types of emergency situations and what to do if you got into it.

- Answers on the questions,

This section provides answers to common questions and issues relating to mobile apps

- Economies

It contains useful background information on foreign states and territories with a focus on issues of personal safety.

- Diseases and epidemics,

This page describes potential threats to regarding in the light of the sanitary-epidemiological situation in the world. Additional information regarding threats to the health of Russian citizens abroad can be found on the website of Rospotrebnadzor. It is also proposed to review reminder to the issue of medical insurance when traveling abroad.

- **Mobile application**

The mobile application "Foreign assistant" is intended for interaction of the Russian foreign Ministry with Russian citizens abroad, to inform them of the predicted or occurred emergencies in the host economy, coordinate them in such situations. In addition, the application contains the necessary background information on economies, institutions Foreign Ministry of Russia abroad, as well as checklists for traveling abroad.



- **to attention of travelers**

This section contains events that are important for tourists , such as drought or the probability of riots occurring in different economies.

- attention, warning!

This section redirects you to the page DSCC on Twitter, where you can get information about crisis situations abroad and the threat of their occurrence, as well as warnings and recommendations of the Situational crisis center.

8. Guidance for Developing “Smart Traveller” – or similar Programmes in the APEC Economies

To begin with, the central executive body (government) should first legally decide upon the organization (ministry / agency / body) responsible for developing, implementing and supporting the programme / platform. For instance Canada authorized Global Affairs Canada, in Peru – Ministry of Tourism, in Great Britain it is Foreign Office. Russia, for example, has the Ministry of Foreign Affairs and the Federal tourism agency to be responsible for such a programme.

Anyway one of the main functions of this government body is to provide safety and security for its citizens going abroad. According to what was pointed out herein before providing travellers with actual wholesale true information on his/her would-be destination is one of the principal ways to lead to safety and security. The information displayed in the Smart Traveller programme / platform ought to be resulted from analyzing and generalizing upon the data coming from such sources as embassies, consulates, intelligence and others located in a would-be destination, which presumes passing the relevant regulations and rules to implement the information collaboration among the bodies / agencies in question. Recommendations and advice provided by the Smart Traveller programme / platform are presumed to be acute and objective concerning travellers risk assessment.

Traditionally experts distinguish the following types of threats: crime victim threat; terrorism threat; civic and military conflicts threat; political instability threat; infrastructural threats including ones affecting transport, engineering systems, etc.; healthcare threats; natural threats ; cultural threats concerned with specifics of local culture, mentality, law, customs and traditions; specific threats related to extreme types of leisure, etc.

The principal requirement for the information offered to the Smart Traveller programme / platform consumers is its logical structure. The analysis of the best practices of such programmes functioning in different economies shows that the nucleus of each of the programmes / platforms comprises the invariant list of chapters. Having generalized upon them we can point out the following chapters - Travel advice by economy, How we can help FAQs, Travel news, Staying safe and healthy, When things go wrong, Your trip, Be a responsible tourist,.

The chapter “Travel advice by economy” is to comprise actual and consumable information on various foreign economies. In fact the information about each economy is to be distributed through separate sections of the programme / platform – “Travel Summary” (potential threats), “Safety and security”, “Local laws and customs”, “Entry requirements”, “Health”, “Natural disasters”, “General”. In some specific cases the chapter may contain additional data sections.

The section “Travel Summary” must offer constantly renewed data on potential threats and dangers existing in a particular economy at the moment, being of importance both to keep travellers in the know about these threats and dangers and to make them aware of what should be done in each certain case.

The section “Safety and security” is to contain the exhaustive information and advice by various criteria: the political situation in the destination, with all the accidents that happened lately being listed and described; terrorist threat; crime; potential threats and dangers including tourists transportation about the destination, and others characterized by local specifics.

The section “Local laws and customs” should display a sensibly short but necessarily comprehensive description of the local laws, customs and traditions including behavioral advice for travellers entering this economy. This sort of information is to be strictly focused.

The section “Entry requirements” ought to convey the following information: visa formalities, passport formalities, employment specifics, customs clearance, etc.

The section “Health” should comprise information and advice on the local healthcare system. For instance, concerning Egypt travellers are advised to refer to central medical clinics instead of provincial ones. Also tourists are warned about hot weather and against consuming tap water.

The “Natural disasters” section is to have the information about potential natural and climate threats.

The section “General” presumes advice on insurance, consulate services, local currency specifics, real estate regulations in a particular economy.

The “How we can help FAQs” chapter shall simulate real-life situations involving losing a passport, running short of money, being placed under arrest, rejected entry, laid in hospital, robbed, etc.

The chapter “Travel news” should comprise the current and permanently refreshed information on the current threats in a economy.

The “Staying safe and healthy” must include comprehensive advice on different issues referring to preparations for the travel, consulate service, healthcare, insurance, transport, keeping values safe, incidental behavior, consumption of meals and water, etc.

The chapter “When things go wrong” is to offer a developed step-by-step algorithm of what a traveller is advised to do in case of threat, danger, incidents, accidents including detailed recommendations for those who fall victim to crime, rape, terrorist attack, etc.

The chapter “Your trip” may be devoted to various groups of tourists including travels pursuing specific objectives such as visiting friends and relatives,

wedding tour, medical tour, football fans travels, extreme tours, etc. Particular attention is to be paid to advice for mature women travellers, LGBT people, vulnerable categories, pilgrims, etc.

The chapter “Be a responsible tourist” is supposed to comprise warnings referring to causing environment damage, consumption of narcotics, with special attention drawn to travelling to economies during domestic religious celebrations.

The pursued Smart Traveller programme / platform should be adjusted for use in mobile gadgets with the most wide spread operational systems (like IOS, Android and the like). It also should offer the option of immediate notifying registered users via sms / push messages, e-mails, RSS channels, etc. It is highly advisable to be integrated with social networks.

Practice proves that the Smart Traveller programme / platform which meets the requirements hereinabove can turn a powerful tool of notifying travellers about potential threats and giving recommendations on avoiding them, which is an inherent part of providing safety and security for citizens travelling abroad. Taking it into account that the responsible and authorized government body offers comprehensive information and detailed advice for the citizens who plan to go abroad the responsibility of keeping safe lies on tourists themselves except crisis situations (accidents that caused numerous deaths of the citizens, terrorist acts, big transport accidents, pandemics, earthquakes, storms, tsunamis, political and civic unrest, other great emergencies) when it is up to the government to help out its citizens.

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- How we can help FAQs
- Travel news
- Staying safe and healthy
- When things go wrong
- Your trip
- Be a responsible tourist

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The “Natural disasters” section would have information about potential natural and climate threats.

The “General” section presumes advice on insurance, consulate services, local currency specifics, and real estate regulations in a particular economy, among other topics.

The “How we can help FAQs” chapter would simulate real-life situations involving losing a passport, running short of money, being placed under arrest, rejected entry, laid in hospital, robbed, etc.

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The “Staying safe and healthy” section must include comprehensive advice on different issues referring to travel preparations, consular services, healthcare, insurance, transport, keeping values safe, incidental behavior, consumption of meals and water, etc.

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