



U.S. Consulate General in Guadalajara and the U.S. Consular Agency in Puerto Vallarta Welcomes you to Mexico and the 2011 Pan American Games!

Our public office hours are from 8:00 a.m. to 3:30 p.m. Monday through Friday.

In case of an emergency after normal business hours, you may call our emergency number (33-3268-2145) and speak to the duty officer.

We encourage Americans travelling abroad to enroll in the Smart Traveler Enrollment Program (STEP) at <https://travelregistration.state.gov/ibrs> which will help us reach you or your family in the case of an emergency.

For recommendations on safety and security during your stay, please consult: <http://travel.state.gov> and select "International Travel" and then "Mexico"

U.S. Consulate General Guadalajara
Progreso 175, Guadalajara, Jalisco, Mexico
Telephone: (33) 3268-2100 or (33) 3268-2200
Internet home page:
<http://guadalajara.usconsulate.gov>
Email: acsadl@state.gov

U.S. Consular Agency Puerto Vallarta
Paseo de los Cocoteros #85,
Paradise Village Plaza
Nuevo Vallarta, Nayarit, Mexico
Telephone: (322) 222-0069
Email: consularagenpuv@prodigy.net.mx

Lost or Stolen Passport – To replace your lost or stolen U.S. passport, appear in person to the consulate or consular agency from 8 am to 12 pm with a passport application (DS-11), a passport size photo, and the application fee (\$135 USD in cash, credit, or Mexican pesos). Consult our website for more information.

Medical Assistance – Call local emergency phone number 066 for an ambulance. Our website has a list of local doctors and hospitals. Before travelling, we recommend getting traveler's medical insurance to cover medical expenses or medical evacuation to the U.S. Many regular medical insurance plans are not accepted in Mexico. Medicare and Medicaid programs are not valid outside of the U.S.

Help Getting Funds – In case you are robbed or need money, we can help you contact your family or friends to arrange for them to send you funds. Your family in the U.S. can send money to you in Mexico using commercial services such as Western Union. Most services require the recipient to present photo identification such as a passport in order to receive money. In some cases, your family can send also funds through the Department of State.

Arrest /Detention – In Mexico, you are subject to Mexican law. If you are arrested, you should ask the authorities to notify the U.S. Consulate immediately. We can explain the Mexican judicial system and protect your human rights, provide a list of local attorneys, and contact your family and friends on your behalf. We cannot get you out of jail or provide legal advice.

For assistance when faced with any of these situations, you may contact the U.S. Consulate General in Guadalajara or the U.S. Consular Agency in Puerto Vallarta. Contact information is on the opposite page.

PLEASE NOTE: We will do our best to help you including providing information, guidance, and referral to local authorities. However, there are limitations on what we can do under the law.

If you have an emergency and need immediate medical or police attention call the following Mexican emergency number: 066

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