

## **The New U.S. Consulate Facility in Monterrey, Mexico**

### **Frequently Asked Questions**

*Monterrey, Nuevo León, 07 de julio de 2014* – On **July 22, 2014** the U.S. Consulate General in Monterrey, Mexico, will relocate to its new facility in Santa Catarina. This fact sheet is intended to help inform and prepare non-immigrant visa applicants for their visit to the new facility.

#### **1. Where is the new U.S. Consulate located?**

Prolongación Avenida Alfonso Reyes #150  
Colonia Valle Poniente  
Santa Catarina, N.L.  
CP 66196

#### **2. Which number can I call for information? What is your website?**

The main number for the U.S. Consulate is (81) 8047-3100.

You can also visit our website <http://monterrey.usconsulate.gov/> for basic information on visas and services provided.

#### **3. How do I get to the new Consulate?**

##### **Public Transportation**

The following bus routes go to the Consulate via central Monterrey or San Pedro:

R-126 Fama Castillo  
R -130 San Pedro (por Matamoros- Juárez o Carlos Salazar)

\* Bus routes may change, please confirm with local transit authorities or via:  
[http://nl.gob.mx/?P=aet\\_mapa\\_rutas\\_interactivo](http://nl.gob.mx/?P=aet_mapa_rutas_interactivo)  
<http://www.rutadirecta.com/>

\* The estimated travel time from downtown Monterrey to the new Consulate is approximately 30 – 45 minutes, depending on the traffic conditions and weather. Transit by bus may take longer.

**In your own vehicle:**

*From the center of Monterrey:* Take Ave. Constitucion towards Gonzalitos and cross the Santa Catarina River; take Ave. Morones Prieto west. Pass the new consulate on your left and take the next turn around to come back to Prolongación Avenida Alfonso Reyes.

Approximate drive time: 30-45 minutes, depending on traffic.

*From the north:* Take Ave. Fidel Velazquez, Gonzalitos and cross the Santa Catarina River and take Ave. Morones Prieto west.

*From the east:* Take Av. Constitucion to Gonzalitos and cross the Santa Catarina River and take Ave. Morones Prieto west.

*From the west:* Take the Saltillo– Monterrey Cuota, after the Cuota turns into Highway 20, turn right on Prolongación Ave. Alfonso Reyes. From Highway 54D/40, turn right on Movimiento Obrero and left on Canal Constitución, turn right on Ave. Morones Prieto, take the retorno past the new Consulate and then turn right on Prolongación Avenida Alfonso Reyes.





#### 4. Where can I park?

Public transportation is strongly recommended as parking at the new Consulate is extremely limited. A small, free parking garage is available on site for visa applicants and guests requiring citizen services but is expected to fill quickly.

There is a turnaround lane which will allow charter buses and taxis to drop off their customers at the visa entrance and continue back to Prolongacion Alfonso Reyes. There is no parking for buses or taxis on Consulate property.

#### 5. Will there be a person outside the Consulate to give me directions?

Yes, there will be support personnel to give directions.

#### 6. How much time in advance do I need to be at the Consulate?

We recommend arriving 30 minutes in advance of your appointment.

#### 7. Do I have to go to CAS before coming to the new Consulate?

Yes, the application procedure starts at the CAS. The CAS office will not be moving from its current location. The CAS is located at:

Centro de Atención de Solicitantes (CAS)  
Calle Hidalgo 400 pte, at the corner of Calle Rayón and Calle Hidalgo  
Col. Centro Monterrey, C.P. 64000

#### 8. What do I need to bring with me?

You must bring the following with you for your non-immigrant visa appointment:

- Your passport
- Your DS-160 (the appointment confirmation letter with bar code)
- Your payment receipt
- Any other documents that support your visa application

#### 9. What can I NOT bring?

Please do not bring the following items into the Consulate as they will significantly delay or prohibit your access to the facility:

- Strollers or baby seats
- Cellular phones or other electronic devices
- Cigarettes, matches
- Knives or any kind of sharp articles
- Cream, lotion, makeup or liquid items
- Water or food, including chewing gum
- Medical equipment/oxygen, medications, etc.
- Plastic bags, purses, or envelopes
- Umbrellas with points

\*Please note that there is **NO** storage available for personal items at the consulate.



**10. What do I do in case I need an emergency appointment?**

Please visit [http://monterrey.usconsulate.gov/emergency\\_appt.html](http://monterrey.usconsulate.gov/emergency_appt.html) for instructions. Early appointments are only authorized for real emergencies such as the death of a family member, urgent medical care (close family members only -- parents, children, spouse, brothers and sisters). Early appointments will not be granted for tourist travel.

**11. I have to pick up my passport, visa or other document – what do I do? Do I need to come to the Consulate for this?**

All documents will be delivered through a DHL agent; you do not need to come to the Consulate to pick these up. Only in very exceptional cases, and under the Vice Consul's direction, should you collect your documents at the Consulate.

**12. Are food and beverage services available near the Consulate?**

Yes, there will be a kiosk selling food and beverages within the Consulate compound as well as private businesses in the area.

**13. What other services are located near the Consulate (e.g., lodging)?**

Yes, there are at least two hotels inside the Municipality of Santa Catarina and some others in San Pedro. In addition, the Monterrey metropolitan area offers alternate lodging for every budget and needs.

**14. The new transition will affect my visa process? Will it be slower? Will take more time?**

No, the normal time it takes to process visas will not be affected by the relocation. For Border Crossing Cards, the normal processing time is approximately 3 to 4 weeks. For other student, work, or other types of visas that are printed in your passport, the processing time is about 1 week.

**15. What else do I need to know before I come to the new Consulate?**

If you do not have an appointment, please do not go to the Consulate. Please visit our website <http://monterrey.usconsulate.gov/> for basic information on visas and services provided.

The Consulate does not endorse any agency or service to assist you with your visa or citizenship issues. All official information and procedures for applications are available on our website.

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