



An Garda Síochána

Pearse Street Garda Station

I (T) A S

Irish Tourist Assistance Service
helping tourist victims of crime

The Irish Tourist Assistance Service, ITAS is a specialist service offering immediate support and assistance to visitors to the country who become victims of crime.

From 16th June ITAS will be operating from Pearse Street Garda Station. The office will be open 7 days a week, Monday to Saturday from 10am-6pm and Sundays and Public Holidays from 12-6pm and can be contacted on 1890 365 700 or 087-6575838; info@itas.ie.

ITAS will also operate from their main office in Hanover Street East, Monday to Friday from 10am-6pm and can be contacted on 01-661 0562. The Pearse Street office will however be the main point of contact in Dublin city for tourist crime victims seeking support.

If you are dealing with a victim of crime who is a tourist, inform them of the services provided by ITAS. If they consent to support, please phone the office where staff can offer immediate assistance or send them directly to the office in Pearse Street.

Tourist crime victims face issues such as language barriers, isolation, culture shock and the lack of support structures. In addition they may be left stranded without cash or passports and without the means to support themselves and this adds enormously to their trauma.

ITAS offers emotional and practical support and work with the tourism and hospitality industry to ensure tourists receive the best possible care in the aftermath of crime. Following is just some of the supports available from ITAS - **liaising with embassies regarding the issuing of emergency travel documents, contacting airlines/ferry companies to re-schedule travel plans on a complimentary basis; information to cancel credit/bank cards, arranging money transfers, use of the phone to contact family, banks, insurance companies. Complimentary accommodation, meals, transport and retail vouchers are provided to assist those in need of this support.**

The comprehensive service provided by ITAS allows many tourists to continue with their holiday plans with 90% on average doing so.