BEFORE YOU GO

travel.state.gov

- Visit travel.state.gov for information about travel, health, safety, and transportation in Brazil and other foreign countries and sign up for the Smart Traveler Enrollment Program (STEP) to receive security updates and important messages during your travel.
- Check for the latest Brazilian visa requirements for American citizens at http://cgwashington.itamaraty.gov.br/en-us/
- Email copies of important documents (passport, birth certificate, visa, etc.) to yourself and an emergency contact in case of loss.
- Obtain travel insurance and an international health insurance plan or confirm that you can use your medical insurance overseas. Don't forget to include medical evacuation coverage.

KEEPING IN TOUCH

SMS NOTIFICATIONS

If you would like to receive important messages from the U.S. Mission on your phone during your stay, you can email us at optinrio@state.gov. Please include your U.S. or local phone number in the email. The service will terminate after the conclusion of the Olympic Games.

USinRio APP *Available via Google Play

Download our app, USinRio, to get easy access on your smartphone to useful tips about Brazil and the Games.

FOLLOW US

- @ br.usembassy.gov
- @ www.usmissionbrazil.org/usinrio
- @ travel.state.gov
- @USCitsBrazil
- @EmbaixadaEUA
- /EmbaixadadosEUA.BR
- /ConsuladoEUARJ.BR
- www.youtube.com/EmbaixadaEUA

FOR EMERGENCY SERVICES, PLEASE CONTACT THE NEAREST CONSULATE, CONSULAR AGENCY, OR THE U.S. EMBASSY:

Embassy Brasília
+55 (61) 3312-7000
+55 (61) 3312-7400 (after hours)
brasiliaacs@state.gov

Consulate General Rio de Janeiro
+55 (21) 3823-2000
+55 (21) 3823-2029 (after hours)
acsrio@state.gov

Consulate General São Paulo
+55 (11) 3250-5000
+55 (11) 3250-5373 (after hours)
saopauloacs@state.gov

Consulate General Recife
+55 (81) 3416-3050
+55 (81) 99916-9470 (after hours)
recifeacs@state.gov

Consular Agency - Salvador
+55 (71) 3113-2090/2091/2092
acs1salvador@gmail.com

Consular Agency - Fortaleza
+55 (85) 3486-1306/1307
fortalezaacs@gmail.com

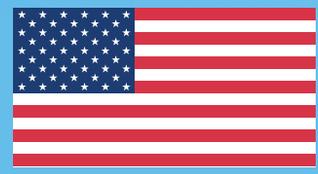
Consular Agency - Manaus
+55 (92) 3611-3333
acsmanaus@gmail.com

Consular Agency - Porto Alegre
+55 (51) 3226-3344
acsportoalegre@gmail.com

U.S. Mission to Brazil

American Citizen Services

Information for U.S. citizens visiting Brazil during the Olympics/Paralympics



br.usembassy.gov

Welcome to Brazil! The U.S. Diplomatic Mission to Brazil's highest priority is the protection of U.S. citizens. We hope the following information will be helpful during your visit to Brazil.

U.S. CITIZEN SERVICES AVAILABLE DURING THE OLYMPIC/PARALYMPIC GAMES:

br.usembassy.gov/u-s-citizen-services

- Emergency passport issuances in cases of stolen or lost passports
- Medical resources
- Crime victim assistance
- Arrest and detention assistance
- Locating a lost U.S. citizen
- Assistance after the death of a U.S. citizen

IN CASE OF A STOLEN OR LOST PASSPORT

- File a police report with the local police station.
- Come to the closest Embassy or Consulate during working hours.
- Bring any photo ID, if available.
- Bring any proof of U.S. citizenship, if available.
- Bring one recent, color, 2x2 inches (5x5 cm) photo on a white background.
- Bring payment for the emergency passport (cash or credit cards accepted).

Emergency passports cost $135 for adults and $105 for children.

WHAT THE EMBASSY/CONSULATE CANNOT DO

- Settle disputes with hotel managers and landlords.
- Arrange release from a Brazilian prison.
- Pay your debts or fines, sort out property disputes or interfere in judicial proceedings.
- Search for missing luggage.
- Provide you with physical protection.

STOLEN OR LOST GREEN CARDS

br.usembassy.gov/visas/green-card-holders

- If your Green Card has been stolen or lost during the Olympics/Paralympics in Rio de Janeiro, you will need a Boarding Foil in your passport.
- You will NOT be able to board a plane back to the U.S. without such a Foil.
- Come to the closest Embassy or Consulate during working hours or email immigrationrio@state.gov for more information.
- Bring two color 2x2 inch (5x5 cm) photos on a white background, your valid passport and your A# (if available).
- Note: Issuing Boarding Foils will take 2 days or more.

OTHER USEFUL LINKS

- **visit.rio/en/home-2:** The City of Rio de Janeiro's official tourist information page.
- **www.rio2016.com/en:** The 2016 Games official page.

CALLING FROM A BRAZILIAN PHONE WHILE IN BRAZIL

- Phone numbers in Brazil consist of a two-digit area code and 8 or 9 additional digits. Ex. (xx) 1234-5678 or (xx) 12345-6789.
- For local calls (within the same area code), dial the last 8 (or 9) numbers.
- To call long distance in Brazil, dial: 0+[operator code]+(area code)+[8 or 9 digit number].
- To call the U.S., dial: 00+[operator code]+1+(U.S. area code)+[number] Common operator codes: 14 (Oi), 15 (Vivo), 21 (Claro), and 41 (Tim).
- If using an American SIM card in your phone while in Brazil, talk to your carrier to see if your phone will work in Brazil and about international roaming packages and charges.
- To call a Brazilian number from a phone with an American SIM card while in Brazil, enter Brazil's country code (+55) before dialing the local area code and number.

MONEY

- Many businesses and hotels in Brazil accept credit cards.
- Some (but not all) ATMs accept international cards.
- Most Brazilian ATMs accept U.S. cards; look for the credit card logo on the machine.
- Be aware that many ATMs have a daily withdrawal limit.
- Take precautions when withdrawing money and check your account activity regularly, as card "cloning" is common in Brazil.

RESELLING TICKETS

Be advised that Rio 2016 has strict rules about reselling event tickets. You cannot sell your tickets for a higher price than you originally paid. Scalping is a serious crime in Brazil and may result in a fine or even a prison sentence. Find the complete Rio 2016 Legal Ticket Guide at www.rio2016.com/en/tickets

LOCAL EMERGENCY NUMBERS IN BRAZIL

In an emergency, call the appropriate local first responder:

Police: 190
Ambulance: 192
Fire: 193

RIO TOURIST POLICE (DEAT)

Av. Humberto de Campos 315, Leblon, Rio
Open 24 hours
Phone: +55 (21) 2332-2924