

## **COVID-19**

Due to the current health crisis we inform you that even though this Consulate General will remain open to the public during regular office hours, in order to guarantee the safe social distance as indicated by the Authorities as well as the effectiveness of the hygienic measures adopted, only 5 people at a time will be allowed in the waiting room. Everyone's collaboration is requested to ensure full compliance with the following guidelines:

1. To postpone non-urgent procedures. Keep in mind that both procedural and administrative legal deadlines have been suspended in Spain by RD 463/2020 march 14th.
2. Life certificates for pensioners should be requested by SKYPE (cog.montreal) or through Whatsapp (5142192391).
3. Anyone coming into the office will have to bring their own pen (sharing pens or other similar material is strongly discouraged).
4. To book an appointment before coming into the office whenever possible either by phone 5149355235 ext 213 or by email cog.montreal@maec.es.

### **Regarding VISAS:**

1. No Visa will be issued to travel during the state of alarm unless there are justifiable reasons and no restrictions at the border.
2. Visa applications will continue to be processed once the state of alarm is over and flight operations re-established.
3. Anyone whose visa has already been issued and decides not to travel or is unable to travel at this time may request its cancellation, and reapply at a later date free of charge.
4. Every person who has already applied for a long-term visa must send an email to cog.montreal.vis@maec.es to confirm flight dates.

All the above measures may change depending on the circumstances. Thank you all for your support.

