



Emergency Message for U.S. Citizens: Manila (Philippines), Delayed Embassy Opening (August 2) Hurricanes

East Asia & Pacific > Philippines > Manila

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The U.S. Embassy will have a delayed opening on Thursday, August 2, 2012, due to flooding along Roxas Boulevard. We plan to open at 10:00am, weather permitting. Consular services have been suspended in order to keep the public and our employees safe and dry. The Chancery Compound remains closed, although some Embassy offices are operating from the Seafront Compound. For individuals with scheduled American Citizen Services appointments, the Consular Section will be in touch to reschedule those interviews in the coming few days. For emergencies involving U.S. citizens, please contact the American Citizen Services Unit of the U.S. Embassy's Consular Section through the after-hours emergency telephone (02) 301-2000.

Applicants for visa services can re-schedule their appointment by visiting Embassy Manila's Visa Information and Appointment Service online at <http://www.ustraveldocs.com/ph> or by calling (632) 982-5555 or (632) 902-8930. The visa call center is open Monday through Friday, from 8:00 a.m. to 8:00 p.m. (Manila time), except on U.S. and Philippine holidays. You must have the case number, passport number, and passport expiry date for each applicant (principal applicant and derivative family members) ready when requesting a visa appointment. Callers in the U.S. should call (214) 571-1600, from 8:00 p.m. to 8:00 a.m. (Eastern Daylight Time).

Please continue to monitor the Embassy's website <http://manila.usembassy.gov/> for updated information. Please consult the Country Specific Information for Philippines, available on the Bureau of Consular Affairs website. All U.S. citizens in the Philippines are urged to enroll online at the Smart Traveler Enrolment Program (STEP). Registering gives U.S. citizens access to updated information on travel and security within the Philippines and makes it easier for the Embassy to contact citizens in case of emergency.

If the Embassy public phone number, 301-2000, is not operational, U.S. citizens who require emergency assistance may contact the American Citizen Services section through <http://www.facebook.com/pages/Manila-Philippines/US-Embassy-ManilaPhilippines/157551009622> or through acsinfomanila@state.gov or by calling the United States at the following numbers: 202-501-4444 (if calling from outside the United States or Canada) or 1-888-407-4747 (if calling from within the United States or Canada).