Telephone advice line for health professionals: change to opening hours

The advice line opening hours will change from 7 September 2026

The telephone advice line is for health professionals who have queries about travel scenarios that involve complex itineraries or travellers with special health needs.

With effect from 7 September 2026, the opening hours will change as follows:

- Monday 09:00–11:00 and 13:00–14:00
- Tuesday 09:00–11:00
- Wednesday 09:00–11:00 and 15:00–16:00
- Thursday 09:00–11:00
- Friday 09:00–10:30 and 13:00–14:00

Please ensure that you are familiar with the detailed information available on the country-specific information and the factsheets for special risk travellers as caller questions can sometimes be answered by reading the information available on the website.

Further details including the contact number and details of the information required from callers is available on the Contact us page.

We are unable to provide clinical advice to members of the public. Please contact your GP, pharmacist or travel health clinic for guidance at least 4-6 weeks ahead of travel. However, even if time is short, an appointment is still worthwhile.