



Country Information Sheet
for Return and Reintegration Counsellors



**Bolivarian Republic
of Venezuela**





Country Information Sheet

for Return and Reintegration Counsellors



Bolivarian Republic of Venezuela



DISCLAIMER

The enclosed content has been researched, evaluated and processed using open, publicly available sources. While every effort has been made to ensure that the data is reliable and up to date at the time of publication, Frontex does not retain responsibility or liability for any omissions or inaccuracies of the information provided.

Users are advised, where necessary, to verify critical content independently.

European Border and Coast Guard Agency – Frontex

Plac Europejski 6 • 00-844 Warsaw • Poland
frontex@frontex.europa.eu • www.frontex.europa.eu

Luxembourg: Publications Office of the European Union, 2026

©European Border and Coast Guard Agency (Frontex), 2026

FPI-25.0204

Warsaw, May 2026

Reproduction is authorised provided the source is acknowledged.

PRINT	ISBN 978-92-9411-755-7	DOI: 10.2819/9826207	TT-01-26-011-EN-C
PDF	ISBN 978-92-9411-754-0	DOI: 10.2819/4071921	TT-01-26-011-EN-N

Table of Contents

1. General information	6
2. Reintegration partner	7
3. Travel documents	8
3.1 Types, procedure and required documents	8
3.2 Fees	9
4. Transport	9
5. Emergency contacts	10
6. Health-care	10
6.1 Overview	10
6.2 Main public hospitals	11
6.3 Health insurance	11
7. Education	11
7.1 Overview	11
7.2 Education system structure	13
7.3 Enrolment procedure for public education	13
8. Economy	14
9. Labour market	15
9.1 Overview	15
10. Housing	16
11. Security situation	16
12. List of official representations in Europe	16
13. Operational details	18
14. Cultural tips	20

1. General information



Population

total: 28.5 million

Ethnic groups

Mestizo (mixed European, Indigenous, African) 50-65%, White (European descent) 20-45%, Afro-Venezuelan 3-10%, Indigenous 2-3%, Other (Arab, Asian) 1% or less

Languages

Spanish (official) 98,2%, indigenous 1,3%, Portuguese 0,1%, other 0,4%

Religions

Roman Catholic 48,1%, Protestant 31,6% (Evangelical 31,4%, Adventist 0,2%), Jehovah's Witness 1,4%, African American/Umbanda 0,7%, other 0,1%, believer 3,5%, agnostic 0,1%, atheist, 0,4%, none 13,6%, unspecified 0,6%

Population growth rate

2,34%

Government type

federal presidential republic

Capital name

Caracas

Telephone code

+58

2. Reintegration partner

IRARA, along with their partner delivers high-quality reintegration services in Venezuela. Since 2018 IRARA's partner has led various initiatives across Venezuela, impacting over 15,000 individuals. They focus on empowering Venezuelans through leadership and

civic values training and work with a large network of organisations throughout the country. Together IRARA and their partner deliver excellent reintegration which is tailored to individual needs.



4ta Calle Urbanización Sorocaima, Maiguetía,
Estado La Guaira, Venezuela



+58 414 3727187



reintegration@irara.org



Monday-Friday 9am-5pm (local time)



www.irara.org/returnees

3. Travel documents

3.1 Types, procedure and required documents

Emergency travel document

Issued for citizens returning to Venezuela when there is no passport or the passport has expired, was lost or

stolen. The document is only valid for one-way travel back to Venezuela.

Required documents

- Proof of Venezuelan identity: copy of old passport (if available), OR Venezuelan ID card (cédula), OR birth certificate if no other document available.
- Reason for requesting the document.
- Confirmed plane ticket to Venezuela.
- The travel document is generally issued only for direct return travel.
- Police report if the passport was lost or stolen.
- Consular form provided by the embassy/consulate.
- In-person appointment is required — no remote applications.

Biometric passport

1. Registration

- The first step is to register on the website of the Servicio Administrativo de Identificación, Migración y Extranjería (SAIME) and create an account.

2. Schedule an Appointment

- Once logged in, select the option to request an appointment for passport issuance or renewal.
- Fill in the required information, ensuring that all details are correct.

3. Pay the Consular Fee

- The system will prompt you to pay the required fee for passport processing.
- This payment is made online through the SAIME portal.
- It is recommended to use an international credit card to facilitate the transaction.
- Be sure to print or save the payment receipt, as you will need it later.

4. Prepare for the Appointment

- Once your appointment is confirmed, plan your trip to the selected country.

- It is advisable to arrive at least one day in advance to avoid any issues.
- On the day of your appointment, bring the following documents:

- Laminated Venezuelan ID card (Cédula de Identidad)
- Previous passport (if you have one)
- Birth certificate
- Proof of consular fee payment
- Printed appointment confirmation from the SAIME portal

- Ensure that all documents are in good condition and clearly legible.

5. During the Appointment

- Once called, the consular staff will verify your documents, take your biometric data, and inform you of the estimated time for your passport to be ready.

6. Receiving Your Passport

- The passport is processed in **Venezuela and then sent to the consular office where you applied.**
- **Once your passport is available**, you will receive a notification.¹

¹ [Step-by-Step Guide to Obtaining Your Venezuelan Passport from the U.S.](#)

3.2 Fees

The cost of a biometric passport is around \$216 for an adult and some consulates may charge an additional fee of 120 for consular services. (minors are exempted from paying the consular fee)

Minors 3-17 years: \$162
0-3 years: \$108²

For a travel document, fees vary slightly by consulate, but the amounts in Europe fall in a consistent range of €59 – €60 (examples: Madrid €60, Netherlands €59.05).

4. Transport

Airports

- Maiquetía Simón Bolívar Airport, CCS.
- Maracaibo Airport. MAR.
- Juan V. Gomez Intl Airport. SVZ. (San Antonio del Táchira)
- Valencia Airport. VLN.
- Barcelona Airport. BLA.
- Porlamar Airport. PMV.
- Puerto Ordaz Airport. PZO.
- San Tome Airport. SOM.
- Barquisimeto Airport. BRM.
- Maturín Airport. MUN.
- El Vigía Airport. VIG.
- Santo Domingo Airport. STD.

Public transport

Taxis are readily available in the major cities of Venezuela and for a fair price. Cabs are regulated and have yellow license plates. Informal “taxis” are considered dangerous because they are private vehicles with no set guidelines. One reliable operator is Aerotaxi (+11-58-212-452-0842) which provides services all over Caracas. Cabs are not metered, so always negotiate the fare before setting off. It is likely the driver will ask for more at night-time. Tipping is not customary and can even seem strange. In smaller cities, mototaxis, motorbikes for hire are available, but always ask for a helmet.

Ride-sharing Apps: For a more modern and secure experience, ride-sharing apps like Ridery and Yummy Rides are widely used in the main cities. They function similarly to Uber: you must download the app, create an account, and you can see the fixed fare before booking.

These platforms offer vetted drivers and real-time GPS tracking. They accept multiple payment methods, including:

- International credit/debit cards (Visa/Master card).
- Digital wallets (Zelle, Yummy Wallet).
- Local payments (Pago Móvil in Bolívars).
- Cash (USD).

Ferries

There is a ferry service between Venezuela’s mainland and Margarita Island operated by Conferry(+ 11-58-501-2663-3779). It leaves from Puerto La Cruz and takes eight to nine hours.

Trains and Buses

There is no national rail system in Venezuela, so ground transportation consists of a bus network. People traveling around the country are required to carry identification.

Caracas has a clean and modern metro system, which is useful if traveling to destinations served. Pickpocketing here is a major problem.

The bus network in Venezuela is well developed and connects the entire country. Some journeys can be undertaken directly from Caracas, particularly to the tourist areas, while others may need a connecting ride from the closest large city. Buses are very cheap, but safety is a concern with some fleets. One reliable operator is Aeropresos Ejecutivos, which regularly inspects their vehicles and puts an emphasis road safety.

² [Expedición o renovación de pasaporte](#) Consulado General de la República Bolivariana de Venezuela en Barcelona

5. Emergency contacts

The emergency phone number in Venezuela is 911. This number can be used to request emergency medical assistance in case of an accident, illness, or any other

medical emergency. The service is provided by the Ministry of Health, and it is available 24/7.

6. Health-care

6.1 Overview

The public healthcare system in Venezuela is designed to provide comprehensive medical services through a tiered structure, encompassing primary, secondary, and tertiary levels of care.

At the **primary level**, healthcare services are delivered through community health centres and rural clinics, where accessible and preventative care is prioritized. These facilities are often the first point of contact for individuals seeking medical attention and aim to address common health issues, promote preventive initiatives, and manage chronic conditions.

Moving up the hierarchy, **secondary healthcare** is provided by hospitals and specialized clinics that offer more intensive services. These institutions handle cases referred from primary care and are equipped to manage a broader range of medical conditions.

Secondary facilities often provide essential surgical procedures, diagnostic tests, and consultation from

specialists. **The tertiary level** comprises advanced medical institutions that specialize in complex medical treatment and surgical procedures, offering comprehensive care for severe health issues requiring specialized intervention.

The Ministry of Health oversees the public healthcare system, creating policies and regulations aimed at ensuring widespread access to health services. This governmental body is responsible for the management and coordination of hospitals, health centres, and specialized medical facilities, facilitating the distribution of resources and ensuring adherence to health standards.

However, the public healthcare system in Venezuela has encountered significant challenges in recent years. Key issues include severe shortages of medical supplies, inadequate infrastructure, and a lack of qualified healthcare professionals, which have compromised the quality of care provided. The exodus of medical personnel has particularly strained the system, affecting both the availability of services and patient outcomes.³

³ [An Overview of the Healthcare System in Venezuela: Structure, Funding, and Oversight](#)

6.2 Main public hospitals

- Hospital Clínico Universitario: Caracas
- Hospital José Gregorio Hernández: Caracas +58 212-8622910
- Hospital Miguel Perez Carreño: +58 212-4728471
- Hospital Central: San Cristobal, Táchira, Venezuela
- Hospital General Dr. José Ignacio Baldó: Caracas, +58 414-2874816
- Hospital Dr. Jesús Yerena: Caracas, +58 212-8600646
- Central Hospital of Maracay: Maracay, Aragua, Venezuela +58 243-2427087
- Hospital San Juan De Dios: Caracas, Miranda, Venezuela +58 412-7099392
- Hospital Domingo Luciani: Final Av. Río de Janeiro Sector El Llanito +58 212-2056501

6.3 Health insurance

Venezuela has a publicly funded healthcare system known as the Sistema Público Nacional de Salud (SPNS). The SPNS provides healthcare services to all Venezuelan citizens and legal residents free of charge. The SPNS covers a wide range of medical services, including doctor visits, hospital stays, laboratory tests, and prescription medications.

However, due to the economic and political instability in Venezuela, the healthcare system has been facing challenges in recent years. Many hospitals and clinics have reported shortages of medical supplies and equipment, making it difficult for providers to provide adequate medical care.

Applying for State Health Insurance System in Venezuela

1. To access healthcare services in Venezuela, a Venezuelan identification card (cédula) is mandatory.
2. Register with a healthcare provider: To access healthcare services through the SPNS, you will need to register with a healthcare provider by visiting a local hospital or clinic and providing the cédula and other identification documents.
3. Wait for approval: After registering with a provider, the applicant needs to wait for approval from the SPNS that will allow the access to healthcare services at participating healthcare providers (free of charge).⁴

7. Education

7.1 Overview

The Venezuelan education system is structured into four main levels, ranging from early childhood education to higher education, with the aim of ensuring the comprehensive education of students.

Education in Venezuela is free and compulsory up to secondary school, as established by the 1999 Constitution.

In a universe of 8,754,501 children and adolescents (C&A) aged 0 to 17 years residing in Venezuela, the level of

non-school attendance for the population aged 3 to 17 years, estimated at a total of 7.5 million, stood at 13,1% during the 2024-2025 school year down from.

This percentage of C&A outside school is lower than that recorded in 2024, which was 15,4% in the previous year. Of those who did not attend school in 2025: 4,0% were in the 3 to 5 age group; 2,7% in the 6 to 11 age group; and 10,6% in the 12 to 17 age group. Of the total C&A not attending school, 4,6% did not attend due to dropping out and 8,5% due to never having been enrolled.

⁴ [Venezuela - Health Insurance - Expat Focus](#)

The highest levels of non-school attendance were recorded in 6 states: Guárico, Apure, Delta Amacuro, Barinas, Portuguesa and Táchira. School dropout was especially pronounced in Delta Amacuro, Monagas, Portuguesa and Anzoátegui.⁵

Teacher Shortages and Exodus: This is one of the most critical challenges. A 2025 study by Universidad Católica Andrés Bello (UCAB) estimates that nearly 40% of classrooms lack a full-time teacher. Teacher salaries are extremely low, often ranging between \$6 and \$15 per month, even for experienced educators, while a basic food basket for a family of four costs around \$500 per month.⁶

This has led to a massive exodus of education professionals, with an estimated 166,000 fewer teachers in 2021 compared to 2018 (a 24,9% reduction), and approximately 68,000 of these having emigrated. The government itself acknowledges a deficit of 200,000 teachers, and enrolment in student teacher programmes is down by nearly 90%. Many public schools now operate only two or three days a week to allow teachers to take on additional jobs.

Infrastructure Issues: Many schools are in poor condition due to lack of maintenance and inadequate facilities. According to UNESCO, more than 50% of public schools face serious problems such as lack of clean water, electricity, and adequate sanitation.

Deterioration of Educational Quality: The economic crisis has led to a shortage of teaching materials and directly impacted learning quality. Regional indicators suggest unsatisfactory results in basic skills like reading, mathematics, and science.

Regional Inequality: Challenges in the education system disproportionately affect rural areas, which often lack qualified teachers and basic infrastructure, exacerbating existing inequalities.

Enrolment and completion rates are much lower in rural areas.

Out-of-School Children: Over 3 million children, about one-third of school-age kids, are no longer attending school, primarily due to the worsening food crisis.

Impact of Migration: The mass emigration of Venezuelans has led to a significant decline in student and teacher enrolment. Host communities in neighbouring countries also face challenges accommodating Venezuelan students, leading to overcrowding and limited resources. Despite past achievements in increasing enrolment rates and reducing illiteracy, the Venezuelan education system is currently facing a profound crisis, severely impacting the learning and prospects of its youth.⁷

⁵ <https://reliefweb.int/attachments/1d73e38a-1acb-4b05-90db-20641ed2f91b/Community%20Diagnostic%20Report%20HumVenezuela-%202025.pdf>

⁶ <https://brokenchalk.org/challenges-in-venezuelas-education-system/>

⁷ <https://www.aubsp.com/age-wise-education-system-in-venezuela/>

7.2 Education system structure

Typically, **primary education in Venezuela lasts for 6 years** and is intended for children aged between 6 and 12 years old.

Secondary education lasts for a total of 5 years and is divided into two segments: the basic secondary cycle, which encompasses grades 7 through 9, and the diversified secondary cycle, covering grades 10 and 11. This structure allows for a comprehensive educational experience, aiming to prepare students for both higher education and vocational pathways.

Higher education in Venezuela is quite diverse, comprising universities, technical institutes, and other forms of tertiary education. In recent years, higher education has become a critical component in shaping Venezuela's workforce skills and fostering a skilled labour pool. The higher education system is primarily divided into two categories: university education and non-university education, such as technical and vocational training programmes.

Vocational Education

A steadily growing industrial economy has demanded a re-think in the national education strategy, and an increasing number of young people continue their professional education at a range of technical schools. There they are presented with self-improvement opportunities ranging from short courses through to full-blown trade qualifications.

Tertiary Education

There are almost 100 institutions of higher education in Venezuela with a million students enrolled for free. Technical institutes produce *licenciate* technicians after 3 years of training, while university students take 5 years to graduate. Thereafter masters and doctorate courses may be followed.⁸

7.3 Enrolment procedure for public education

Enrolment requirements vary depending on the level of education and the type of school. Public schools typically require proof of residency and a birth certificate. Private schools may have additional requirements, such as an entrance exam or an interview, and may require tuition fees.

Competition for enrolment in schools in Venezuela varies depending on the region and the school. Some schools may have waiting lists, particularly in areas with a higher demand.

⁸ <https://www.scholaro.com/db/Countries/Venezuela/Education-System>

8. Economy

The Venezuelan economy shows a mixed performance in 2025: GDP grew by 7,7% in the first half of the year, driven by oil production, which reached its highest levels since 2019, and the government implemented increases in public sector income. However, inflation, the devaluation of the bolivar, and U.S. oil sanctions threaten to undermine these advances, according to a report by the United Nations Development Programme (UNDP).

The bolivar depreciated by 52% so far this year, while the Central Bank allocated \$1.8 billion to intervene in the foreign exchange market.

In this context, the government decreed an increase in the Economic War Bonus, raising public sector workers' monthly income to \$120, retirees to \$112, and pensioners to \$50, all indexed to the official exchange rate. The comprehensive minimum income for the public sector thus rose from \$131 to \$161, a 23% increase.

But in the private sector, the situation is very different: the comprehensive minimum income fell to \$41.4, and the nominal minimum wage to just \$1.1, a 66,5% drop compared to 2024. According to the UNDP, this amount covers only 5,6% of the basic basket—estimated at \$710—forcing a family to need 18 minimum wages to cover its essential needs.⁹

The median household income increased by 43,3% between 2024 and 2025. Estimated in dollars, incomes rose from \$165.4 to \$237.7 per month and from \$5.5 to \$7.9 per day, which is equivalent to \$2.6 daily per person, based on an estimated average of 3 members per household. However, in 2025 inflation has been high, with a cumulative annual average that could reach 276% by the end of the year (2), along with a significant currency depreciation, where the official exchange rate went from 57.9 to 163.6 bolivars per dollar (3), from January to the third week of September. The states with the highest improvement in income were Carabobo, Miranda, and Distrito Capital.

With this median income, in 2025 approximately 78,4% of the population was in income poverty; and 56,8% in extreme poverty, when compared with the prices of a basic basket of goods and services estimated at \$1,100 and a food basket at a cost of \$550 per month, available through June 2025 (4). Thirteen states had poverty rates equal to or greater than 80% and extreme poverty rates similar to or greater than 60%: Anzoátegui, Portuguesa, Bolívar, Táchira, Amazonas, Delta Amacuro, Apure, Yaracuy, La Guaira, Guárico, Monagas, Cojedes, Falcón, and Trujillo.¹⁰

⁹ UNDP: Venezuela Grows in 2025, but Oil Rebound Clashes with Inflation and Sanctions - Guacamaya

¹⁰ <https://reliefweb.int/attachments/1d73e38a-1acb-4b05-90db-20641ed2f91b/Community%20Diagnostic%20Report%20HumVenezuela-%202025.pdf>

9. Labour market

9.1 Overview

Venezuela's labour law, known as the Organic Law of Labor and Workers, governs all employment-related matters. This includes hiring, compensation, and termination. The law prioritizes worker protections, such as minimum wage adjustments, severance pay, and benefits.

During 2025, 56,3% of households lost sources of income, with 10 states showing averages higher than the national rate: Anzoátegui, Aragua, Delta Amacuro, Distrito Capital, Guárico, Lara, Mérida, Monagas, Portuguesa, and Táchira. The income sources that households had to forgo were primarily: self-employment earnings (43,1%), wages (39,9%), and state bonuses and aid (31,7%). Due to lack of money for food, in 20,4% of households some members had to perform precarious informal work, 9,9% took on

risky employment, and 32,5% exchanged work for food – especially in 9 states: Delta Amacuro, Portuguesa, Monagas, Táchira, Amazonas, Aragua, Bolívar, Yaracuy, and Zulia.

Unemployment safeguards

The social security system provides the following benefits:

- Medical assistance for the worker and the worker's spouse, parents and children
- Indemnities for temporary disability and death.
- Pensions for disability, old age and dependent survivors

Social security contributions:

Contribution	Employer	Employee
Social Security Contributions On Monthly Salary Of Each Employee, Up To A Ceiling Of Five Minimum Salaries	9%/10%/11%	4%
Unemployment Insurance Regime Contributions On Monthly Salary Of Each Employee, Up To A Ceiling Of Five Minimum Salaries.	2%	0,5%
Housing Regime Contributions On Total Monthly Salary.	2%	1%
National Socialist Training Institute Contributions (Required If Employer Has Five Or More Employees); Paid By Employer, On Total.	2%	0,5%

Recruitment agencies:

- **BuscoJobs:** [Oportunidades laborales, trabajos y empleos en Venezuela - buscojobs](#)
- **Bumeran:** [Trabajos - Empleos | Bumeran Venezuela](#)
- **Indeed:** [Bolsa de trabajo | Busca empleo en Indeed Venezuela](#)
- **Empleate:** [Empléate | Empleo Venezuela . El empleo y trabajo que tanto buscas.](#)
- **Computrabaje:** [Bolsa de trabajo, ofertas de trabajo | Buscar empleo en Computrabajo](#)
- **Jobomas:** [Empleos y Ofertas de Trabajo en Venezuela](#)

10. Housing

In Venezuela, there has been a significant deficit of new housing for decades. Private construction is almost entirely paralysed and the State has only delivered a small number of housing units on certain occasions. In 2024, the population in need of new housing was estimated at 24,7%, with the highest proportions in the Capital District (31,0%) and the states of Miranda (32,8%), Monagas (37,4%), and Yaracuy (34,8%). This deficit is much higher when considering that 46,7% of homes require rehabilitation or repair work, for which most households lack the necessary income, and a large part of these works are linked to public infrastructure projects aimed at improving the urban habitat. The need for rehabilitation and/or repair of existing housing was highest among households in the states of Apure (73,7%), Aragua (70,7%), Cojedes (61,8%), and Zulia (68,0%).¹¹

Real-estate agencies/ websites:

- **RE/MAX Venezuela:**
<https://www.remax.com.ve/>
- **CENTURY 21 Venezuela:**
<https://www.century21.com.ve/>
- **Mercado Inmuebles:**
<https://mercadoinmuebles.com.ve/>
- **Tu Espacio Libre:**
<https://tuespaciolibre.com.ve/>
- **TuNuevoInmueble.com:**
<https://www.tunuevoinmueble.com/>
- **Sublet.com (Venezuela section):**
<https://www.sublet.com/venezuela>
- **Rent-A-House Venezuela:** <https://www.rentahouse.com.ve/>
- **RealtyPlus Venezuela:**
<https://www.realty-plus.com.ve/>

11. Security situation

According to the 2025 Global Peace Index (GPI) published by the Institute for Economics and Peace, Venezuela fell seven positions to 85th place out of 163 in the world, placing it among nations with a “medium” level of peace.

Due to potential changes in the security situation, it is strongly recommended to regularly consult updated sources such as [USDOS advisories](#) and [UK FCDO travel advice](#). Additionally, it is advised to verify current information directly with other relevant Ministry of Foreign Affairs or embassy websites.

12. List of official representations in Europe

[List of Venezuela Embassies and Consulates in Europe](#)

¹¹ <https://reliefweb.int/attachments/1e44d609-7fa2-44b5-9721-e073bf27593b/FOLLOW-UP%20REPORT%20ON%20THE%20COMPLEX%20HUMANITARIAN%20EMERGENCY%20IN%20VENEZUELA%20E2%80%93202024.pdf>



13. Operational details

The implementation of the reintegration programme in Venezuela is governed by protocols adapted to the challenging national context, ensuring operational effectiveness, administrative feasibility, and the safety of those involved (returnees and staff). To this end, three fundamental stages have been established, comprising operational procedures for on-arrival assistance and post-return assistance:

1. **Before arrival:** Prior to the start of the trip, the team establishes initial contact with the returnee to verify details, provide information about the programme, and coordinate the delivery of assistance upon arrival. This contact is made via WhatsApp, both by text message and by voice call. Beneficiaries are advised to sign the arrival assistance payment receipt before their trip; this authorises and expedites the delivery of the first assistance once in Venezuela. It should be noted that this receipt is an essential administrative requirement for reporting to Frontex and the Member State.
2. **Upon arrival:** Once in the country, the beneficiary must send the arrival verification protocol via WhatsApp. This consists of a continuous video, without cuts or edits, clearly showing the entry stamp to Venezuela in the passport along with the identification page with the first and last name (hard cover). This protocol is an essential requirement to confirm entry into the national territory and proceed with the authorization of arrival assistance.
3. **Post-return:** After the first assistance has been delivered, between 1 and 2 weeks after arrival, the team contacts the beneficiary to initiate the Reintegration Plan corresponding to the second aid package. During this contact, the available investment categories are detailed, the necessary forms are provided, and general questions are clarified. Once the beneficiary submits their plan, the team reviews it and uploads it to the RIAT system for approval by Frontex and the Member State. Finally, after receiving official approval, the beneficiary is notified and the process to execute the payment of post-return assistance in kind directly to the provider of the expenses is initiated. Similarly, the receipt for payment of post-return assistance must be signed to authorize and execute the payment.

Important operational considerations:

- **Payment methods:** Assistance is provided in local currency (Bolivars).

- **On-arrival assistance:** Can be paid by bank transfer or cash in Bolivars. Beneficiaries are advised to have their own bank account to ensure a fast and secure process; otherwise, they may use the account of a trusted third party, subject to authorization by both parties. If they do not have a bank account, cash delivery in bolivars is offered, which involves a large number of bills and must be done with extra security protocols.
- **Post-return assistance:** Payment is made via direct bank transfer to the account of the provider selected by the beneficiary.

Note: The delivery of cash in dollars and euros represents a significant challenge in the country due to the economic context and the national banking system. The lack of free and secure access to foreign currency prevents these currencies from being made available immediately. In addition, managing foreign currency cash entails operating costs that cannot be covered by the local implementing partner. For this reason, delivery in local currency (bolivars) is the way to deliver aid quickly and safely, avoiding risks for the returnee.

- **Exchange Rate:** The official InforEuro rate is used. This guarantees exchange rate stability and fairness among beneficiaries, mitigating the impact of fluctuations in the official local rate and ensuring that everyone receives equivalent amounts.
- **Administrative Documentation:** Any payment is subject to the submission of receipts signed by the returnee. This step is essential for the preparation of POPs (Proofs of Payment) and administrative justification of the expense.
- **Transport and Accommodation Logistics:** The team has strategic partners for transport and accommodation services to the final destination. However, the associated costs must be covered by the beneficiary, either with their own resources or through arrival assistance funds, subject to prior authorization. These services are optional, and must be authorised by the returnee.
- **Contingencies and Special Cases:** In extraordinary situations (payments, changes in flight routes, flight suspensions, specific needs or vulnerabilities, unforeseen circumstances, etc.), the team in Venezuela will evaluate each case individually. It reserves the right to generate ad hoc alternatives and protocols that guarantee operational continuity, administrative viability, and, above all, the safety of both returnees and the work team.



14. Cultural tips



Venezuelans tend to be very open about their emotions. This means you can generally take what they say at face value as what they truly mean. Venezuelans generally expect similar honesty from their conversation partner and hence may fail to read into understatements. However, they often take a long, roundabout approach to convey their point. For example, it is common for people to take a tangent, weaving in multiple stories and examples to answer a direct question. This indirect communication can draw out conversation. Negative opinions, criticism or bad news may also be delivered more indirectly and privately so as not to be overly critical.



Volume: Venezuelans may raise their voices significantly when excited or highly engaged in the conversation topic. The volume can be very loud if there is a group. This is the norm and does not usually indicate aggression or agitation.



Humour: Venezuelans are often very good at weaving humour into conversation.



Physical Contact: Physical contact is common and expected between Venezuelans of the same gender. Venezuelans are generally very tactile people. They may nudge your arm or leg to reinforce their points in conversations, put an arm around your shoulder in camaraderie or hold both your shoulders to show deep appreciation. However, some men may prefer not to touch one another if it can be avoided.



Personal Space: The distance of appropriate personal space is generally quite close in comparison to the English-speaking West. If you are conversing with a Venezuelan, avoid the temptation to move away from the person with whom you are speaking, even if you feel they are standing too close. This would be considered standoffish and rude. In a business setting, men and women should stand about an arm's length apart.



Eye Contact: It is important to maintain direct eye contact in Venezuelan culture. This conveys respect and attention.



Gestures: Venezuelans generally gesticulate a lot while talking, using lots of hand movements to give theatrical emphasis to their stories and points. To gesture as if you are blowing a kiss to someone is known as 'lanzar besitos', and is very common. To indicate a desire to go outside to smoke a cigarette, you can imitate a smoking gesture with two fingers near your mouth. To make a cross (cruz) indicates you are trying to ward off bad thoughts. This gesture may be done towards another person to scare off or dispel negative thoughts.



Pointing: It is considered rude to point with the index finger. It is more polite to use the entire hand. People may gesture towards something by pursing their lips (as if to kiss) in the direction of the person.



Beckoning: It is inappropriate to beckon people with your index finger alone. If beckoning, wave towards yourself using the entire hand.



FRONT_{EX}



EUROPEAN BORDER AND
COAST GUARD AGENCY

European Border and Coast Guard Agency – Frontex
Plac Europejski 6 • 00-844 Warsaw • Poland
frontex@frontex.europa.eu • www.frontex.europa.eu

Luxembourg: Publications Office of the European Union, 2026

©European Border and Coast Guard Agency (Frontex), 2026
FPI-25.0204

Warsaw, May 2026

Reproduction is authorised provided the source is acknowledged.

PRINT	ISBN 978-92-9411-755-7	DOI: 10.2819/9826207	TT-01-26-011-EN-C
PDF	ISBN 978-92-9411-754-0	DOI: 10.2819/4071921	TT-01-26-011-EN-N



Publications Office
of the European Union