

18 Feb 2025

NaTHNaC email service: Travel vaccine certificate enquiries

Email service for health professionals and travellers

NaTHNaC provides an email enquiry service for health professional and traveller enquiries relating to travel vaccine certificates for yellow fever, polio and Hajj/Umrah.

If you have a question regarding travel vaccine certificates for **yellow fever, polio, or Hajj/Umrah**, you can contact us by [email here](#).

Please note this service is not for itinerary (trip) specific or clinical queries.

- Travellers needing clinical advice should contact their GP, pharmacist or travel health clinic for guidance ideally 4 - 6 weeks ahead of travel. However, even if time is short, an appointment is still worthwhile.
- Health professionals with clinical queries should use the NaTHNaC health professional telephone advice line.

Important Information

NaTHNaC does not maintain a central record of all yellow fever vaccines given to individuals. We are therefore unable to re-issue yellow fever certificates or provide information on previous vaccination dates/batch numbers. If you need a replacement certificate please see [further information about replacement certificates](#).

We aim to respond to enquiries within three working days.

Further details about this service is available on the [Contact Us page](#) or you can [email us with a certificate enquiry here](#).

Resources

- [Replacement International Certificate of Vaccination or Prophylaxis: information for travellers](#)
- [International Certificate of Vaccination or Prophylaxis \(ICVP\)](#)
- [Medical letter of exemption](#)