



Security Guide

The United States Government requires cruise lines that operate in United States waters to provide certain information to their passengers in the form of a Security Guide.

The safety and security of our passengers and crew is our highest priority. Allegations of crime, missing person reports and medical emergencies are taken seriously, and we are committed to responding in an effective and caring manner for those involved. Each of our ships is staffed with dedicated security and medical teams to respond to alleged crimes and medical situations, respectively. They are onboard, on duty and available at all times.

Should you become aware of possible illegal behavior or someone being injured or unsafe during your voyage, it is very important to immediately report this to the ship's management. This may be done by calling the ship's emergency telephone number at 911, using the tablet provided your cabin, or by contacting the Sailor Services Desk. A delay in immediately reporting an injury or unsafe/illegal behavior may lessen the ship's personnel to effectively respond. The delay may also impair our ability to properly preserve evidence in a subsequent law enforcement investigation.

As a company, we report criminal allegations to law enforcement so they can investigate and prosecute to the fullest extent of the law, regardless of where in the world the ship is located at the time of the incident. Criminal allegations are reported to law enforcement officials as necessary to allow a full investigation; this includes reporting of alleged crimes to the Federal Bureau of Investigation (FBI) and United States Coast Guard (USCG) in compliance with United States laws.

For a missing United States national and defined serious felonies (i.e., homicide, suspicious death, kidnapping, assault with serious bodily injury, sexual assault, firing or tampering with the vessel, or theft of money or property in excess of \$10,000) the incident must be reported to the FBI by telephone as soon as possible, and to the US Coast Guard in writing. These requirements apply to onboard incidents that occur while the ship is in United States territorial waters, or on the high seas or foreign waters if the victim or perpetrator is a United States national. The FBI can assert criminal jurisdiction in all of these circumstances. Each of the nations visited, as well as the vessel's nation of registry, may also assert jurisdiction and impose additional reporting requirements.

United States law also requires us to provide you with the following information. For voyages embarking or debarking in the United States, you may independently contact the FBI or US Coast Guard for incidents arising at any time during the voyage from your phone, or through the ship's Security Office. For incidents within state or foreign waters or ports you may, in addition, contact local law enforcement authorities.

Contact information for these entities, along with contact information for third party victim advocacy groups and the locations of United States Embassies and Consulates for the ports we plan to visit during United States oriented voyages is provided below. If you need assistance in locating this information or if you find this information has changed since publication or is incorrect, please contact the onboard Sailor Services desk immediately.

U.S. Department of Transportation - Cruise Line Incident Reporting Statistics

www.transportation.gov/mission/safety/cruise-line-incident-reports

National Center for Victims of Crime

(referral organization for help in your hometown)

(800) 394-2255

www.ncvc.org

Rape, Abuse & Incest National Network

(24-hour hotline and referral organization for help in your hometown)

(800) 656-4673

www.rainn.org

National Organization for Victim Assistance

(referral organization for help in your hometown)

(800) 879-6682

www.trynova.org

Jackson Health System, Roxcy Bolton Rape Treatment Center

(305) 585-7273

FBI AND U.S. COAST GUARD CONTACT INFORMATION FOR U.S. EMBARK/DEBARK PORTS

Key West, Florida

FBI Miami Field Office
(754) 703-2000
USCG Sector Key West Command Center
(305) 292-8730

Fort Lauderdale / Miami, Florida

FBI Miami Field Office
(754) 703-2000
USCG Sector Miami Command Center
(305) 672-8204

New York, New York

FBI Field Office
(212) 384--1000
USCG Sector New York Command Center
(718) 354-4353

San Juan, Puerto Rico

FBI San Juan Field Office
(787) 754-6000
USCG Sector San Juan Command Center
(787) 289-2041

U.S. EMBASSY, CONSULATES AND FBI LIAISON OFFICES FOR OTHER PORTS

BAHAMAS

Nassau

U.S. Embassy

42 Queen St. Nassau, The Bahamas
Phone: 242-322-1181
U.S. Citizens w/emergencies, 1-242-322-1181 ext.1
Outside business hours, call Embassy Duty Officer
242-357-7004

FBI Attaché Office

Suboffice Nassau
242-322-1181

Local Law Enforcement

Dial 9-1-1

Bimini

See information for Nassau

DOMINICAN REPUBLIC

All Dominican Ports

U.S. Embassy

Cesar Nicolas Penson Street esquina Santo Domingo
Phone: 809 221 2171
U.S. Citizens w/emergencies, phone (809) 567-7775
Outside Office Hours, phone (809) 567-7775

FBI Attaché Office

c/o U.S. Embassy
Phone: 1-809-221-2171 or 1-809-567-7775

Local Law Enforcement

W/in greater Santo Domingo area & metro areas: 911
CESTUR (Tourist Police): 809-200-3500
National Police: 809-682-2151 / 809-685-2020

MEXICO

Mexico City

U.S. Embassy

Paseo de la Reforma 305 Colonia Cuauhtemoc
06500 Mexico City, Mexico
Phone from Mexico: (55) 8526-2561
Phone from the U.S.: Tel: 844-528-6611
For after-hour emergencies, call the Embassy at 011-52-55-5080-2000, press "0", and ask the switchboard operator to connect you to the duty officer.

FBI Attaché Office

c/o U.S. Embassy
Phone: 011-52-55-5080-2000

Costa Maya

For after-hour emergencies, call the Embassy at 011-52-55-5080-2000, press "0", and ask the switchboard operator to connect you to the duty officer.

Cozumel / Playa del Carmen

Consular Agency Playa Del Carmen

Plaza Progreso, Local 33 Carretera Federal Puerto Juarez-Chetumal, Mz. 293 Lt. 1.
Playa del Carmen, Quintana Roo C.P. 77710
Emergency cases are accepted as walk-ins.
Phone from Mexico: 999 316 7168
Phone from the U.S.: (1) 844 528 6611
Email: ConAgencyPlaya@state.gov
In the case of a life or death emergency involving a U.S. citizen occurring outside of normal business hours, call the U.S. Embassy and ask to be connected to the duty officer.