



Dear Guest,

In compliance with the U.S. Cruise Vessel Security and Safety Act of 2010 that was signed into law on July 27, 2010 for ships that call at ports in the United States of America, we provide the following information (in the separate “List of United States Consulates and Embassies Contacts and useful contact information”):

- a Crime Prevention and Response Guide
- a list of United States Consulates and Embassies Contacts
- a list of local Law Enforcement Authorities Contacts
- other Useful Contacts

Please feel free to contact us if you require any further information.

Costa Crociere S.p.A.



CRIME PREVENTION AND RESPONSE GUIDE

Costa Crociere S.p.A. has zero tolerance for crime on board its ships. This guide is designed to offer information to all passengers on proper response procedures and available law enforcement processes in the event that an incident occurs.

Passengers should immediately report missing persons and criminal activity to ship personnel so appropriate action may be taken to ensure the safety and security of all persons on board. Timely reporting of an incident is also imperative so that necessary law enforcement notifications can be made as expeditiously as possible. Incidents, missing persons or criminal activity may be reported at any time by dialing **99** [Emergency number] or the **7776/7777** [Guest Service] Desk. Any situations requiring medical assistance can be reported to the Medical Department at any time or **7776/7777** through the Guest Service.

Costa Crociere S.p.A. reports all missing persons and serious criminal incidents such as homicide, suspicious death, kidnapping, assault with serious bodily injury, sexual assaults as defined by existing laws, firing or tampering with the vessel, or theft of money or property in excess of \$10,000 to appropriate law enforcement authorities. In addition to our own reporting policies and other legal requirements, on international voyages that embark or disembark in the United States, U.S. federal law requires Costa Crociere S.p.A. to report missing U.S. nationals and the above felonies to the U.S. Federal Bureau of Investigation (FBI) by telephone as soon as possible, to the U.S. Department of Homeland Security electronically, and to the U.S. Coast Guard in writing. These U.S. requirements apply to all such incidents that occur on board in U.S. territorial waters, or at sea or in another country's territorial waters if the individuals involved are U.S. nationals. The U.S. FBI may assert criminal jurisdiction in all of these circumstances. Each of the countries visited, as well as the ship's country of registry, Italy, may also assert jurisdiction and impose additional reporting requirements.

For missing persons or serious criminal incidents that occur within countries visited or their territorial waters, and for incidents within U.S. states, you may independently contact local law enforcement authorities. You may also contact the U.S. FBI or U.S. Coast Guard for incidents that arise at any time during the voyage. Costa Crociere S.p.A. encourages all passengers to learn as much as you can about the local laws and customs of the places you will visit. Good resources are your library, your travel agent, and the embassies, consulates or tourist bureaus of the countries you will visit. In addition, keep track of what is being reported in the media about recent developments in those countries.

Contact information for law enforcement agencies, victim advocacy services and government agencies is provided in separate list.