

CRYSTAL

SAFETY ON BOARD AND BEYOND

AN EXCEPTIONAL GUIDE TO SECURITY





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MISSING PERSONS OR CRIMINAL ACTIVITY

Should you witness or become aware of any criminal activity or missing person, please immediately contact the ship's emergency number. The ship's security department is responsible for all crimes (including alleged crimes) and missing persons and can be reached directly at any time by dialing "911" or "0" for the operator.

The Medical Center on deck 5 can be contacted at any time by dialing 9911 or "0" for the front desk personnel on duty if medical assistance is needed. For general emergencies, contact the bridge by dialing 3333.

Crystal does and will not tolerate crime of any kind aboard its ships.

On international voyages embarking or disembarking in the United States, Crystal is required by federal law to report crimes on board and missing U.S. citizens to federal authorities.

In the case of a missing U.S. citizen and any serious crime (which includes but is not limited to murder, suspicious death, kidnapping, assault resulting in serious bodily injury, sexual assault as defined by federal law, arson or tampering with the vessel, or theft of money or property valued at more than \$10,000), the incident must be reported as soon as possible by telephone to the FBI and electronically to the U.S. Department of Homeland Security. These requirements apply to crimes aboard a vessel in U.S. territorial waters, on the high seas, or in foreign waters when the attacker or victim is a U.S. citizen.

The FBI may assert criminal jurisdiction in all such circumstances. Any of the countries visited, and the nation in which the vessel is registered may also assert jurisdiction and impose additional reporting requirements. Crystal reserves the right to report any criminal allegations to national, state, or local law enforcement agencies besides those listed.

If a missing person or crime occurs at any time during your trip, you are strongly encouraged to contact our security department immediately. You may also independently contact the FBI or the U.S. Coast Guard.

For incidents in state or foreign waters or ports, you may additionally contact local law enforcement agencies. Contact information for these agencies and other outside victim counseling agencies is listed on the following page. You will also find the U.S. embassies and consulates of the ports visited by *Crystal Symphony* and *Crystal Serenity*. Should you witness or believe to witness a sexual assault, please contact the National Sexual Assault Hotline at 1- 800-656-4673 immediately. For all crimes, alleged crimes, or suspected crimes, early involvement of the ship's security department can help secure an alleged crime scene or evidence for law enforcement.

Crystal will provide contact information for these facilities in the region of the current cruise will be provided to each guest upon boarding your Crystal ship.

U.S. VICTIMS ADVOCACY GROUPS CONTACT INFORMATION

National Center for Victims of Crime

(Referral organization for help in your home town)
800-394-2255 | www.ncvc.org

National Organization for Victim Assistance

(Referral organization for help in your home town)
800-879-6682 | www.trynova.org

Rape, Abuse & Incest National Network

(24-hour hotline and referral organization
for help in your home town)
800-656-4673 | www.rainn.org

F.B.I. and U.S. Coast Guard contacts for U.S. Embarkation Ports

SECURITY CONTACT INFORMATION BY STATE

ALASKA

Skagway

USCG:

Address: 709 West 9th Street Suite 223B, PO Box 25517
Juneau, AK 99802
Phone: 907-463-2840
Emergency Number: 907-463-2475

FBI:

Address: 101 East Sixth Avenue
Anchorage, AK 99501
Phone: 907-276-4441
Emergency Number: 911

Local Authority (Police):

Address: 308 17th Avenue
Skagway, AK 99840
Phone: 907-983-2232
Emergency Number: 911

Ketchikan

USCG:

Address: 709 West 9th Street Suite 223B, PO Box 25517
Juneau, AK 99802
Phone: 907-463-2840
Emergency Number: 907-463-2475

FBI:

Address: 101 East Sixth Avenue
Anchorage, AK 99501
Phone: 907-276-4441
Emergency Number: 911

Local Authority (Police):

Address: 361 Main Street
Ketchikan, AK 99901
Phone: 907-225-6631
Emergency Number: 911

Juneau

USCG:

Address: 709 West 9th Street Suite 223B, PO Box 25517
Juneau, AK 99802
Phone: 907-463-2840
Emergency Number: 907-463-2475

FBI:

Address: 101 East Sixth Avenue
Anchorage, AK 99501
Phone: 907-276-4441
Emergency Number: 911

Local Authority (Police):

Address: 6255 Alaway Avenue
Juneau, AK 99801
Phone: 907-586-0600
Emergency Number: 911

Icy Strait Point

USCG:

Address: 709 West 9th Street Suite 223B, PO Box 25517
Juneau, AK 99802
Phone: 907-463-2840
Emergency Number: 907-463-2475

FBI:

Address: 101 East Sixth Avenue
Anchorage, AK 99501
Phone: 907-276-4441
Emergency Number: 911

Local Authority (Police):

Address: 379 Raven Drive
Hoonah, AK 99829
Phone: 907-945-3655
Emergency Number: 911

Sitka

USCG:

Address: 709 West 9th Street Suite 223B
PO Box 25517
Juneau, AK 99802
Phone: 907-463-2840
Emergency Number: 907-463-2475

FBI:

Address: 101 East Sixth Avenue
Anchorage, AK 99501
Phone: 907-276-4441
Emergency Number: 911

Local Authority (Police):

Address: 304 Lake Street #102
Sitka, AK 99835
Phone: 907-747-3245
Emergency Number: 911

Hubbard Glacier

USCG:

Address: 709 West 9th Street Suite 223B
PO Box 25517
Juneau, AK 99802
Phone: 907-463-2840
Emergency Number: 907-463-2475

FBI:

Address: 101 East Sixth Avenue
Anchorage, AK 99501
Phone: (907) 276-4441
Emergency Number: 911

Local Authority (Police):

Address: 609 Forest Hwy No 10
Yakutat, AK 99689
Phone: 907-784-3206
Emergency Number: 911

Seward

USCG:

Address: G Wing, Building 49000
JBER, AK 99505-0727
Phone: 907-428-4200
Emergency Number: 907-428-4148

FBI:

Address: 101 East Sixth Avenue
Anchorage, AK 99501
Phone: 907-276-4441
Emergency Number: 911

Local Authority (Police):

Address: 410 Adams Street
Seward, AK 99664
Phone: 907-224-3338
Emergency Number: 911

CALIFORNIA

San Diego

USCG:

Address: 2710 N. Harbor Drive
San Diego, CA 92101
Phone: 800-854-9834/
619-278-7000
Emergency Number: 619-278-7650

FBI:

Address: 10385 Vista Sorrento
Pkwy
San Diego, CA 92121
Phone: 858-320-1800
Emergency Number: 911

Local Authority (Police):

Address: 5215 Gaines Street
San Diego, CA 92110
Phone: 619-531-2000
Emergency Number: 911

San Francisco

USCG:

Address: 1 Yerba Buena Island
San Francisco, CA 94130
Phone: 415-399-3547
Emergency Number: 415-399-3547

FBI:

Address: 450 Golden Gate Avenue
13th Floor
San Francisco, CA 94102-9523
Phone: 415-553-7400
Emergency Number: 911

Local Authority (Police):

Address: 1251 3rd Street
San Francisco, CA 94158
Phone: 415-553-0123
Emergency Number: 911

Los Angeles

USCG:

Address: 1001 S. Seaside Avenue
Bldg 20; San Pedro, CA 90731
Phone: 310-521-3600
Emergency Number: 310-521-3801

FBI:

Address: 11000 Wilshire Boulevard

Suite 1700
Los Angeles, CA 90024
Phone: 310-477-6565
Emergency Number: 911

Local Authority (Police):

Address: 100 West 1st Street
Los Angeles, CA 90012
Phone: 877-275-5273
Emergency number: 911

FLORIDA

Miami

USCG:

Address: 100 MacArthur Cswy
Miami Beach, FL 33139
Phone: 305-535-4300
Emergency Number:
305-535-4302

FBI:

Address: 2030 SW 145th Avenue
Miramar, FL 33027
Phone: 754-703-2000
Emergency Number: 911

Local Authority (Police):

Address: 400 NW 2nd Avenue
Miami, FL 33128
Phone: 305-579-6611
Emergency Number: 911

Jacksonville

USCG:

Address: 10426 Alta Drive
Jacksonville, FL 32226
Phone: 904-714-7500
Emergency Number:
904-714-7539

FBI:

Address: 6061 Gate Parkway
Jacksonville, FL 32256
Phone: 904-248-7000
Emergency Number: 911

Local Authority (Police):

Address: 501 E Bay Street
Jacksonville, FL 32202
Phone: 904-630-0500
Emergency number: 911

Fort Lauderdale

USCG:

Address: 100 MacArthur Cswy
Miami Beach, FL 33139
Phone: 305-535-4300
Emergency Number:
305-535-4302

FBI:

Address: 2030 SW 145th Avenue
Miramar, FL 33027
Phone: 754-703-2000
Emergency Number: 911

Local Authority (Police):

Address: 1515 West
Cypress Creek Road
Fort Lauderdale, FL 33312
Phone: 954-764-4357
Emergency Number: 911

HAWAII

Honolulu, Oahu

USCG:

Address: 400 Sand Island Pkwy
Honolulu, HI 96819
Phone: 808-842-2640
Emergency number:
808-842-2661

FBI:

Address: 91-1300
Enterprise Street
Kapolei, HI 96707
Phone: 808-566-4300
Emergency Number: 911

Local Authority (Police):

Address: 801 South
Beretania Street
Honolulu, HI 96813
Phone: 808-529-3111
Emergency Number: 911

Nawiliwili, Kauai

USCG:

Address: 400 Sand Island Pkwy
Honolulu, HI 96819
Phone: 808-842-2640
Emergency Number:
808-842-2661

Nawiliwili, Kauai (continued)

FBI:

Address: 91-1300 Enterprise Street
Kapolei, HI 96707

Phone: 808-566-4300

Emergency Number: 911

Local Authority (Police):

Address: 3990 Ka'ana Street
Suite 200, Lihue, HI 96766

Phone: 808-241-1711

Emergency Number: 911

MAINE

Portland

USCG:

Address: 259 High Street
South Portland, ME

Phone: 833-449-2407

Emergency Number: 833-449-2407

FBI:

Address: 201 Maple Street
Chelsea, MA 02150

Phone: 857-386-2000

Emergency Number: 911

Local Authority (Police):

Address: 109 Middle Street
Portland, ME 04101

Phone: 207-874-8479

Emergency Number: 911

MASSACHUSETTS

Boston

USCG:

Address: 427 Commercial Street
Boston, MA 02109

Phone: 833-449-0539

Emergency number: 617-634-2244

Boston (continued)

FBI:

Address: 201 Maple Street
Chelsea, MA 02150

Phone: 857-386-2000

Emergency Number: 911

Local Authority (Police):

Address: 1 Schroeder Plaza
Boston, MA 02120

Phone: 617-343-4500

EmergencyNumber: 911

NEW JERSEY

Bayonne

USCG:

Address: 212 Coast Guard Drive
Staten Island, NY

Phone: 718-354-4053

Emergency Number: 718-354-4353

FBI:

Address: 11 Centre Place
Newark, NJ 07102

Phone: 973-792-3000

Emergency Number: 911

Local Authority (Police):

Address: 630 Avenue C
Bayonne, NJ 07002

Phone: 201-858-6900

Emergency Number: 911

NEW YORK

Manhattan (New York City)

USCG:

Address: 212 Coast Guard Drive
Staten Island, NY 10305

Phone: 718-354-4053

Emergency Number: 718-354-4121

FBI:

Address: 26 Federal Plaza
23rd Floor
New York, NY 10278

Phone: 212-384-1000

Emergency Number: 911

Local Authority (Police):

Address: 1 Police Plaza Path
New York, NY 10038

Phone: 646-610-5000

Emergency Number: 911

Brooklyn

USCG:

Address: 212 Coast Guard Drive
Staten Island, NY 10305

Phone: 718-354-4053

Emergency Number:

718-354-4121

FBI:

Address: 26 Federal Plaza, 23rd Floor
New York, NY 10278

Phone: 212-384-1000

Emergency Number: 911

Local Authority (Police):

Address: 421 Empire Boulevard
Brooklyn, NY, 11225

Phone: 718-735-0511

Emergency Number: 911

OREGON

Astoria

USCG:

Address: 6767 North Basin Avenue
Portland, OR 97217-3992

Phone: 503-240-9314

Emergency Number: 503-861-6216

FBI:

Address: 9109 NE Cascades Pkwy
Portland, OR 97220

Phone: 503-224-4181

Emergency Number: 911

Local Authority (Police):

Address: 555 30th Street
Astoria, OR 97103

Phone: 503-325-4411

Emergency Number: 911

RHODE ISLAND

Newport

USCG:

Address: 1 Little Harbor Road
Woods Hole, MA 02543

Phone: 508-538-2300

Emergency Number: 508-457-3211

FBI:

Address: 201 Maple Street
Chelsea, MA 02150

Phone: 857-386-2000

Emergency Number: 911

Local Authority (Police):

Address: 120 Broadway
Newport, RI 02840

Phone: 401-847-1306

Emergency Number: 911



USVI

St. Thomas

USCG:

Address: #5 Calle La Puntilla

San Juan, PR 00901-1800

Phone: 787-729-6770

Emergency Number:

787-289-5384

FBI:

Address: 140 Carlos Chardon Ave.

Hato Rey, PR 00918

Phone: 787-987-6500

Emergency Number: 911

Local Authority (Police):

Address: 83RC+8VH Charlotte

Amalie, St Thomas 00802

Phone: 340-774-2211

Emergency Number: 911

WASHINGTON

Port Angeles

USCG:

Address: 1519 Alaskan Way S

Seattle, WA 98134

Phone: 206-217-6200

Emergency Number:

206-217-6126

FBI:

Address: 1110 3rd Avenue
Seattle, WA 98101-2904

Phone: 206-622-0460

Emergency Number: 911

Local Authority (Police):

Address: 321 E 5th Street
Port Angeles, WA 98362

Phone: 360-452-4545

Emergency Number: 911

