Dear AIDA guests,

At the behest of the American authorities, we are required to pass the following safety information on to you before your trip, particularly before you enter the United States. Please read through this information carefully and abide by it.

We do everything in our power to prevent any criminal incidents from happening on board an AIDA ship or during your shore excursions. This guide provides important information about what to do in the rare event that an incident occurs.

Please notify our ship personnel immediately if a person is missing or you suspect any criminal activity during your trip. You can report incidents anytime on board by dialing 9000 or by dialing the Reception Desk. We will then immediately initiate the appropriate measures to ensure the safety of all guests and crew members.

Any situations requiring medical assistance can be reported to the Medical Center through the Reception Desk as well. AIDA Cruises reports all missing person cases and serious criminal incidents such as homicide, suspicious death, kidnapping, assault with serious or life-threatening bodily injury, sexual assaults, incidents of fire on board, tampering with the vessel, or theft of property or money in excess of $10,000 to appropriate law enforcement authorities.

Furthermore, for those voyages with port calls in the United States, U.S. federal law requires AIDA Cruises to promptly report any missing U.S. nationals or any of the above-mentioned criminal incidents involving our guests to the U.S. Federal Bureau of Investigation (FBI), to the U.S. Department of Homeland Security, and to the U.S. Coast Guard.

Each of the countries you visit, as well as Italy as the ship’s country of registry, have the ability to enforce criminal proceedings or impose additional reporting requirements. The FBI can thus also enforce criminal proceedings if crimes were committed on board in U.S. territorial water or at sea in another country’s territorial waters if the incident involves a U.S. national.

For missing persons or serious criminal incidents that occur within the U.S. states, countries visited or their territorial waters, you may also independently contact local law enforcement authorities. You also have the right to personally contact the FBI or U.S. Coast Guard for incidents that arise at any time during your trip.

We would be happy to help you become familiar with the respective local laws and customs. Our security personnel on board can be easily reached via the Reception Desk, but you can also obtain additional information by contacting the embassies, consulates or tourism bureaus of the countries you will be visiting. Please also take notice of news and information in the media about recent local developments.

Dear AIDA guests, your health and safety is our utmost priority. We would like to thank you for your support in this matter and hope that you have a relaxing vacation with us!

Your AIDA crew