



## Tourist assistance guide Cadiz Civil Guard (Guardia Civil)



# Tourist assistance

In the summer season, the **Civil Guard** significantly increases their assistance services for national and foreign tourists.

This summer, the Civil Guard Headquarters in Cadiz, as part of their **"Safe Tourism Plan"**, are not only repeating the most successful initiatives from other years but also including other new initiatives, to meet the demands of the sector and as a result of the best experiences from other years.

This document gives details of the new initiatives linked to the search for excellence in the security of our tourists.

## What new services do we offer?

We offer specialised services based on two different scenarios. The first is aimed at assisting victims of so-called common crimes (burglary, theft, fraud). The second scenario involves support and assistance for victims of violent crime (GBV, robbery with violence, sexual assault) or where the victims are under-age or members of vulnerable communities (LGTBI, immigrants, people with disabilities, etc.), in this case providing an additional guarantee in the protection and privacy of the victims.

**1. Prevention:** the Civil Guard intends to focus its efforts in this area, improving the subjective sensation of security of the tourists. For this, it will conduct mixed international patrols with police officers from other countries, actively participate in tourism forums, and offer training to hoteliers on the processing of virtual complaints using the e-report app, promote the use of the alertcop app, and the early detection of possible threats.



**2. Reaction:** It also considers the aspects related to the reaction once an offence has been committed, in order to minimise the negative consequences of these unpleasant incidents and prevent double victimisation. In this respect, the **"Are you coming or shall we go?"** initiative is to be highlighted.

**3. Feedback:** Lastly, we are committed to continue developing our proposals and initiatives by means of a feedback process at the end of every summer, by incorporating criticism and suggestions in order to optimise our response year after year.





# 1. Mixed International Patrols.

## What are they?

The Mixed International Patrols are a way of working together established in the Prüm Convention, and in bilateral agreements between the interested countries. In this context, the procedures for action are as follows:

- Public security foot patrols, in beach areas, in the vicinity of hotels and marinas, and in crowded areas.
- Participation at meetings with associations or management from the hotel industry, and with national from the country of origin.
- Assistance for foreign tourists when reporting an offence as the crime victim or in the event of traffic accidents or if they need assistance on the road.
- Assistance in the proceedings for criminal offences in which the alleged offender, victim or witnesses are nationals of a member country of the Mixed International Patrols.
- Support in the protection of women and children.

Since it was set up, tourists in Chiclana and Conil de la Frontera have benefited from the collaboration between the Civil Guard and the German police officers taking part in the Mixed International Patrols. The nationality of the foreign police officers, their areas of action and the length of stay may be flexible, and the Civil Guard Headquarters in Cadiz will take into consideration the proposals made by the sector concerned.

There is no doubt that their presence contributes to the generation of a safe environment, not only objectively, but also subjectively from the tourists' point of view, many of whom expressed their satisfaction and congratulations.





## 2. Alertcops. Instant notification for reporting a crime

### What is Alertcops?

AlertCops is the citizen security alert service provided by the Spanish Law Enforcement Services.

The aim is to facilitate access to the public security services, so that anyone, regardless of their language, origin or hearing or speech disabilities can report a criminal offence or security incident of which they are the victim or which they have witnessed to the Spanish Law Enforcement Authorities (Civil Guard and Police).

After completing the registration process and validating the login, with a code sent in a text message to the mobile phone number, the application displays a screen with the following options which can be selected by pressing the corresponding symbol:

This service allows a member of the public to send a notification from a smart phone directly to the police forces in a simple and intuitive manner, with the aim of receiving assistance quickly and efficiently.

The benefits of AlertCops include:

- It provides a new channel of communication between the general public and the Law Enforcement Authorities, complementary to the existing channels.
- It offers foreigners visiting or living in Spain a channel in their own language with access to the emergency security services.
- It improves information processing and response times.
- It speeds up the information and response demand protocol, obtaining the support seeker's information from the very beginning, such as: location, type of incident or any other relevant information.
- It guarantees accessibility to these services for people with communication disabilities.

### How do you install it?

The AlertCops service is a mobile phone application which is installed on a smart phone. The application is available for the following devices:







### 3. Electronic reporting of an offence. “e-report application”

#### E-Report

Unfortunately we are not always able to guarantee that our tourists do not become victims of a crime. Being the victim of a crime implies a series of disruptive repercussions as it is necessary to go to the police station to file a formal complaint. This involves finding out where the police station is, what time it is open, obtaining interpretation for foreign tourists who do not speak Spanish, possible waiting times, and having to relive a disagreeable experience, at the expense of planned rest time for enjoying a pleasant holiday in Cadiz.

To avoid all these inconveniences, the Civil Guard offers the option of filing a complaint via electronic means. To do so, it is necessary to access the e-report application using the following QR code:

Only the following offences can be reported via the app:



- Loss or misplacement of documentation or personal effects.
- Finding documentation or personal effects.
- Vehicle theft.
- Theft from vehicle interior
- Theft (removal without violence or intimidation, no “snatching”).
- Damage.

In the case of crimes related to new technologies (Internet, e-mail, text messages, WhatsApp, etc.), the “e-Report Application” should not be used. Contact our permanent helpline on 062, indicating where and when they can be attended by staff qualified in the subject to make it easier for the tourist.

To facilitate the use of the “e-Report application”, every year the Civil Guard, in collaboration with the Hotel and Catering industry, organises training days on the use of the app, offering advice and experience to the hoteliers from the province.

#### Instructions

Before completing the details required to process the report, it is important to read the instructions displayed on the screens of the e-report application. A user guide for the e-report application can be found in the “e-report manual” available on accessing the application. This provides a detailed explication of each of the fields to be completed. Access our video-tutorial via this link:





## Endorsement of the report filed

After completing the obligatory data on the form, the report must be endorsed at a Civil Guard Station within a maximum of 72 hours from sending the electronic report. To do so, print the report receipt and hand it in at the Civil Guard Station selected. If it is not possible to go to the police station in person on grounds of force majeure (travel, illness, etc.), contact the Civil Guard Station as fast as possible (Unit phone, 062, etc.).

Any relevant means of evidence to support the reported facts (photos or documents) may be submitted with the written report.

When endorsing the report, the person lodging the report must provide proof of their identity in the form of ID, Foreigner's ID or passport.

## "Are you coming or shall we go?" initiative

Hotels which sign up to this initiative via the e-mail [ca-cmd-cadiz-operaciones@guardiacivil.org](mailto:ca-cmd-cadiz-operaciones@guardiacivil.org) and on receipt of the relevant training, may offer their guests the virtual reporting service, making the reports directly from the hotel complex. A Civil Guard Patrol, linked to the Safe Tourism Plan, will go to the hotel at the time, wherever possible, which best suits the crime victim.

## Incidents which cannot be reported electronically

- If the crime is being committed at that moment, or has just been committed (in this case call 062).
- If the crime involves violence or intimidation.
- If the crime is related to gender-based violence.
- If the crime involved breaking or entering property, broken windows, doors, walls, etc.
- If the offender has been or can be recognised or identified.
- If there are witnesses.
- If the police have been involved.
- If the victim is particularly vulnerable.



Remember that for offences related to the new technologies (Internet, e-mail, text messages, WhatsApp, etc.), do not file the report via the "e-report Application".



## Compulsory appearance at the police station

The victim should report to a police station to report all other criminal offences and contact the nearest Civil Guard station or appear in person as soon as possible. They should also contact the Civil Guard directly when:

- The crime is being committed at the moment, or has just been committed. In this case call 062 Or 112.
- If there has been any violence or intimidation or if the incident is related to gender-based violence.
- If the crime involved breaking or entering property, broken windows, doors, walls, etc.
- If the offender can be recognised or identified, if there are witnesses or if the victim is particularly vulnerable.





## 4. Certification of documents

Are you a foreigner and you don't want to carry your passport with you all the time? We can certify a copy! Just send us an e-mail, and we will arrange a meeting with you or your hotel to certify the passport.

[ca-cmd-cadiz-operaciones@guardiacivil.org](mailto:ca-cmd-cadiz-operaciones@guardiacivil.org)

## 5. Consequences of filing a false report or complaint

Article 456 of the Criminal Code lays down prison sentences or fines for anyone who, with knowledge of the falsehood or reckless disregard for the truth, accuses someone of offences which, if found to be true, would imply a criminal offence if this accusation were brought before a court official, police officer or Civil Guard. In addition, Article 457 of the same Code lays down fines for anyone who, before the court officials, pretends to be responsible for or a victim of a criminal offence or who reports a non-existent offence resulting in court proceedings. Similarly, the presentation of a false complaint is punishable by law.





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