

# **THE TOURIST VICTIM**

# OBJECTIVES OF ITAS

- Offer immediate assistance where all issues facing the tourist in the aftermath of a crime can be addressed with a view to resolution.
- To minimise the impact of the crime both emotionally and financially.
- To enable the tourist to continue with their holiday.
- To ensure that tourist victims return home with a more positive outlook on Ireland after their ordeal.
- To raise awareness in the public domain of issues affecting tourist crime victims.

***“THE TOURIST IS ONE OF THE WORLD’S NATURAL  
VICTIMS”***

***(TURNER & ASH 1975:238)***

- **Tourism and crime – the link**
- **The tourist victim**

# CHALLENGES FACING TOURIST CRIME VICTIMS

**Tourists have specific needs and require specific help in the aftermath of crime.**

- **Communication - Language barriers**
- **Access to information**
- **Cultural/legal differences**
- **Access to money**
- **Isolation - far away from network of family and friends**
- **Difficulty obtaining emergency travel documents**

# EFFECTS OF CRIME

- Can effect different people in different ways.
  - It can be shocking, create nervousness and anxiety, fearfulness, loss of appetite, increase vulnerability and dependence on others
  - It can also impact on their perception of the location where the incident occurred.

# SUPPORT FOR TOURISTS

- Offer a safe environment where tourists can speak about their experience and make contact with their family
- Assistance to cancel credit cards & organise money transfers
- GP visits and advice
- Complimentary accommodation/meals/transport in emergency situations
- Retail vouchers/visitor attraction vouchers
- Liaison with embassies for emergency travel documents
- Liaison with airline/ferry companies to re-schedule travel plans

# REFERRALS

- ITAS assist between 10-12% of tourists who have been victims of crime annually.
- In 2013, 92% of tourists who availed of assistance from ITAS continued with their holiday plans.

# WHAT HAPPENS WHEN TOURISTS RETURN HOME?

- ITAS provides immediate short term assistance to tourists. Many send thank you cards/emails but very rarely do we get involved in long term support.
- If long term support is required, information on victim support organisations in the tourists home country is given
- If there is a court case, the tourist may return to give evidence in court and ITAS will support them through this process if it is required.