



# **Supporting Tourist Victims of Crime**

# EUROPE

- 8 million tourist victims of crime each year in Europe.
- 1/3 of European travellers worry about safety.
- Residents of a country have a 25% risk of being victimised in one year. Tourists have a 10% chance of being victimised in one week.

***“THE TOURIST IS ONE OF THE WORLD’S NATURAL VICTIMS” (TURNER AND ASH, 1975:238)***

- Perceived as carrying large amounts of cash and valuables
- Tourists are in unfamiliar surroundings
- Easily identifiable – language, cameras, maps
- Their own behaviour/culture

# DIFFICULTIES FOR TOURIST VICTIMS OF CRIME

- **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

# ITAS

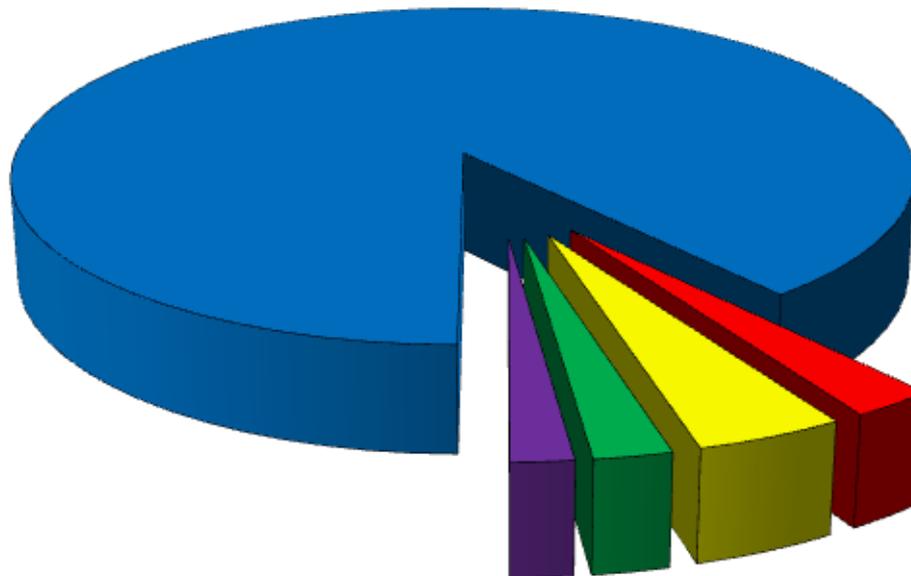
- The Irish Tourist Assistance Service (ITAS) is a specialist service offering immediate support and assistance to tourists who are victimised while visiting Ireland.
- Offers a base from where all issues facing the tourist victim in the aftermath of a crime can be addressed with a view to resolution.
- ITAS aims to minimise the impact of the crime on the tourist both emotionally and financially.

# 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
- Liaison with embassies for emergency travel documents
- Liaison with airline/ferry companies to re-schedule travel plans

# REFERRALS

## Referrals



■ Gardaí 89%

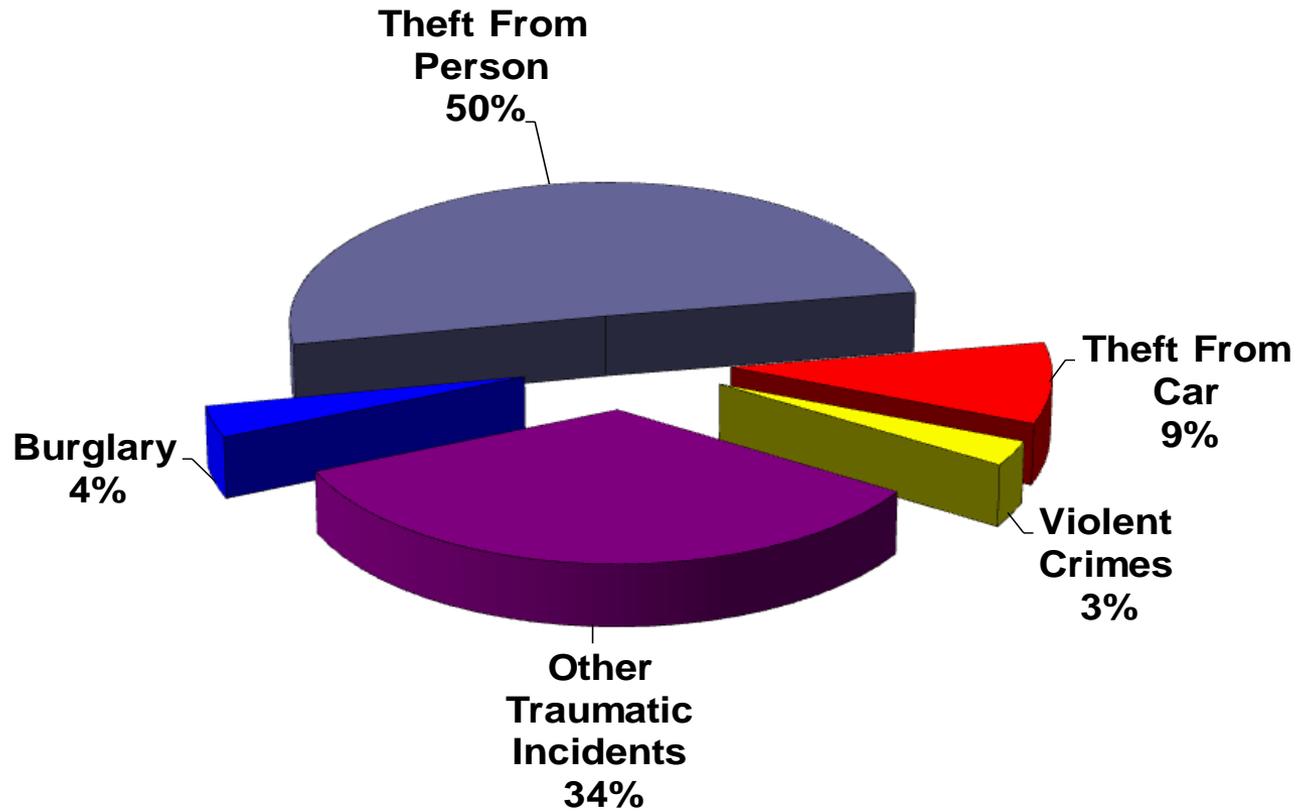
■ Self 3%

■ Embassy 4%

■ Tourist Sector 2%

■ Other 2%

# MAIN CRIMES REFERRED IN 2012



- The majority of tourists that ITAS assist are female, aged between 17-25 that have become victims of crime in Dublin City Centre between the hours of 2pm-6pm.

# WHAT HAPPENS WHEN THE TOURIST RETURNS HOME?

- ITAS provides immediate short term assistance to tourists. We may get thank you cards/email 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 to tourists
- If there is a court case, tourists may return to give evidence and ITAS will support them through this process if it is the tourist's wish.