



HOTELS AND LODGING ACCOMODATIONS

BusinessSafe is based on the idea that certain businesses and industries may be exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain materials, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone, each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information may possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Hotels and Lodging Accommodations, though not fully inclusive, may be of **possible** concern to law enforcement:

- Guests who deny access to the housekeeping staff to perform routine room duties over a period of several consecutive days coupled with other extenuating or suspicious circumstances (possibly using connecting or adjoining rooms.)
- Guests who permit housekeeping staff to enter rooms but who unusually supervise or rigorously monitor their actions coupled with other extenuating or suspicious circumstances.
- Evidence that occupants or guests have intentionally changed their appearance, (i.e., shaving, close cropping of hair; hair dyes. Also, large amounts of shaving cream, razors.) Requests of staff for clogged drains due to large amounts of hair.

- Identification offered for room reservations based on documents of questionable authenticity (i.e., misspellings on “official” papers, altered photos, P.O. Box address, no telephone number).
- Payment with a large sum of cash instead of a credit card to cover an expensive lodging bill (or any other unusual registration and reservation information).
- Room phone bills for overseas phone calls.
- Reports of the thefts of guests’ luggage or baggage containing sensitive documents such as passports or visas and other forms of identification.
- An unusual number of visitors admitted by a guest; persons loitering on guest floors.
- Unusual or excessive luggage, containers, tools, wires, etc. Discarded luggage by guests.
- Unusual odors or substances, oil based stains or other flammable material.
- A request at check-in for a specific room because of its view of another location building or other site that could be considered a potential target of terrorism.
- Delivery of a suspicious parcel (i.e., unusual smell; delivered by hand by an unknown source, etc.).
- An unexpected departure after a reservation for an extended stay.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern, or set of circumstances is unusual.

Please remember that the conduct of an individual will not necessarily be criminal in nature. Suspicious incidents should be reported immediately to your local law enforcement agency, Crime Stoppers, or your regional FDLE office. You may also email a tip regarding a suspicious incident utilizing the link on the [BusinessSafe homepage](#).

For all emergencies, call “911.”