

Hotels and Lodging Accommodations

As described in the accompanying letter, $Business\ Owners\ A\ gainst\ Terrorism$ is based on the idea that certain legitimate businesses and industries may be exploited by terrorists who portray themselves as honest customers seeking to purchase, lease, or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following examples of activity relating to your specific business, though not fully inclusive, may be of **possible** concern to law enforcement:

- Last minute, walk-in registrants, the day before a major event (e.g, New Years Eve)
- Guests who deny access to the housekeeping staff to perform routine room cleaning duties over a period of several consecutive days
- Guests who permit housekeeping staff to enter rooms but who unusually supervise or rigorously monitor their actions
- Evidence that room occupants have intentionally changed their physical appearance, e.g., shaving/close cropping of hair; hair dyes. (Also, large amounts of shaving cream, razors.) Requests for staff for clogged drains due to large amounts of hair
- Possession of unauthorized uniforms (airport, military, postal, police)
- Identification offered for room reservations based on documents of questionable authenticity (e.g., misspellings on "official" papers such as a passport; altered photos; P.O. Box address; no telephone number)
- Reports of the thefts of guests' luggage or baggage containing sensitive documents such as passports/visas and other forms of identification.
- 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
- An unusual number of visitors admitted by a guest; persons loitering on guest floors
- A guest has unusual or excessive luggage/containers or, conversely, too little luggage give the purported length of stay
- A guest who arrives with luggage that is seemingly empty
- Possession of expensive photographic/surveillance equipment, binoculars, (e.g., night vision goggles) etc. not typically carried by guests or tourists
- Unusual odors or substances unknown to you; oil based stains or other flammable material
- A request at check-in for a specific room because of its view of another building or other location that could be considered a potential target of terrorism
- Delivery of a suspicious parcel (e.g., unusual weight/balance; protruding wires; greasy marks on the wrapping or envelope; unusual smell; delivered by hand by an unknown source, etc.)
- Loitering in the hotel lobby for an unusual period of time
- Suspicious person(s) loitering near HVAC system vents, intakes, equipment, etc.
- A guest brings unusual items into your hotel, such as tools, wires, PVC piping, etc.
- Discarded luggage by guests



Hotels and Lodging Accommodations - continued

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.

The conduct of an individual will not necessarily be criminal in nature. Please remember if you suspect something, do not take direct action, confront the individual, or reveal your suspicions. Record as many details as possible about the suspect/vehicle/locations and report them to the Orange County Sheriff's Office Intelligence Unit at 407-504-6764 or email Intel@ocfl.net.