

# International Cruise Victims



*International Cruise Victims (ICV) is an international organization with members throughout the world, currently represented by over 20 countries. Under the ICV International News Section, many stories will be found in the original language. Google can be used to translate many of these articles into English or whatever you use.*

## **International Cruise Victims Association (ICV) announces that the U.S. Department of Transportation Launches New Website Providing Information for Cruise Ship Passengers**

ICV's goal has been to protect victims of crimes on cruise ships. One of the problems victims have faced is the lack of follow up by any government agency for assistance. In line with concern, ICV is pleased to announce that the U.S. Department of Transportation has just launched a [new webpage](#) featuring information and resources provided by other federal agencies as a one-stop resource to assist cruise ship passengers in making informed vacation planning decisions. The website contains information on consumer assistance, vessel safety, and cruise line incident reporting statistics.

“We are committed to providing the traveling public with as much information as possible to make informed decisions about their travel and making sure they know their rights before, during, and after their trip,” said U.S. Transportation Secretary Anthony Foxx. “We appreciate Chairman Rockefeller’s continued advocacy on behalf of the traveling public and believe this will serve as a helpful tool for consumers when choosing among cruise ships after spending years saving for that once-in-a-lifetime vacation with their family.” While the U.S. Department of Transportation does not regulate the cruise line industry, safe and reliable travel, as well as transparency, is important to the Department. Providing this information in one location – information shared by other agencies with direct jurisdiction – will serve those purposes.

Senator John D. (Jay) Rockefeller IV, Chairman of the Senate Commerce,



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Science, and Transportation Committee, today issued the following statement after U.S. Department of Transportation (DOT) Secretary Anthony Foxx announced the launch of a new federal website that will for the first time give consumers a reliable one-stop resource where they can find information on important consumer protection issues related to cruise vacations.

“I am so pleased to see Secretary Foxx take this important and extraordinary step to help protect passengers on cruise ships. Passengers desperately need access to accurate and updated information, which is why Secretary Foxx’s leadership on this issue is a game changer. As Chairman of the Commerce Committee, I’ve repeatedly urged the cruise industry to strengthen their consumer protections and disclosures, but they have very disappointingly failed to act. It is far past time that we step up to help American citizens when something goes wrong on a cruise ship, and I commend the Department of Transportation for this first step toward providing consumer protections for passengers.”

#### Consumer Assistance

The Federal Maritime Commission (FMC) will require operators of passenger vessels carrying 50 or more passengers from a U.S. port to be financially capable of reimbursing their customers if a cruise is cancelled. The FMC also requires proof of ability to pay claims arising out of passenger injuries or death for which the ship operator may be liable. If a cruise is cancelled or if there is an injury during the cruise, the consumer will have to initiate action on his or her own behalf against the cruise line.

The FMC reviews any problems or inquiries that passengers bring to its attention. **The FMC's Office of Consumer Complaints (OCC) will contact a cruise line on a passenger's behalf.** However, the final resolution of such complaints or inquiries is a matter between the cruise line and the individual. The role of OCC essentially is to help ensure a quick and fair consideration of the issues involved.

**Consumer complaints can now be reported to the FMC by telephone at 202-523-5807. [See FMC's website for additional information.](#)**

**ICV applauds this action as one step forward in the ongoing effort to protect passengers and crew members.**

**The International Cruise Victims Association, Inc.**

[www.internationalcruisevictims.org](http://www.internationalcruisevictims.org)

Ken Carver – Chairman  
602-852-5896

Jamie Barnett – President  
818-355-6462

United States  
Department of Transportation

## U.S. Department of Transportation Launches New Website Providing Information for Cruise Ship Passengers

The U.S. Department of Transportation today launched a new webpage featuring information and resources provided by other federal agencies as a one-stop resource to assist cruise ship passengers in making informed vacation planning decisions. The website contains information on consumer assistance, vessel safety, and cruise line incident reporting statistics. DOT's Cruise Ship Passengers website can be found [here](#).

"We are committed to providing the traveling public with as much information as possible to make informed decisions about their travel and making sure they know their rights before, during, and after their trip," said U.S. Transportation Secretary Anthony Foxx. "We appreciate Chairman Rockefeller's continued advocacy on behalf of the traveling public and believe this will serve as a helpful tool for consumers when choosing among cruise ships after spending years saving for that once-in-a-lifetime vacation with their family."

While the U.S. Department of Transportation does not regulate the cruise line industry, safe and reliable travel, as well as transparency, is important to the Department. Providing this information in one location – information shared by other agencies with direct jurisdiction – will serve those purposes.

Information provided on the website includes:

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## **Vessel Safety**

The U.S. Coast Guard is responsible for cruise ship safety. Although each cruise ship is subject to the vessel inspection laws of the country in which it is registered, as a condition of permitting the vessels to take on passengers at U.S. ports, the Coast Guard requires the ships to meet the International Convention for the Safety of Life at Sea and other international regulations.

Among other things, these regulations concern structural fire protection, firefighting and lifesaving equipment, watercraft integrity and stability, vessel control, navigation safety, crewing and crew competency, safety management, and environmental protection. To insure compliance, the Coast Guard examines the ship when it first goes into service at a U.S. port, and follows up with quarterly checks. The Coast Guard has a toll-free Consumer Hotline: 1-800-368-5647, for safety complaints.

## **Cruise Line Incident Reporting Statistics**

The Cruise Vessel Security and Safety Act of 2010 established security and safety requirements for most cruise ships that embark and disembark in the United States. The Act mandates that reports of criminal activity be reported to the [Federal Bureau of Investigation](#) (FBI). Under the Act, the U.S. Coast Guard is responsible for posting via internet portal cruise line reporting statistics provided by the FBI, which can be found here:

<http://www.uscg.mil/hq/cg2/cgis/CruiseLine.asp>.

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DOT 99-14

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### *Media Contact*

#### **Press Office**

US Department of Transportation

1200 New Jersey Ave, SE

Washington, DC 20590

United States

[pressoffice@dot.gov](mailto:pressoffice@dot.gov)

Phone: 1 (202) 366-4570

### *Tags*

- [Safety](#)

## United States Department of Transportation

# Passenger Cruise Ship Information

To assist cruise ship passengers, the U.S. Department of Transportation is sharing information and resources provided by other Federal agencies

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### **Criminal Activity Prevention and Response Guide (Security Guide)**

Cruise ships are required by 46 USC 3507(c)(1) to have a security guide available for passengers. The security guides provide important information, such as a description of medical and security personnel designated on board to prevent and respond to criminal and medical situations; and law enforcement processes available with respect to criminal activity.

Updated: Monday, October 27, 2014