

QUINTANA ROO

TOURISM BOARD

UPDATE ON SECURITY IN QUINTANA ROO

The State of Quintana Roo and its government leaders are committed to maintaining the safety of its destinations and continue to take proactive steps towards this goal. This includes modernizing its police and security services, investing in technology including 3,000 surveillance cameras with 1,800 in the Cancun hotel zone, upgrading operations centers, partnering with members of the tourism industry to share international best practices, and providing assistance 24/7 to visitors whenever necessary. We recommend all visitors download the Guest Assist App provided by the Quintana Roo State Tourism Ministry. The app, available on both iOS and Android devices, provides information and guidance, as well as 24-hour assistance via trained staff available who speak a variety of different languages, as well as contact information for a variety of other support agencies, consulates and more. Guest Assist can be found at: <https://guestassist.mx>

While crime and violence are difficult topics that Mexico is dealing with, like many countries around the world, the overwhelming majority of incidents involve Mexican nationals and criminals only. And these incidents take place in areas that are not frequented by international tourists. Whether one is traveling abroad or in their home town, it's important to be a smart traveler and follow best practices such as avoiding areas not frequented by tourists, seeking out and following the advice of locals, travel agents and hotels, and not engaging in risky or illegal behavior while on vacation.

The State of Quintana Roo and its destinations continue to be among the safest, most welcoming and friendly places to visit in the world. The U.S. State Department continues to have zero travel warnings or advisories recommending against travel to the entire State and all of its destinations. The State of Quintana Roo welcomed more than 15 million international tourists in 2018, an increase of 5.5% compared to the previous year.