



ROLL CALL RELEASE

In Collaboration with the ITACG



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(U//FOUO) Indicators of Suspicious Behaviors at Hotels

(U//FOUO) Known or possible terrorists have displayed suspicious behaviors while staying at hotels overseas—including avoiding questions typically asked of hotel registrants; showing unusual interest in hotel security; attempting access to restricted areas; and evading hotel staff. These behaviors also could be observed in U.S. hotels, and security and law enforcement personnel should be aware of the potential indicators of terrorist activity.

(U//FOUO) **Possible indicators of terrorist behaviors at hotels:** The observation of multiple indicators may represent—based on the specific facts or circumstances—possible terrorist behaviors at hotels:

- (U//FOUO) Not providing professional or personal details on hotel registrations—such as place of employment, contact information, or place of residence.
- (U//FOUO) Using payphones for outgoing calls or making front desk requests in person to avoid using the room telephone.
- (U//FOUO) Interest in using Internet cafes, despite hotel Internet availability.
- (U//FOUO) Non-VIPs who request that their presence at a hotel not be divulged.
- (U//FOUO) Extending departure dates one day at a time for prolonged periods.
- (U//FOUO) Refusal of housekeeping services for extended periods.
- (U//FOUO) Extended stays with little baggage or unpacked luggage.
- (U//FOUO) Access or attempted access to areas of the hotel normally restricted to staff.
- (U//FOUO) Use of cash for large transactions or a credit card in someone else's name.
- (U//FOUO) Requests for specific rooms, floors, or other locations in the hotel.
- (U//FOUO) Use of a third party to register.
- (U//FOUO) Multiple visitors or deliveries to one individual or room.
- (U//FOUO) Unusual interest in hotel access, including main and alternate entrances, emergency exits, and surrounding routes.
- (U//FOUO) Use of entrances and exits that avoid the lobby or other areas with cameras and hotel personnel.
- (U//FOUO) Attempting to access restricted parking areas with a vehicle or leaving unattended vehicles near the hotel building.
- (U//FOUO) Unusual interest in hotel staff operating procedures, shift changes, closed-circuit TV systems, fire alarms, and security systems.
- (U//FOUO) Leaving the property for several days and then returning.
- (U//FOUO) Abandoning a room and leaving behind clothing, toiletries, or other items.
- (U//FOUO) Noncompliance with other hotel policies.

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(U) Prepared by the DHS/I&A Homeland Counterterrorism Division, the DHS/I&A Cyber, Infrastructure, and Science Division, the FBI/Directorate of Intelligence, and the Interagency Threat Assessment and Coordination Group. This product is intended to assist federal, state, local, and private sector first responders so they may effectively deter, prevent, preempt, or respond to terrorist attacks against the United States. This product was coordinated with the DHS/Office of Infrastructure Protection.

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