



CITY CRUISES CANADA POLICIES AND PROCEDURES

Request for Surveillance Video – City Cruises Canada

Thank you for contacting the City Cruises Canada Safety Services department to request Surveillance video. To meet our legal obligations, the following information is required to process your request.

Complete this Request form. Send the completed form from an official email address to hncsecurity@hornblower.com. Personal email addresses will not be accepted.

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| Date of the incident: | |
| Approximate time of the incident: | |
| Port where the incident took place: | |
| Location of the incident: | |
| Brief description of the incident: | |
| | |
| Identification of involved parties (i.e. crew name, guest suspected in theft) | |
| Department making request: | |
| Department Manager approval: | |
| Regional Director, Safety Services/designee approval: | |

Procedure for Accessing Requested Video

All requests to obtain video surveillance outside normal business hours will typically be processed during the next business day.

The Requestor will be notified via email, when the video surveillance is available for pick-up, and any special instructions.

For tracking purposes, the Requestor will be required to sign out the requested video surveillance.

Note - if video surveillance is needed immediately outside of normal business hours, please advise as soon as possible and every attempt will be made to expediate the request.