



# I LOST MY DOCUMENTS WHAT TO DO?

- 1 Find a safe place.
- 2 Notify the hotel reception.
- 3 File a police report.
- 4 Keep the protocol number.
- 5 If you are a foreigner, contact your country's consulate or embassy.



# BEFORE LEAVING THE HOTEL

- 1 Avoid carrying large amounts of cash, jewelry or high-value items.
- 2 Keep a physical or digital copy of your documents in a safe place.

## ELECTRONIC POLICE STATION



The Electronic Police Station of the Civil Police of São Paulo allows you to file a police report online for incidents that occurred in the State of São Paulo.



### Electronic Address

[www.delegaciaeletronica.policiacivil.sp.gov.br](http://www.delegaciaeletronica.policiacivil.sp.gov.br)



### Tourist Police Station

Phone 11 3120 4417

### Address

R. Ten. Alberto Spicciati, 200 - Várzea da Barra Funda, São Paulo - SP, 01140-130



## IN CASE OF EMERGENCY

MILITARY POLICE

# 190



If you need support, immediately contact the hotel reception.

# ENJOY SÃO PAULO SAFELY

## Tourist safety guide



Practical tips to enjoy your stay with greater peace of mind and safety



Escaneie o QR Code para ler em outros idiomas



Scan the QR Code to read in other languages



Escanea el código QR para leer en otros idiomas



Developed by



Gilberto Nascimento  
@gilbertonjr

## AT THE AIRPORT AND IN TRANSPORTATION

- 1 Keep bags, purses, documents and electronics always within sight.
- 2 Do not accept carrying orders, packages or items from strangers.
- 3 Use accredited taxis, recognized apps or registered companies.
- 4 Before getting into the vehicle, check the license plate, model and driver's name.
- 5 Inside the vehicle, avoid using your phone near the window.

## AT THE HOTEL

- 1 Keep your luggage close during check in and check out.
- 2 Request assistance only from identified staff members.
- 3 Do not share your room number with strangers.
- 4 Avoid leaving your phone, wallet, purse, laptop or documents on tables and counters.

## FOOD, DRINKS AND GATHERINGS

- 1 Prefer food and drinks at licensed establishments.
- 2 Do not leave your drink unattended.
- 3 Do not accept drinks from strangers.
- 4 When using dating apps, prefer meetings in public and busy places.

## WATCH OUT FOR:

- 1 Fake hotel, bank, airline or card company employee.
- 2 Suspicious links for payment or registration updates.
- 3 Informal currency exchange offers.
- 4 Ticket sales outside official channels.
- 5 Fake tour guide.
- 6 Insistent help at ATMs.
- 7 Before paying, check the amount, the recipient's name and always keep your card within your sight.

## I WAS A VICTIM OF CRIME

- 1 Go to a safe place.
- 2 In case of a police emergency, call 190, Military Police.
- 3 Notify the hotel.
- 4 File a police report.
- 5 Preserve useful information, such as time, location, images, messages, receipts, photos and screenshots.
- 6 Block cards, banking apps and your phone, if necessary.



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**Gilberto**  
NASCIMENTO