

## Cartagena, Colombia

### Emergency Contact Information

Host country emergency services  
Police, fire department,  
ambulance

Emergency and support telephone numbers are 123 (Integrated Police/Ambulance & Fire).

• Police - CAD (Automatic Dispatch Center): 112 or 123

• Marines – Naval Base: 152

**147** Anti-kidnapping and extortion cases (Armed Forces)

**165** Anti-kidnapping and extortion cases (National Police)

**#767** Transit and Transportation Police

**01 8000 919621** Anti-terrorist phone (National Police)

**01 8000 127627** Anti-terrorist phone (Military Forces)

**01 8000 919748** Emergency line of the Attorney General's Office.

**01 8000 112137** Purple Line (First attention to any case related to violence against women).

### Security Situation

Location-specific security conditions, threats/risks

The general security context of the country includes the following guidelines. Colombia is still suffering from an internal armed conflict, which involves recurring hostilities, confrontations, and attacks between Non-State Armed Groups (NSAGs) and State Security Forces (SSF), and among Non-State Armed Groups (NSAGs) in rural areas, despite the continuing peace efforts of the National Government. In addition, due to the pandemic period, several NSAGs took advantage of the situation and the low presence of the State to grow and expand their influence in various areas of the country. There are some isolated terrorist attacks but, above all, common crime continues to affect major cities such as Bogotá, Cali, Medellín, Cartagena and Bucaramanga, where homicides occur and the surge in petty crime against citizens is observed.

It should be noted that visitors can carry out their work in a safe environment, mainly in urban areas. There are no current direct threats to personnel or operations within the country. Be cautious during movements in the city, avoid using informal taxi services and stay away from unfamiliar/deserted or construction areas, walking especially at night.

1) The criminal activities that occur most frequently in Cartagena are homicides, robberies, thefts (including pickpocketing). In year 2023 7.872 robberies were registered, while for the last year 2022, 6.745 cases. Carrying out an analysis of the phenomenon of robberies, the increase in cases where bladed weapons and firearms are being used to intimidate the victim is noticeable. Always pay attention to people riding motorcycles, as it is the criminals' most frequently mode of transportation which allows them to commit street armed robberies easily. They look for attractive items such as cash, cameras, cell phones, valuables and jewelries. Such robberies sometimes turn violent.

2) The following areas in the city are considered relatively safe: The old walled city (historical downtown), areas near by the hotels such as Bocagrande, El Laguito, and Castillo Grande. It is recommended to avoid walk alone.

3) Be especially aware of sea food sellers; refrain from buying oysters, shrimps and other sea products from food sellers at the beach due to their poor sanitary conditions. Bottled water consumption is recommended. Foreign currency is not usually accepted. Exchange facilities and ATMs are available at airport terminals and

main hotels, local banks and shopping malls. The exchange rate fluctuates; the official exchange rate varies, and so the average exchange rate.

<b>Travel Preparation</b>	
<p>Visa / entry permits</p>	<p>For visa and entry permits please consult:  <a href="https://www.cancilleria.gov.co/tramites_servicios/visa/requisites">https://www.cancilleria.gov.co/tramites_servicios/visa/requisites</a></p>
<b>Arrival</b>	
<p>Arrival arrangements at airport / seaport / road entry</p>	<ul style="list-style-type: none"> <li>- For national and international personnel, local cabs are available at the National and International arrival Deck.</li> <li>- Once in the city you can call transportation services from the hotel or mobile phone.</li> </ul>
<p>Specific border entry requirements &amp; restrictions</p>	<ul style="list-style-type: none"> <li>- All travelers must fill out the Government Check-Mig 72 hours before of the flight, please refer to the website <a href="https://migracioncolombia.gov.co/">https://migracioncolombia.gov.co/</a></li> <li>- For specific Colombian border entry requirements &amp; restrictions, please consult: <a href="https://estoyenlafrontera.com/soy-migrante/estas-son-las-nuevas-condiciones-para-entrar-colombia">https://estoyenlafrontera.com/soy-migrante/estas-son-las-nuevas-condiciones-para-entrar-colombia</a></li> <li>- For PETS entry requirement in Colombia, please consult: <a href="https://www.ica.gov.co/importacion-y-exportacion/otros-procedimientos/requisitos-para-importar-mascotas.aspx">https://www.ica.gov.co/importacion-y-exportacion/otros-procedimientos/requisitos-para-importar-mascotas.aspx</a></li> </ul>
<p>Currency restrictions/exchange/usage</p>	<p>Official country currency is COP (Colombian pesos); you may consult exchange rates at: <a href="https://www.banrep.gov.co/es/estadisticas/comportamiento-del-mercado-del-dolar-durante-el-dia-informacion-tiempo-real">https://www.banrep.gov.co/es/estadisticas/comportamiento-del-mercado-del-dolar-durante-el-dia-informacion-tiempo-real</a></p>
<b>Movement, accommodation, security advisories and restrictions</b>	
<p>Transport to accommodation /taxi/public transportation</p>	<p>Due care must be exercised when using taxis with more than one passenger; these cabs usually have irregular markings. Avoid taking taxis on the street. Please ask assistance from your hotel for reputable cab's services.</p> <p>Some recognized companies:</p> <ul style="list-style-type: none"> <li>- Taxi Taxi: Cell phone: +57 304 555 6000.</li> <li>- Taxis Cartagena: Cell phone: +57 311 669 8177.</li> <li>- Cooprotax: Cell phone: 3116698177.</li> </ul> <p>- Other public transportation may be used, such as Transcaribe (public buses). Nevertheless, for external travellers the recommendation is to use certified taxi cabs.</p>

<p>Accommodation Recommended hotels and guesthouses, restricted zones/areas, accommodation</p>	<p>Recommends the following hotels:</p> <ul style="list-style-type: none"> <li>• Charleston Santa Teresa. Centro, Carrera 3A No 31-23. Telephone number: +575 605 66 49494 / 605 650 1026.</li> <li>• Almirante Cartagena. Bocagrande, Av San Martín Calle 6 esquina. Telephone number: +575 605 665 8811.</li> <li>• Caribe Cartagena. Bocagrande, Carrera 1 # 2-87. Telephone number: +575 605 650 1160.</li> <li>• Hilton Cartagena. El Laguito, avenida Almirante Brion. Telephone number: +575 605 694 8000.</li> <li>• La Américas Cartagena. Anillo vial, sector Cielo Mar. Telephone number: +575 605 672 3344 / 605 656 7222 / 605 672 4242.</li> <li>• Hilton El Laguito, Av. Almirante Brion. Telephone number: +575 605 694 8000.</li> <li>• Radisson Cartagena. Carrera 9 # 22- 85. Telephone number: +575 605 656 9071</li> <li>• Sofitel Legend Santa Clara. Centro, Cra 8 # 39 - 29 Calle del Torno. Telephone number: +575 605 650 4700 / 605 650 4748.</li> <li>• Delirio. Centro, Calle de la Iglesia No. 35-27. Cell pone: +57 314 212 2060.</li> <li>• MOET. Centro, Carrera 4 # 36 - 171 Calle Don Sancho. Cell pone: +57 304 248 4937.</li> <li>• Casa de La Factoría. Centro, Calle de La Factoría Cra. 3a #36-13. Cell pone: +57 317 569 2978.</li> </ul>
<p>Communications equipment, mobile phone networks, internet</p>	<p>- There is cellular phone and internet service available in the country via local providers. Colombia country code: +57</p> <p>- For Cartagena any of the following mobile networks operate: Claro, Movistar, Avantel, Tigo, Virgin Mobile and Éxito, sim cards can be obtained through any of the operators and in certain public places such as markets. Some Internet service providers are Claro, Direct TV, ETB and Tigo.</p>
<p><b>Health</b></p>	
<p>Health advisory and recommendations</p>	<p>- When and where possible you should consult to your travel healthcare practitioner prior departure.</p> <p>- If traveling with prescription medication, check with Colombian custom restrictions  <a href="https://www.minsalud.gov.co/salud/publica/epidemiologia/Paginas/salud-al-viajero.aspx">https://www.minsalud.gov.co/salud/publica/epidemiologia/Paginas/salud-al-viajero.aspx</a></p> <p>- To import medicines and/or to be sure your medicine is available locally, always carry on your medicine in original package and your doctor prescription.</p> <p>- As of April 5, 2023, neither a Covid-19 vaccination certificate nor a negative test is required.</p>

	<p>- It is mandatory to fill in the Check-Mig form <a href="https://apps.migracioncolombia.gov.co/pre-registro/public/preregistro.jsf">https://apps.migracioncolombia.gov.co/pre-registro/public/preregistro.jsf</a> before taking the flight, if it is not filled in, the airlines may not allow boarding.</p>
Vaccination requirements	<p>- The yellow fever vaccine is required if arriving from Angola, Brazil, Democratic Republic of the Congo, or Uganda. It is also a requirement for specific regions in Colombia, such as Barranquilla, Cali, Cartagena and Medellín.</p>
Hospitals	<p>These are some of the recommended clinics in Cartagena:</p> <ul style="list-style-type: none"> <li>• Hospital Naval de Cartagena - Carrera 16 # 82-57. Telephone number: +575 605 677802 – +57 300 496 6870</li> <li>• Bocagrande Private Hospital - Calle 5a #6-49 Castillogrande. Telephone number: +575 605 693 3052 – 605 693 2996.</li> <li>• Cartagena del Mar Private Clinical - Calle 30 No 20-71. Telephone number: +575 605 693 9274 – 605 693 9275.</li> </ul> <p>(In case of a medical emergency, be aware that usually the hospitals and clinics don't have agreements with international health insurance plans, so for a patient to be admitted to a medical center, it's required the payment of a certain amount of money in advance. It's recommended to check your health insurance conditions before arrival in the Country.)</p>

Gender equality and inclusion	
Security threats and risks related to sex, sexual orientation, gender expression and gender identity	
Types of incidents, social and legal aspects affecting women and LGBTI personnel	<p>In Colombia, LGBTI people have rights recognized by the State, such as the prohibition to be discriminated against and the right for same-sex couples to contract marriage and for the adoption of minors. However, because of traditional social norms about gender and sex, LGBTI people may suffer prejudiced violence in public spaces. As a result, acceptance of LGBTI people is lower in rural areas.</p> <p>Regarding violence against women and gender-based violence (GBV) occur more frequently through psychological, physical and sexual violence. The most frequent crimes are physical violence, domestic violence and street harassment, including sexual harassment.</p> <p>According to the Police, cyberbullying (virtual sexual harassment) and sextortion (extortion by former sexual partners who have photographic or audiovisual material of the victim) have increased in the last year in Colombia, being the main cities where these crimes are more frequent.</p>
Advisory to mitigate risks for women and LGBTI personnel	<ul style="list-style-type: none"> <li>- Criminals may attack or attempt to extort money from the LGBTI community.</li> <li>- Ignore any inappropriate comments.</li> <li>- Avoid remote and solitary areas which you are not familiar with.</li> <li>- Avoid showcasing anything of value (jewelry, electronics, documents, etc.)</li> <li>- Be aware of new "friends" and unknown people at bars, disco places or similar.</li> <li>- Use only licensed – recommended taxis (yellow/white cabs and book them through trusted Apps like Cabify to allow traceability).</li> <li>- If verbally approached, don't react, ignore any inappropriate comment, and leave the place.</li> </ul>