



Phone numbers and contact information for emergencies and most frequently needed services to help you file reports or complaints, and to address issues you may have.

Our Address

Province: Guanacaste **Canton:** Santa Cruz
District: Cabo Velas **Playa:** Flamingo

Emergency Contacts

Type of Emergency	Organization/	Contact
All Emergencies		911
Medical	Clinics: Medired (emergency 24/7 ambulance & helicopter service) Beachside Clinic Rescue: Cruz Roja Cartagena	+506 4070-44141 +506 2653-9911 +506 2675-0167
Fire	Bomberos Bomberos Huacas	911 +506 2201-9079
Water Rescue	Guardacostas Flamingo	+506 2654-5033 #16
Safety	Policía Turística Flamingo Fuerza Pública Brasilito Fuerza Pública Policía de Tránsito	+506 2654-5086 or 2600-2032 +506 2600-2086 800-800-0646 / 800-800-0800 denuncias@fuerzapublica.go.cr
Wildlife	SINAC	+506 2653-0470 +506 8704-6444
Tourist/ExPat Assistance	Embassy of USA Embassy of Canada Consulate of France Consulate of Italy USA Citizen Consular Information	+506 2519-2000 +506 2242-4400 +506 2234-4201 +506 8828-6286 WhatsApp: https://whatsapp.com/channel/0029Vb7TGM2LNSa68XDjLx1m
Crime reports		911

Service Contacts

	Organization/ Organización	Contact / Contacto
Water (have contract # or medidor for issues with water)	AyA	800-737-6783
Electricity	COOPEGUANACASTE Power outage	serviciocliente@coopeguanacaste.com +506 2681-4700 WhatsApp +506 8511-0273
Billing Questions	AyA COOPEGUANACASTE	800-737-6783 +506 2681 4700
Weekly Trash and Recycling	Municipality	+506 8880-5901

Municipal & Infrastructure Contacts

	Organization/ Organización	Contact / Contacto
Construction Permits	Municipalidad	plataforma@santacruz.go.cr +506 2680-0042
Illegal Signage	MOPT Policía de Tránsito Municipalidad	Controlvialguanacaste@mopt.go.cr transito@santacruz.go.cr plataforma@santacruz.go.cr
Parking Issues	Tránsito Policía Municipal	transito@santacruz.go.cr policia@santacruz.go.cr
Roads Conditions	MOPT Municipalidad	conservacionvial@mopt.go.cr plataforma@santacruz.go.cr
Traffic flow, illegally parked vehicles, reckless driving, vehicle blocking entrances or exits	MOPT Policía de tránsito Municipalidad	conservacionvial@mopt.go.cr transito@santacruz.go.cr +506 2680 1366 plataforma@santacruz.go.cr

Community Issues

	Organization/ Organización	Contact / Contacto
Noise Complaints	Ministerio de Salud	doc.denuncias@misalud.go.cr
Water Contamination	Ministerio de Salud	doc.denuncias@misalud.go.cr
Illegal Street/Beach Vendors	Ministerio de Salud	doc.denuncias@misalud.go.cr
Public Areas	Fuerza Pública	911 / +506 2680 1580
Offenses by Unknown Persons (includes unauthorized occupation of personal property)	OIJ Santa Cruz	+506 2681 4060 oij-scr@poder-judicial.go.cr
Offenses by Known Persons (includes unauthorized occupation of personal property)	Fiscalia Santa Cruz	+506 2681 4023 minspuscr@poder-judicial.go.cr
Report a Crime		911

Wildlife & Public Areas

	Organization/ Organización	Contact / Contacto
Wildlife	SINAC	www.sitada.go.cr/denunciaspublico +506 2653-0470
Illegal Possession of Wildlife	SINAC SENASA	denuncias@senasa.go.cr +506 2587-1600
Animal Abuse	SINAC SENASA	+506 2653-0470 +506 2587-1600
Illegal Tree Cutting	SINAC	www.sitada.go.cr/denunciaspublico +506 2653-0470