

Diamond Princess Updates

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Updated February 27, 2020 UTC+9

Guest Disembarkation Complete + Team Member Quarantine

Princess Cruises can confirm that disembarkation of all guests aboard Diamond Princess is complete. Specialists from the Princess Care Team and Family Assistance programs remain available to both guests and team members.

Currently, there are fewer than 500 team members on board, with some awaiting government charter flights. For those team members who will not depart by government charter flights, we have finalized plans with the Japan Ministry of Health for a quarantine shoreside facility in Japan.

Princess Cruises has hired [Aspen Medical](#), an award-winning and WHO-certified company with extensive global experience in delivering public health services, to provide team members with health and wellbeing care during a quarantine at a land-based center in Japan. The Australia-based company will deploy as many as 60 professionals including clinically certified doctors, nurses and environmental health officers along with operations personnel. Aspen Medical will provide services at the facility including daily health checks, laundry services, meal service, housekeeping service and assist with recreational activities.

This secondary quarantine is required by the Japan Ministry of Health, out of an abundance of caution, to ensure the health and well-being of each team member. Aspen Medical will be operating under the direction of the Japan Ministry of Health, which is ultimately responsible for the quarantine.

February 20, 2020 UTC+9

End of Quarantine Disembark Begins

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Approximately six hundred guests onboard Diamond Princess were the first to be cleared by the Japanese Ministry of Health and released to disembark the ship yesterday.

These guests — all being cleared after a COVID-19 test by the Japanese Ministry of Health — were met in the Yokohama cruise terminal by Jan Swartz, President of Princess Cruises.

Several hundred other guests are expected to be cleared today by health officials.

February 19, 2020 UTC+9

End of Quarantine and Disembark Process

Princess Cruises confirms that the Embassies of Canada, Australia and Hong Kong are coordinating the collection and transport of their respective citizens (guests and crew) via charter flights today. Based on information provided by the embassies directly to their citizens, they will also require an additional 14 days of quarantine upon arrival in their country of origin. A negative COVID-19 test following this quarantine will be required before being allowed to travel to their final destination. We expect to receive confirmation of the exact numbers of those traveling on these charter flights after the flights have departed.

According to the Japanese Ministry of Health, the disembark process for those individuals who are not taking government repatriation flights will start today. The disembark process will be undertaken over several consecutive days, since they will be tested, and the testing and results require two to three days to complete. A certificate that indicates a negative COVID-19 test result is expected to be granted by Japanese health authorities to exit the ship.

Jan Swartz, Princess Cruises president is back in Japan with other members of her team supporting our response operations and preparing for the disembarkation of our guests.

Working in coordination with the Japanese Ministry of Health, Princess Cruises will be monitoring the progress of guests who have contracted COVID-19 and will be offering travel assistance to these individuals upon their recovery (and delivery of a health certificate by Japanese health authorities).

Because of the extraordinary circumstances onboard Diamond Princess, the company is refunding the full cruise fare for all guests including air travel, hotel, ground transportation, pre-paid shore excursions, gratuities and other items. In addition, guests are not being charged for any onboard incidental charges during

the additional time onboard. Princess Cruises will also provide guests with a future cruise credit equal to the cruise fare paid for the voyage.

February 18, 2020 UTC+9

Additional Cases Confirmed by Ministry of Health & World Central Kitchen

Princess Cruises confirms announcements, made by the Japanese Ministry of Health, over the past 48 hours, that include a total of 169 new positive cases of COVID-19 onboard Diamond Princess. Nationality information for these new cases is still being verified.

We continue to follow guidance from the Japanese Ministry of Health on plans for disembarkation protocols to provide medical care for these new cases.

Princess Cruises can also confirm the Government of Canada and the Government of Australia are also planning to repatriate its citizens and permanent residents via chartered aircraft. For more information about these transportation plans, please contact each individual government.

For our guests and crew onboard, Princess Cruises has engaged and partnered with World Central Kitchen (WCK), a non-profit organization founded by chef José Andrés, which uses the power of food to heal and strengthen communities in times of crisis and beyond. Starting with lunch today, we will be integrating WCK meals into our food service options. Meals will continue to include breakfast, lunch and dinner, which will be delivered to staterooms accommodating all dietary requirements.

February 17, 2020 UTC+9

Update from the Government of Canada Regarding Repatriation

Princess Cruises was notified by the Canadian Embassy in Tokyo that the Government of Canada will provide chartered aircraft to bring all Canadian persons, currently quarantined on Diamond Princess, back to Canada.

Princess Cruises will continue to follow the direction of the Japanese Ministry of Health and as directed we will coordinate with the Canadian Government and the Canadian Embassy in Tokyo.

February 16, 2020 UTC+9

Additional Cases Confirmed by Ministry of Health

Princess Cruises confirms an announcement, from the Japanese Ministry of Health, of 67 new positive cases of COVID-19 (previously referred to by health officials as novel coronavirus) onboard Diamond Princess. As reported by the Ministry of Health the nationalities of the new cases include Australia (5); Canada (3); China (3); Germany (2); Hong Kong (1); Kyrgyzstan (1); India (2); Japan (27); Philippines (17); Taiwan (1); United States (5). We are following guidance from the Japan Ministry of Health on plans for disembarkation protocols to provide medical care for these new cases.

Princess Cruises was notified yesterday by the U.S. Embassy in Tokyo that the U.S. Department of State will provide chartered aircraft to bring American citizens and permanent residents (guests and crew), currently quarantined on Diamond Princess, back to the United States. Princess Cruises will continue to follow the direction of the Japanese Ministry of Health on this matter and, as directed we will coordinate with the U.S. Department of State and the U.S. Embassy in Tokyo. For information about their plans, please contact the U.S. Department of State.

Princess Cruises can also confirm that the Japanese Ministry of Health has begun to share preliminary plans as we move toward Feb. 19, and the ending of the quarantine. This information was shared by Princess Cruises in a letter to guests and crew members aboard the Diamond Princess.

Over the last two days plans by the Japanese Health Ministry for voluntary disembarkation of medically vulnerable guests have begun. Twelve guests in this group who have tested negative for the coronavirus have voluntarily disembarked the ship. Fifty-five guests that tested negative within this group have decided to remain onboard.

February 15, 2020 UTC+9

Update from the U.S. Department of State Regarding Repatriation

Princess Cruises was notified by the U.S. Embassy in Tokyo that the U.S. Department of State will provide chartered aircraft to bring all American persons (guests and crew) who are either citizens or permanent residents, currently quarantined on Diamond Princess, back to the United States.

Princess Cruises will continue to follow the direction of the Japanese Ministry of Health and as directed we will coordinate with the U.S. Department of State and the U.S. Embassy in Tokyo.

For information about their plans, please contact the U.S. Department of State.

February 12, 2020 at 11:00PM PT

Voluntary Guest Disembarkation Plan and Additional Cases

Princess Cruises has been informed that over the next several days, Japanese health officials are planning a voluntary disembarkation of guests to complete their quarantine period at a shoreside facility. From the information available it is our understanding that this will be a phased approach, with the most medically vulnerable guests in the first phase, including older adults with pre-existing health conditions.

According to officials, guests in the first group will be tested for the 2019 novel coronavirus. If the test is positive, they will be transported to a local hospital for further evaluation and isolation. If the test is negative, they will be given the option to leave the ship and be transported to a quarantine housing facility.

These are the details provided by health officials about the temporary facilities:

- The housing facility includes individual rooms and individual bathrooms
- There are no clinics at these facilities. Prescription medication will be provided, but medical care will require transport to a hospital or clinic.
- The food available will not accommodate dietary preferences but will accommodate certain medical conditions. The meals provided will be Japanese bento-style boxes. No Western meals will be available.

Princess Cruises confirmed that all guests onboard remain welcome to stay onboard through the end of the quarantine period.

Princess Cruises also confirms the announcement, from Japan health officials, of 44 new positive cases of Coronavirus onboard Diamond Princess.

February 11, 2020 at 11:00PM PT

Additional Cases Confirmed by Ministry of Health

Princess Cruises confirms an announcement, from the Japanese Ministry of Health, of 39 new positive cases of Coronavirus onboard Diamond Princess.

We are following guidance from the Japan Ministry of Health on plans for disembarkation protocols to provide medical care for these new cases.

The Japan Ministry of Health has been the lead public health

authority defining the testing protocols for all guests and crew on Diamond Princess. Questions on the timeline, test results and reporting protocols should be directed to them.

Additional information will be shared as soon as it is made available to use by the Ministry of Health.

February 9, 2020 at 11:00PM PT

Additional Cases Confirmed by Ministry of Health

Princess Cruises confirms an additional 66 cases of Coronavirus as tested by the Japanese Ministry of Health on Diamond Princess. These cases are from Australia (four), Canada (one), England (one), Japan (45), Philippines (three), Ukraine (one) and USA (eleven).

We are following guidance from the Japan Ministry of Health on plans for disembarkation protocols to provide medical care for these new cases.

Since it is early in the quarantine period of 14-days, it was not unexpected that additional cases would be reported involving individuals who were exposed prior to the start of the quarantine.

The Japan Ministry of Health has been the lead public health authority defining the testing protocols for all guests and crew on Diamond Princess. Questions on the timeline, test results and reporting protocols should be directed to them. The quarantine end date remains at February 19, unless there are any unforeseen developments.

Additional information will be shared as soon as it is made available to use by the Ministry of Health.

[Read a letter to our Guests & Crew from the Centers for Disease Control \(PDF\).](#)

February 9, 2020 at 2:30PM PT

Compensation – Full Refund and Future Cruise Credit

Because of the extraordinary circumstances onboard Diamond Princess, Princess Cruises will refund the full cruise fare for all guests including air travel, hotel, ground transportation, pre-paid shore excursions, gratuities and other items. In addition, guests will not be charged for any onboard incidental charges during the additional time onboard.

Princess Cruises will also provide guests with a future cruise credit equal to the cruise fare paid for the voyage which ended on February 4.

Princess Cruises also confirmed that although all gratuities will be refunded back to guests the company will ensure crew members receive their designated gratuities for the work performed.

Guests have been provided a letter delivered to their stateroom with details on how to process this refund.

February 6, 2020 at 7:30 PM PT

Guest Experience on Diamond Princess

Our team on board Diamond Princess, supported by our shoreside colleagues, is actively working to care for our guests to ensure their comfort and well-being. These are such unusual circumstances so our team has activated new in-room entertainment offerings which include:

- Eight (8) new satellite TV channels
- More than 80 new video-on-demand releases, including movies in various languages, concerts and in-cabin fitness videos
- Cruise Director Show (The Wake Show) in English and Japanese
- Printed newspapers in 36 languages
- Pre-printed trivia, daily puzzles, games and arts and crafts
- Radio Taiso (popular calisthenics) videos
- Kids' activity packs
- Food & beverage options offered via room service
- Outdoor time for guests in interior staterooms (under the guidance of Japanese Ministry of Health)

New Cases / Nationalities / Quarantine End Date

Princess Cruises can confirm the nationalities of the 41 people who were tested positive for Coronavirus are from Argentina (one); Australia (five); Canada (five), Japan (21); United Kingdom (one) and United States (eight).

The Japanese Ministry of Health has confirmed this is the last batch to be tested and the quarantine end date will be **February 19**, unless there are any other unforeseen developments. The Japanese government is also providing our ship and team members additional manpower support.

During the remainder of the time onboard, guests will continue to be provided complimentary internet and telephone service to stay in contact with their family and loved ones. In addition, we have added additional live TV channels and a large selection of in-room movies available in multiple languages. The cruise activities staff is packaging games, puzzles and trivia and delivering them to guest staterooms.

February 5, 2020 at 9:00 AM PT

If you are the immediate family of a guest onboard Diamond Princess you may call the appropriate number for your region for assistance:

North America: 800-693-7222

Australia: 1-300-026-240

New Zealand: 0800-002141

United Kingdom: 0-800-014-8339

Japan: 0800-170-6282

Immediate family assistance (anyone from any country, including guests onboard can call): 872-201-5236

February 4, 2020 at 6:00 PM PT

Confirmed Cases of Coronavirus on Diamond Princess

Princess Cruises can confirm that the first phase of health screening of all guests and crew onboard Diamond Princess, by the Japanese Ministry of Health, has been completed. We were notified that amongst the samples that have completed testing, 10 people have tested positive for Coronavirus. This includes two Australian guests, three Japanese guests, three guests from Hong Kong, and one guest from the U.S. in addition to one Filipino crewmember.

These 10 persons, who have been notified, will be taken ashore by Japanese Coast Guard watercraft and transported to local hospitals for care by shoreside Japanese medical professionals. It has been confirmed that the ship will remain under quarantine in Yokohama. The length of the quarantine will be at least 14 days as required by the Ministry of Health.

The ship plans to go out to sea to perform normal marine operations including, but not limited to, the production of fresh water and ballast operations before proceeding alongside in Yokohama where food, provisions, and other supplies will be brought onboard.

Guests will continue to be provided complimentary internet and telephone to use in order to stay in contact with their family and loved ones, and the ship's crew is working to keep all guests comfortable.

Princess Cruises will continue to fully cooperate with and follow the instructions of global medical authorities and the Japanese government.

We will also be cancelling the next two Diamond Princess cruises departing Yokohama (Feb 4 and Feb 12) and will begin notifying guests today.

Princess Cruises confirms there are 2,666 guests and 1,045 crew currently onboard covering a range of nationalities. Approximately half the guests onboard are from Japan.

Cancellation of Diamond Princess – February 4 Cruise (Yokohama)

Princess Cruises thanks the Japan Ministry of Health for their thorough review of the health status of guests and crew aboard Diamond Princess. The cruise line has decided to cancel the next voyage of Diamond Princess to help facilitate the health screening and records review process.

Diamond Princess was due to depart Yokohama (February 4, 2020) for an eight day round trip cruise. However, the decision was made to cancel the cruise because of the time needed for the authorities to complete their comprehensive review.

All guests will receive a full refund. Each guest will also receive a one hundred percent future cruise credit.

While this decision will be disappointing for our guests, we feel they will understand the commitment to continue to work closely with the health authorities because we share a common goal of looking after the safety and well-being of our guests, crew and the places we visit.

Princess Cruises confirmed there are 2,666 guests currently onboard covering a range of nationalities. About half the guests are from Japan.

We will provide a further update once we have more information.

Yokohama, Japan (Feb 4, 2020 GMT+9)

Princess Cruises has confirmed the turnaround of Diamond Princess has been delayed for approximately 24 hours to allow Japan public health authorities the opportunity to review the health status of all guests and crew on board.

On the previous voyage, a guest from Hong Kong, embarked in Yokohama on January 20, sailed one segment of the itinerary, and disembarked in Hong Kong on January 25. He visited a local Hong Kong hospital, six days after leaving the ship, where he later tested positive for coronavirus on February 1. While on the ship he did not visit the ship's medical centre to report any symptoms or illness. The hospital reports that he is in stable condition and the family members traveling with him remain symptom-free.

The safety, security and well-being of all guests and crew is our absolute priority. The review of the arriving guests and crew, by Japanese health authorities, is standard practice after a guest

tested positive for coronavirus and we are working closely with the local authorities to provide detailed records to facilitate their review.

Diamond Princess arrived in Yokohama early from a 14-day round trip itinerary, which departed from Yokohama (Tokyo) on January 20 and was scheduled to return on February 4. There are 2,666 guests and 1,045 crew on board.

We will provide a further update once we have more information.

February 1, 2020

Princess Cruises confirms that a guest from Hong Kong who traveled for five days on Diamond Princess from Yokohama (Tokyo) on January 20, and disembarked in Hong Kong on January 25, tested positive for coronavirus on February 1, six days after leaving the ship. He was not seen in the ship medical center for any reported illnesses during the voyage. The guest is currently admitted to a local hospital and reported to be in a stable condition.

The safety, security and well-being of all guests and crew are our absolute priority. Our chief medical officer is working with the relevant health authorities to determine if any further action is required. We will provide a further update once we have more information.

Diamond Princess is on a 14-day round trip itinerary, which departed from Yokohama (Tokyo) on January 20 and is scheduled to return on February 4. There are 2,666 guests and 1,045 crew onboard.