



COVID-19 Update: Cruise with Confidence

April 14, 2020

Your Health, Safety and Well-Being Are Our Highest Priority

Our highest priority is the health, safety and well-being of our guests and crew. Our health monitoring, screening and operational protocols are designed to be both rigorous and flexible, and we are aggressively adapting to changes as they occur. We are working closely with public health officials, including the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), as well as the Cruise Lines International Association (CLIA), to define and implement best practices to protect the health of our guests and crew as it relates to COVID-19.

Here are some of the actions we have taken or will be taking to ensure that our guests are able to sail safely and confidently:

1. PRE-CRUISE – WHAT TO EXPECT

- A. **Itinerary Optimizations:** We are continuously monitoring the global health map and either canceling or modifying itineraries to impacted areas. Some destinations may restrict or deny entry to ships carrying any person with symptoms of illness even if the symptoms do not meet the criteria set by world health experts including the CDC and WHO. Such individuals would not even be required to be evaluated or tested for the illness in the United States or most places around the world. While we will work to minimize these incidents, we do not have control over these port closure decisions. Princess will comply with all requirements implemented by individual destinations. We will make every effort to inform you of any new local policies as soon as the information is made available to us. In some cases, we may choose to replace a port until we can get clear policy guidelines, rather than risk a situation where we could be turned away without cause.
- B. **Travel Restrictions:** Guests and crew members meeting certain criteria will be unable to sail. Guests who are unable to sail because of a failure to meet the following criteria will be issued a full cruise credit or refund:

- I. If you have been in contact with a suspected or confirmed case of COVID-19, or a person under monitoring for COVID-19.
- II. If you are suffering from a fever or flu-like symptoms prior to embarkation.

The above requirements apply to all guests, crew members, service staff and visitors.

If you meet any of these criteria, please advise us as soon as possible by calling 1-800-PRINCESS in North America or the Princess Cruises Customer Service center in your area so we can discuss this matter before you travel to the terminal for embarkation.

2. PRIOR TO EMBARKATION – WHAT TO EXPECT

- A. **Thermal Scanning of All Guests and Crew:** Activated at select embarkation terminals beginning March 7 and as soon as possible in all embarkation terminals globally, we will be checking body temperatures of all guests intending to board our ships using temporal scanning thermometers. All guests presenting with a fever or flu-like symptoms will be denied boarding, irrespective of their recent travel history. All guests who are denied boarding due to sickness will be issued a full cruise credit or refund.
- B. **Health Screening of All Guests and Crew:** Our medical experts are coordinating closely with international health authorities, and together we have developed a written traveler's health declaration to be completed by all guests and crew prior to boarding. This health declaration screens for COVID-19 and advises guests and crew of their obligation to report any symptoms of illness. **Please note:** Given the serious nature of these circumstances, false responses on pre-boarding documents will result in immediate disembarkation at the next opportunity. Individuals who do not disclose symptoms of illness may also face additional legal consequences.
- C. **Enhanced Screening for Certain Guests and Crew:** Certain individuals will only be permitted to board based on successful secondary screening results. Secondary screenings will be conducted by the medical staff in the terminal prior to embarkation.

D. Heightened Sanitation of Cruise Terminals: In select embarkation terminals beginning March 7 and as soon as possible in all embarkation terminals globally, we will be implementing heightened sanitation protocols including the thorough cleaning of all hand-touch surfaces for all cruise terminals before and after each sailing and fogging each terminal before embarkation and debarkation. Hand sanitizers in the terminals will be placed in easy to use locations for all staff and guests. For guests with pre-cruise transfers, we will be providing hand sanitizer before boarding buses and transfer shuttles from airports/hotels to the cruise terminal. We will also be sanitizing buses involved with pre-cruise transfers prior to guest boarding.

3. ONBOARD – WHAT TO EXPECT

A. Enhanced Sanitation and Health Measures Onboard All Ships: In addition to our existing rigorous daily cleaning regimen and standards, we are establishing additional sanitation and cleaning measures onboard all Princess ships. These measures include:

- More frequent sanitizing of tables, chairs, menus and other surfaces in restaurants and bars before and after service hours.
- More frequent open deck sanitation of sun loungers, outdoor furniture, mini-golf, sports equipment, handrails, etc.
- Additional sanitizing of frequently hand-touched surfaces in all public areas and lounges, all restaurants, lobbies, elevators, handrails, public phones, counters, public displays, medical centers, gangways, casino chips, games, slot machines, fitness machines, children's toys and security screening equipment, among others.
- Wherever possible, staff serves guest and crew food stations, including the buffet and ice cream machines. Where not possible due to layout restrictions, dedicated personnel are posted to monitor these stations and ensure they are cleaned and sanitized in a timely manner. In any self-service areas that remain, serving utensils will be replaced on a frequent basis.
- Stateroom surfaces and fixtures are thoroughly cleaned up to twice daily with particular attention to bathrooms and surfaces frequently touched.

- All corridors including handrails and stateroom door handles are frequently sanitized. During instances that guests or crew display flu-like symptoms, their stateroom will receive additional deep cleaning.
- Hand-washing sinks and/or hand sanitizer dispensers are available at the entrances to all dining rooms and the buffet. A roster of guest communications detailing proper hand-washing techniques are visible throughout the ships and reiterated by staff and officers onboard. At food venues, outgoing and friendly staff will monitor hand washing stations and direct guests to wash their hands before entering.
- Additional hand sanitizer dispensers have been placed in highly trafficked guest and crew locations where there may not be sinks available for hand washing.
- The temperature in our washers and dryers has been increased for enhanced disinfection of laundered goods, including bedding, tablecloths, towels, napkins, etc.
- Guest launderettes are set at the highest washer/dryer temperature setting.
- More frequent cleaning and sanitization of public restrooms.
- We are raising crew awareness through daily communication with all crew reinforcing frequent hand-washing, avoiding hand contact, encouraging reporting of guests who present signs of illness (coughing, sneezing, runny nose, etc.) and more. We are also taking several steps to enforce crew hand-washing and providing more hand sanitizer dispensers in crew areas. On some voyages, as an additional preventative step, guest-facing crew members may wear masks.
- Daily Health Advisory and televised healthy tips communicated to all guests.
- All public lounges and restrooms doors will be propped open to reduce door handle touchpoints.
- Increased number of hand sanitizer dispensers at gangways and for water shuttle operations.
- Increased onboard supply of personal protective equipment (PPE) supplies.

B. Medical Evaluations: Any guest or crew member who exhibits any symptoms of acute respiratory illness is strongly encouraged to visit

the Medical Center onboard for a complimentary medical consultation. We will provide medical screening and, when appropriate, testing for COVID-19 for all individuals who visit our onboard Medical Center with symptoms of influenza, respiratory illness or fever.

- C. **Incident Response Measures:** We are developing a comprehensive plan for each Princess ship to respond to COVID-19 in a proactive, safe, and effective manner. Our onboard Medical Centers on each ship are staffed with doctors and nurses who are prepared to handle a wide variety of medical situations and emergencies. All members of our medical staff have been instructed to follow the CDC and WHO COVID-19 Recommendations for Healthcare Providers. In addition, each Princess ship has reviewed its inventory and is well-equipped with supplies and personal protective equipment, such as masks and medicine.

4. OUR PROMISE

- A. **Book with Confidence:** We know our guests may have additional questions about their upcoming cruises, and we have made updates to our cancellation policies that provide options and flexibility should any guests wish to postpone or reschedule their vacations. We encourage guests to consider their personal circumstances prior to traveling, and we are available to provide any assistance they might need. Click [here](#) for more information.
- B. **Ongoing Monitoring and Proactive Protocols:** Our team is monitoring world health developments from our state-of-the-art Fleet Operations Centers in California and Washington and from our offices around the world. With 24-hour monitoring, we can quickly respond to public health and medical concerns. We are in close contact with government health agencies, medical experts and partners in the travel industry around the world. We therefore have access to the most current information and can share and implement best practices rapidly. We will continue to optimize our plans and protocols each day as this fluid situation evolves.

5. TAKE CONTROL OF YOUR CRUISE

- A. **Prevent:**

As with all respiratory illnesses, particularly during cold and flu season, you can take steps to reduce your risk of infection. The following healthy travel habits are recommended by the World Health Organization and the U.S. Centers for Disease Control and Prevention:

- Frequently wash your hands for 20 seconds with soap and water. This is especially important to do after using the restroom and before dining onboard Princess ships.
- Supplement hand washing by regularly using an alcohol-based hand sanitizer.
- Avoid close contact with people suffering from respiratory illness.
- Cover your nose and mouth when you cough or sneeze using a tissue or your bent elbow.
- Avoid touching your eyes, nose and mouth.
- Get vaccinated against seasonal influenza.
- Where possible, use your elbow instead of your hands to operate frequently touched surfaces such as door handles and elevator buttons.

While onboard, if you experience any symptoms of respiratory illness, which may include fever, chills, cough or shortness of breath, please contact the Medical Center, where you will receive a complimentary consultation. All Princess ships sail with doctors and nurses who are ready to assist with thorough evaluation, treatment and care.

B. Prepare:

Guest Travel Guidelines

In an abundance of caution and based on our recent learnings from Diamond Princess, we are encouraging all guests to follow these best practices for travel, in addition to following the healthy travel habits listed above.

- **Pack 14 days of extra medication** — In the event of unexpected travel delays and emergencies, please remember to bring additional prescription medication for at least two weeks beyond the length of your cruise. Also bring a list of the names, strengths and dosages of all medications in case refills are required.
- **Provide Emergency Contact** — It is critical that each of our guests provides a validated emergency contact and phone number within Cruise Personalizer. The emergency contact should be a personal connection and should not be traveling with you.

- **Mobile phone instructions** — Guests should enable an international travel plan inclusive of voice and data. Cell phones will not work the same in all countries without an international plan and Wi-Fi is not always available in some countries. An international plan will enable you to stay connected at a reasonable rate and ensure you can be contacted.
- **Purchase travel protection** — We strongly recommended that you purchase Princess Vacation Protection, or some other form of travel insurance, not only to protect from any losses stemming from unforeseeable circumstances during your vacation, but to also have the flexibility to make new plans with the "cancel for any reason" coverage offered by Princess Vacation Protection.

Conclusion: Looking Ahead

COVID-19 is currently disrupting standard operating protocols on land, at sea and around the world, and we expect this to continue in the weeks ahead. As a result, to supplement the health protocols outlined in this document, Princess is actively developing several additional new health protocols, which we will share before our ships resume operations. In the meantime, more information about COVID-19 can be found at the sites below:

- [U.S. Centers for Disease Control and Prevention \(CDC\)](#)
- [World Health Organization \(WHO\)](#)