

Health and Travel Advisory

Updated March 11, 2020

Health Advisory and Travel Safety Procedures

To protect the health and safety of all onboard, we are closely monitoring the evolving situation with novel coronavirus (COVID-19). We are quickly implementing enhanced screening measures and additional prevention and control procedures. Our protection and prevention tactics include:

1. **Beginning in select embarkation terminals on March 7th and as soon as possible in all embarkation terminals, we will be temperature checking all guests embarking on 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.**
2. **Beginning in select embarkation terminals on March 7th and as soon as possible in all embarkation terminals, we will be implementing enhanced sanitation protocols including the thorough cleaning of all hand touching surfaces for all cruise terminals before and after all sailings.**
3. **Onboard all Princess ships, effective immediately, we are executing enhanced environmental sanitation protocols with a disinfectant that kills coronaviruses within 30 seconds.**
4. 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 in order to keep our guests and crew safe.** [Review an example of the Health Declaration form.](#) This health declaration 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 travel through prohibited areas may also face additional legal consequences.
5. Additional Screening & Measures for COVID-19
 - o Any individual who has traveled from or through mainland China, Macau, Hong Kong, South Korea, Iran or Italy within 14 days of the start of their cruise, including transit through their airports, will not be permitted to board the ship. For itineraries that call in the Bahamas, we will, consistent with Bahamian regulations, adopt a 20-day restriction for embarking travelers from the above countries. Shipboard staff will be scanning

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passports to verify that transit did not occur through any of the prohibited areas.

- Any individual who has been in contact with a suspected or confirmed case of COVID-19, or a person under monitoring for COVID-19 within 14 days of the start of the cruise, will not be permitted to board the ship.
- We will conduct additional pre-boarding screening of all individuals who are from or have visited Japan, Singapore, Taiwan, or Thailand within 14 days of the start of the cruise. For itineraries that call in the Bahamas, we will, consistent with Bahamian regulations, adopt a 20-day additional screening policy for embarking travelers who are from or have visited the above countries.
- We will conduct additional pre-boarding screening of all guests and crew who have visited areas with community spread of COVID-19 and for individuals reporting illness.
- We will provide medical screening for COVID-19 on all individuals who visit our onboard Medical Center with symptoms of respiratory illness or fever.
- We will report all cases of fever and respiratory illness, and any patients with suspected COVID-19 infection, to local health authorities.

As with all respiratory illnesses, particularly during cold and flu season, you can take steps to reduce your risk of illness:

1. Wash your hands often with soap and water for 20 seconds.
2. Supplement hand washing by regularly using an alcohol-based hand sanitizer.
3. Avoid close contact with people suffering from respiratory illness.
4. Cover your nose and mouth when you cough or sneeze using a tissue or your bent elbow.
5. Avoid touching your eyes, nose and mouth.
6. Get vaccinated against seasonal influenza.

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.

Please be aware that as this public health situation continues to evolve rapidly, you may be required to undergo additional health screening measures by local health officials before you disembark at any of the ports we visit, and entry requirements are subject to change. If any revisions need to be made to our itinerary due to travel restrictions, or to protect the health and safety of our guests and crew, we will update you as soon as possible.

The above is subject to change at any time based on the interests of health and safety of our guests and crew and any other requirements that may be imposed by local authorities. Updated information on the illness and travel advice can be found at the [CDC website](#).

*14-days is the accepted standard incubation period of COVID-19 recognized by the WHO and US CDC.

Grant Tarling, MD, MPH
Chief Medical Officer

Cruise Lines International Association (CLIA) Statement Following Roundtable Discussion with Vice President Mike Pence and Acting Homeland Security Secretary Chad Wolf

(Washington D.C., 7 March 2020)—We thank the Vice President for a productive meeting marked by our shared focus on public health. We have committed to do even more to protect our guests, our crew and the communities where we sail. This includes more stringent boarding procedures, adding additional onboard medical resources and temperature screenings at embarkation. We will also develop industry funded protocols to care for guests on land in the event of an incident to eliminate future incidents of onboard quarantine. We are pleased to know the government agencies are prepared to work with us in developing these aggressive new measures. We expect to report back this week with further details of this enhanced approach to protecting public health.

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:

- **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 the 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 & phone number within Cruise Personalizer. The emergency contact should be a personal connection and 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 as available in many countries. An international plan will enable you to stay connected at a reasonable rate and ensure you can be contacted.
- **Purchase travel protection** — It's always a good idea and strongly recommended that you purchase Princess Vacation Protection*, or some other form of travel protection, not only to protect from any losses stemming from unforeseeable circumstances during your vacation, but to also have confidence to make new plans with the "cancel for any reason" coverage offered by Princess Vacation Protection.

- **Practice healthy travel habits** — According to the World Health Organization and the U.S. Centers for Disease Control, the simplest and most effective way to prevent illness, is to take extra care to practice basic health habits, including:
 - Washing your hands frequently for at least 20 seconds
 - Taking advantage of hand sanitizer wherever it's available
 - Covering your nose and mouth when coughing or sneezing using a tissue or your bent elbow. And always dispose of the used tissue and wash your hands afterwards
 - Avoiding touching your eyes, nose and mouth with your hands
 - Avoiding close contact with sick people
- **Be aware of latest health advisories and new travel restrictions** — [Visit our Notices & Advisories page](#) for our latest health advisories, travel restrictions, and healthy travel tips.

More information about COVID-19 can be found at:

- [Princess Cruises Notices & Advisories page](#)
- [U.S. Centers for Disease Control and Prevention \(CDC\)](#)
- [World Health Organization \(WHO\)](#)

*Princess Vacation Protection is available to residents of the U.S. and Canada (except Quebec and Puerto Rico).

General Questions:

1. What is novel coronavirus?

A: According to the World Health Organization, coronaviruses (CoV) are a large family of viruses found in both animals and humans. Some infect people and are known to cause illness ranging from the common cold to more severe respiratory conditions.

A “novel” coronavirus (nCoV) is a new strain that has not been previously identified in humans. The current novel coronavirus, now called COVID-19, had not been previously detected before first reported in Wuhan, China, in December 2019.

For more information, please [visit The World Health Organization for more information about coronavirus.](#)

2. How does coronavirus spread?

A: According to the World Health Organization, coronavirus can be transmitted from person to person, usually after close contact with an infected patient, for example, in a household, workplace or health care center. For more information, please [visit The World Health Organization for more information about coronavirus.](#)

3. What are the symptoms of coronavirus?

A: According to the World Health Organization, common signs include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. For more information, please [visit The World Health Organization for more information about coronavirus](#).

4. What are the best ways to prevent coronavirus infection?

A: According to the World Health Organization, the simplest and most effective way to prevent illness is to take extra care to practice healthy habits, such as frequent hand washing, covering mouth and nose when coughing and sneezing, and thoroughly cooking meat and eggs. The WHO also recommends avoiding close contact with anyone showing symptoms of respiratory illness, such as coughing and sneezing.

For more information, please [visit The World Health Organization for more information about coronavirus](#).

Princess Cruises - Global Fleet

1. What precautions are your ships taking to prevent COVID-19 on board?

A: Our ships and medical staff are well equipped to prevent and contain the spread of contagious illnesses, including COVID-19. We are taking extra precautions and are being guided in consultation with international and local health authorities.

Among the precautions are:

- Enhanced screening of guests and crew embarking our ships
- Isolating and treating any guest or crew member showing symptoms of illness
- Rigorous cleaning and sanitization of our ships

Our ships are cleaned thoroughly and regularly with a disinfectant proven to be highly effective against contagious illnesses. While our routine sanitation protocols are robust and more stringent than those of land-based hotels and resorts, in an abundance of caution, we have increased our sanitation protocols.

We will also provide information to our guests and crew about how to minimize any risk of contracting illness by practicing good hygiene habits, such as frequent hand washing.

2. How are you screening guests at embarkation?

A: For many years, cruise lines have screened guests and crew about their health before they board a ship, including questions about recent or current illnesses and symptoms.

Additionally, any individual who has traveled from or through mainland China, Macau or Hong Kong within 14 days of the start of this cruise, will not be permitted to board the ship. Neither will any guest who has been in contact with a suspected or confirmed case of COVID-19 or a person under monitoring for COVID-19 within 14 days of the start of the cruise.

3. What will happen if an embarking cruise guest or crew member shows symptoms of possible COVID-19? Will you deny them boarding?

A: A guest exhibiting signs of any illness prior to boarding a ship is checked by health and medical staff who determine if the guest will be allowed to board or be referred to shoreside medical care for further medical screening and potential treatment.

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4. What happens if a guest aboard a ship gets sick?

A: As we have always done, we ask guests and crew to report to the medical center immediately if they exhibit any symptoms of illness.

5. Can COVID-19 be spread through the ship's ventilation system?

A: The HVAC (heating ventilation and air-conditioning) filtration system on our ships is comparable to those used by land-based hotels, resorts and casinos.

In a letter recently sent to cruise ship passengers by Anne Schuchat, principal deputy director at the U.S. CDC, there is no current evidence to suggest that the virus spreads between rooms through the air-handling system.

6. Have you modified or canceled any future voyages?

A: For a full list of affected cruises, see our [Itinerary Modifications and Cancellations page](#).

7. Who should government officials and embassy representatives contact for assistance regarding guests and crew onboard Grand Princess?

A: Please contact the U.S. State Department (OFMSanfrancisco@state.gov).

8. Where can I go to get updates from Princess Cruises?

A: Updates are available at [Princess Cruises' Notices & Advisories](#). For updates regarding Diamond Princess Q&A, visit the [Diamond Princess COVID-19 Q&A page](#).