



Special Commission of Inquiry into the Ruby Princess

# EXHIBIT 80

Statement of Lynette Jones dated 21 April 2020



## STATEMENT OF A WITNESS

**In the matter of:** Ruby Princess Passenger  
**Place:** MIG - Marine Area Command  
**Date:** 20 April 2020

21 TL

**Name:** Lynette JONES

### STATES:

1. This statement made by me accurately sets out the evidence that I would be prepared, if necessary, to give in court as a witness. The statement is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I will be liable to prosecution if I have wilfully stated in it anything that I know to be false, or do not believe to be true.
2. I am 78 years of age.
3. I am a pensioner.
4. I first became aware of COVID-19 from the incidents portrayed in the media in China earlier in the year however there were no cases in Australia at that time. We felt confident to travel as we were going to New Zealand which yet again, had no cases at that time.
5. About January 2020 my husband, Donald JONES and myself booked to go on a cruise around New Zealand with a group of friends. Both my husband and I have been on various cruises with Princess and Holland America cruise lines. This would roughly be our 8th time cruising. We have also travelled with the same group of people previously on at least 4 other cruises.
6. Our travelling group consisted of my cousin Glenda [REDACTED], and our friends Henry and Sue [REDACTED], and Bill and Lucy [REDACTED].
7. Sometime in the week prior to leaving on our cruise, I received a notification (I believe by text message) from Princess Cruises stating that any person booked on the cruise that had travelled to Asian countries or had passed through the Airport could NOT go on the ship and

Witness: Terry KING  
Terry KING  
Detective Senior Constable  
MIG - Marine Area Command  
20 April 2020

21 TL

Signature: Lynette JONES  
Lynette JONES  
20 April 2020

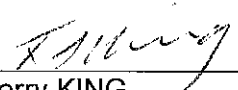
21 TL

**Statement of** Lynette JONES  
**In the matter of** Ruby Princess Passenger

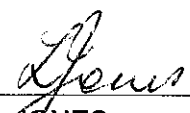
would be refunded, which raised a level of concern with me.

8. Possibly 1-2 days prior to leaving, I received another text message from Princess Cruises advising us to take 2 weeks additional medication. This prompted a degree of concern having in mind the Diamond Princess being delayed in Japan due to the Coronavirus. The text message did not indicate the reasoning behind the request to take additional medication.
9. We received notification that our boarding time would be 12:00pm on the 8th of March 2020. Donald and I travelled to Sydney with Henry, Sue, Bill and Lucy and arrived at Circular Quay at approximately 12:20pm. Upon arrival, we met Glenda who had flown down from Brisbane. There was a large crowd of people waiting to board the ship, waiting outside of the terminal in the fore court area. I could see the crowd was restless possibly because of lack of information as to what was happening and nobody was moving anywhere, we were not being told anything and were uncertain of what was going on. I approached a female official who looked like she worked for Princess Cruises or the port. I asked could she please approach her boss and have them make a public announcement for the benefit of all the crowd for the reason of the hold up.
10. Sometime later, we were advised by staff walking through the crowds saying that the delay was caused by people being tested off the ship that had just came in, and the ship was to undergo a 'deep clean' before passengers were to be allowed on. This is the first time ever, in nine cruises, that I've ever heard of a ship being deep cleaned, especially when we were due to get on board. We were also advised to go and buy lunch to which would be reimbursed. Donald, Glenda, Lucy, Bill and I went to the Orient Hotel in Circular Quay for lunch. After going back to board after lunch, we were again told there would be another delay, and to go and have dinner and return after. We stayed at the Orient Hotel for dinner and then boarded the ship at roughly 8:30pm without a problem. We were able to walk straight on board, we were some of the last to board, the crowds had gone, we didn't need show our issued identification medallion. I think it was after 10:00pm that the ship left port. Our cabin was on the 'Riviera' deck, cabin number [REDACTED].

Witness:

  
Terry KING  
Detective Senior Constable  
MIG - Marine Area Command  
20 April 2020  
TK

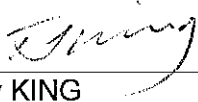
Signature:

  
Lynette JONES  
20 April 2020  
TK


**Statement of Lynette JONES**  
**In the matter of Ruby Princess Passenger**

11. The first few days we cruised without any incident. About day five, Henry told us he wasn't feeling well. Henry told us on this day 'I've got it'. I said to him 'Got what?' And he replied with 'I've got that virus.' (referring to the coronavirus). We made a bit of a joke about it at the time, telling him he wouldn't have it, at the time I believe that Henry was deadly serious. From this day onwards, I could see Henry getting sicker, as he wasn't eating and stopped participating in any activities. It was also during this initial part of the cruise, I don't remember which day that it was when Sue ( ) mentioned finding in her cabin wardrobe, rubbish left in the bottom of the wardrobe that had been left from the previous occupant. I said, "So much for the deep clean." The rubbish was found when she initially entered her cabin on the first occasion.
12. For the first few days weather was windy and overcast, seas rough, the balcony's locked and outer decks sealed off. The weather improved and was alright after Dunedin. Daily, we'd meet for breakfast, lunch and tea. Afternoons was trivia and a drink before tea, common areas – the Atrium and other bars were usually very crowded.
13. On Sunday the 15th of March, the Captain announced that we would be returning to Sydney as New Zealand had closed their ports. Prior to this when we became aware that our cruise was going to be shortened and we were to return home I recall on a number of occasions where we were told that upon our return home we were required to self-isolate for 14 days. I'm uncertain of what method of communication this came in however it was made clear numerous times.
14. In the days prior to Sunday the 15<sup>th</sup> there were a number of announcements made, some on the ships TV, that were to return to Sydney early with the cruise cut short, then I recall a Captains announcement the following day contradicting the earlier message, now saying we were not returning early and were 'continuing on'. I remember this because people were clapping and cheering when they heard the announcement.
15. There was another announcement made to passengers, earlier than the 15<sup>th</sup> advising passengers not to use or to avoid using the public toilets, but the message was not banning use of public toilets - unless necessary.
16. I can categorically say that at no time, were the words Coronavirus or COVID-19 used.

Witness:

  
Terry KING  
Detective Senior Constable  
MIG - Marine Area Command  
20 April 2020  
TK

Signature:

  
Lynette JONES  
20 April 2020  
TK

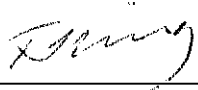
**Statement of Lynette JONES**  
**In the matter of Ruby Princess Passenger**

17. During the evening of Monday the 16th of March, I left dinner as I started feeling unwell. The next day, Tuesday the 17th of March, I had a bad headache, a temperature, no appetite, dry cough, and aches and pains. I stayed in bed all day and was also vomiting. (While I was in bed this day, I think the Captain made an announcement saying that any passengers feeling unwell should attend the medical centre.)
18. I was still unwell on Wednesday the 18th of March. At 3pm I went to the medical centre where I first saw a nurse who did a swab through the nose and after that, I had an appointment with Dr. Ilse, Von WATZDORF who informed me that I had Influenza A. I was given Amylmetacresol + Dichlorobenzyl Lozenges and Oseltamivir Phosphate Capsule 75mg. My final diagnosis stated 'Influenza due to identified seasonal influenza virus.' The same day I was down with the Doctor, I saw Henry making another visit. After this visit to the Doctor, she advised me that my husband, Donald should also attend the medical centre. He attended later that afternoon.

***I NOW PRODUCE A COPY OF TWO DOCUMENTS 1. 'RUBY PRINCESS MEDICAL CENTRE – INVOICE' AND 2. ACCOMPANYING LETTER.***

19. When diagnosed with 'Influenza A' I was advised by the Doctor to take the medication prescribed and nothing else. I was not told to take any further action or precaution or whatever. I was not told at any time to isolate while on board ship.
20. In the medical centre when I was there, there were two other people waiting. Then Henry arrived, he was too ill to speak to me, he spoke to the nurse and I then asked how he was feeling, and Henry said, "No good." He spoke to the nurse for a short time and left, I was also aware that there were people that were patients in the hospital, as I saw an elderly man come in, spoke to the nurse and he walked into the ward, it was obvious he was there to see someone and he was just getting the 'nod' the 'ok' to go in. I saw two middle aged ladies in their 40's or 50's talking to the nurse, my impression was they were there to see someone in the hospital.
21. Throughout the whole cruise, as has been practiced on every other cruise we have been on, there was provision to sanitise our hands before entering the dining room and other eating

Witness:

  
Terry KING  
Detective Senior Constable  
MIG - Marine Area Command  
20 April 2020  
TK

Signature:

  
Lynette JONES  
20 April 2020  
TK

**Statement of Lynette JONES**  
**In the matter of Ruby Princess Passenger**

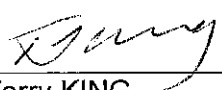
areas. On the last evening on the cruise, I was not well enough to attend the traditional last dinner with the staff.

22. Outside of the hand sanitisers I didn't see or was not made aware of any other form of hygiene control, or infectious disease management, until the morning of arrival in Sydney when we found a little blue 'Princess' bag hanging outside the cabin door addressed to me containing a letter, masks and hand sanitiser.

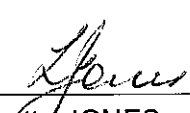
***I NOW PRODUCE A COPY OF THE LETTER TITLED 'IMPORTANT INFORMATION REGARDING YOUR DISEMBARKATION'.***

23. On Thursday the 19th of March in the morning, we arrived roughly around 6am in Sydney. We had received information (again I don't recall the method) however, that we would be arriving early in the morning. Our group disembarked at 8:10am, Glenda left us to return to Brisbane, and all passengers had left the ship by 9am. Henry, Sue, Lucy, Bill, Donald and I all caught a chartered minibus back to Wollongong which by that time, Henry was quite ill.
24. It was the quickest I've ever got off a ship. Express dis-embarkation. An area was allocated for our group and over a hundred others to muster in the 'Explorer Lounge' to get off. We completed the Customs Declaration and were advised to move to the exit. The exit was a gangway that led to the upper level of the terminal and customs area, we were streaming off in lines. There were people there taking the Declarations, there was no delay at all, we didn't stop for anything walking downstairs and out of the terminal. Baggage was collected downstairs in the baggage hall, there was a large group of people, passengers, in the baggage area collecting their bags as well.
25. There were no security checks, no passport checks no other checking at all when leaving the ship, collecting our bags or leaving the terminal.
26. Our group was collected by a South Coast Limousines minibus, there was six of us plus two extras from the Ruby, we also collected another three people from White Bay off the Sun

Witness:

  
Terry KING  
Detective Senior Constable  
MIG - Marine Area Command  
20 April 2020  
TK

Signature:


  
Lynette JONES  
20 April 2020  
TK

**Statement of Lynette JONES**  
**In the matter of Ruby Princess Passenger**

Princess. A couple and a single lady. We travelled together down the south coast and dropped at our respective addresses.

27. Upon arriving home, my husband and I immediately self-isolated at home. Over the coming days, we were advised to be tested for Coronavirus.
28. On Tuesday the 24th of March, both my husband and I tested positive for COVID-19 and were admitted to Wollongong hospital on Wednesday the 25th of March where we spent a period of eight days being treated before our release. We were discharged from hospital on the Friday the 3rd of April, and self-isolated for a further 10 days until we received our clearance letter from the NSW Health Department on Tuesday the 14th of April 2020.
29. I recall on a cruise to South East Asian about 3 years ago on a Holland America cruise liner there was an obvious health issue which I seem to recall was a gastric outbreak. The Captain of the ship was continuously, two to three times a day, broadcasting messages underlining the need for cleanliness, above all 'wash your hands'. And the buffet upstairs, you couldn't serve yourself food, all meals were served by the crew. This was a further measure used to control and manage the outbreak.
30. When the cruise returned to Sydney (3 years ago), it was the Captain's final voyage and he had completed his contract. He was given a farewell in the auditorium, it was packed by passengers with the Captain and Officers on stage with him and at the end the crew walked through the auditorium and past the stage waving handtowels and a cake of soap in the other hand. The Captain was fanatical about cleanliness and management of the outbreak. It was his first priority. But it wasn't like that on the Ruby Princess.

Witness:

  
Terry KING  
Detective Senior Constable  
MIG - Marine Area Command  
20 April 2020  
*TK*

Signature:

  
Lynette JONES  
20 April 2020  
*LJ*



Handwritten calculations:

$$\begin{array}{r} 171 \\ 41.78 \\ 134.26 \\ \hline 275.04 \\ 275.18 \end{array}$$
$$\begin{array}{r} 171.00 \\ 62.40 \\ 41.78 \\ \hline 275.18 \end{array}$$

R749

Dear Lynette Jones

**Important information regarding your disembarkation.**

You have previously declared respiratory symptoms at some stage during this cruise. New South Wales Public Health has given us face masks and hand sanitizers for you to use during your travels. You will find these in the complementary Princess bag hanging at your door.

This is a mandatory requirement and we thank you for your cooperation in this matter.

We wish you a safe onwards journey.

Ilse von Watzdorf

Senior Physician

Ruby Princess

Handwritten notes:

King  
JSC - SF BAST  
21/04/2020

Handwritten notes:

L Jones  
20/04/20  
21.7.20





Dear Valued Guest,

I sincerely hope our medical team met or exceeded your expectations during your recent visit to the Medical Center, and I wish you a speedy recovery if you were ill. I encourage you to return for follow-up if advised by the medical staff, or if your recovery is not as expected.

#### Shipboard Medical Charges

Enclosed is an itemized statement of your medical center charges for Professional Services, Medications and Supplies. These charges will be added to your shipboard account. Unfortunately, we are not authorized to claim from insurance companies on your behalf.

#### Submitting Foreign Claims

We encourage you to contact your health or travel insurance provider to determine if you are eligible to submit a claim. If you believe your charges may be reimbursable, you should submit the enclosed itemized invoice and the shipboard paid Folio Receipt to your insurance provider within their allowable time limit. Be sure to specify that your reimbursement request is a "foreign claim." Because our ships are registered outside of the United States, the following information is not available:

- Doctor's tax ID, National Provider Identification, Social Security Number, Medicare Provider Number (MPN) or DEA number
- CPT codes, RVS Coded 1500 Forms, UB92 Forms, 40-1 Forms or any other health provider coding or forms.

#### Medical Records

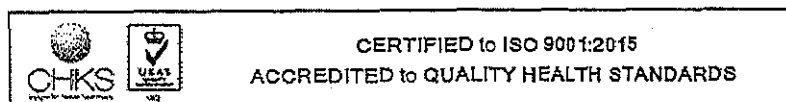
Most travel or health insurance providers require a copy of your medical records, the itemized invoice, and the paid Folio Receipt prior to processing any claims for reimbursement. While onboard, we can provide you with a copy of your medical records for a nominal fee, if requested before disembarkation.

Princess Cruises strives to deliver best-in-class guest experiences across all areas of our business. This includes our well-equipped medical centers that are accredited to over 300 health quality standards, and staffed by experienced, full-time medical professionals. An onboard service evaluation will be sent to you at the end of the cruise, and we welcome your feedback about your medical center experience. If for any reason our service did not meet your expectations, please let us know immediately so we may address your concerns prior to your departure from the ship.

We hope the remainder of your cruise is enjoyable, and we look forward to welcoming you on another Princess Cruises vacation in the near future.

Yours in Health,

Dr. Von Watzdorf, Ilse MD  
Ship's Senior Doctor



*Handwritten:*  
J. Jones  
ASC - FBAST  
21/04/2020

*Handwritten:*  
J. Jones  
20/04/20  
21 m

INVOICE NO  
BC9D446

RUBY PRINCESS MEDICAL CENTER

VISIT DATE  
Mar 18, 2020

FOLIO

PATIENT NAME

CABIN

CRUISE NAME

TREATING PHYSICIAN

JONES, LYNETTE

R007

Von Watzdorf, Ilse MD

PATIENT ADDRESS

Australia

BILL PREPARER

CHARGE DATE

SETTLEMENT TYPE

POLICY NUMBER

Matthee, Johan Wilhelm RN

Mar 18, 2020 17:44 UTC+12:00

FOLIO

--

TOTAL PROFESSIONAL SERVICES

TOTAL MEDICATIONS

TOTAL SUPPLIES

TAX

TOTAL CHARGES

\$171.00

\$134.76

\$41.78

\$0.00

\$347.54

SKU	CPT	PROFESSIONAL SERVICE	PRICE	QTY	TOTAL
90711	--	Influenza A&B Test	\$42.00	1	\$42.00
91630	--	Doctor - Consultation, Office Hours - Level 1: Low to Moderate Complexity	\$129.00	1	\$129.00

SKU	MEDICATION	PRICE	QTY	TOTAL
MED150338	Amylmetacresol + Dichlorobenzyl Lozenges	\$0.83	12	\$9.96
MED150154	Oseltamivir Phosphate Capsule 75mg	\$12.48	10	\$124.80

SKU	SUPPLY	PRICE	QTY	TOTAL
54	Influenza A&B Testing Supplies	\$41.78	1	\$41.78

FINAL DIAGNOSIS

J10 - Influenza due to identified seasonal influenza virus

M/V RUBY PRINCESS

MAR 18 2020

SENIOR NURSE

Dring  
J10 - SFEAST  
2/24/20

Lone  
20/04/20  
TK