



Special Commission of Inquiry into the Ruby Princess

EXHIBIT 88

Text Chat History (x 2) dated 20 January at 8:48am and 25 February 2020 at GK Gpm

Contact ID: [REDACTED]

Text Chat History

Date: Monday, 20 January 2020 8:42:23 AM

Created by Agent: Reddie, Andrew

Subject: Chat Text

08:34:36 [Andrew] Welcome to Princess Cruises, how can I help you?

08:34:48 [Andrew] Hi Rachel.

08:35:18 [Rachel Reid] H andrew, i was wondering if it is possible to do a room upgrade.

08:35:37 [Andrew] Do you mind if I ask for your booking number.

08:36:04 [Andrew] Additionally, I may I ask for 2 additional piece of informaiton; Your full name and D.O.B please?

08:36:11 [Rachel Reid] Yes. It is XJCG6J

08:36:17 [Rachel Reid] Rachel Reid

08:36:22 [Rachel Reid] [REDACTED]

08:36:28 [Andrew] Thank you Rachel.

08:36:36 [Andrew] I won't be a few moments looking into this for you.

08:36:43 [Rachel Reid] Thanks

08:36:46 [Andrew] Thank you for your patience Rachel.

08:37:10 [Rachel Reid] All good. Appreciate you looking into it for me.

08:37:17 [Andrew] I have noticed your booking has been made via a travel agency and this particular enquiry will need to referred back to them.

08:37:25 [Andrew] Would you like me to provide you their contact number?

08:37:48 [Rachel Reid] Oh, I can't make the change directly with you?

08:38:27 [Andrew] Unfortunately not Rachel, we are unable to action any upgrades with Princess Cruises directly, if the booking has been made with a travel agency.

08:38:39 [Andrew] I am sorry for any inconvenience and disappointment this information may cause.

08:39:02 [Rachel Reid] That is ok. I understand. Thanks for letting me know.

08:39:15 [Andrew] You're most certainly welcome Rachel.

08:39:22 [Andrew] Is there anything else I am able to help you with today?

08:39:31 [Rachel Reid] Are you able to let me know if it is possible to make the change to a different room time before I go back to them.

08:39:43 [Rachel Reid] As in availability

08:41:16 [Andrew] Unfortunately we don't have access to check the availability for the cruise for you on our chat service. However, if you give your travel agent a call on: [REDACTED] they will be able to provide you further details if a paid upgrade is in fact an available option for you.

08:41:49 [Rachel Reid] Ok. Thanks Andrew. Have a nice day

08:42:14 [Andrew] You're most certainly welcome Rachel. Have a great day and we look forward to speaking with you again in the near future.

08:42:20 [Andrew] All Agents have left the conversation

Agent Created

Date: Monday, 20 January 2020 8:42:23 AM

Created by Agent: Reddie, Andrew

Closed Reason Code: 2 - PCL Direct

Agent Note:

Text Chat Customer

Date: Monday, 20 January 2020 8:34:31 AM

Subject: Upgrade of room Booking Number: XJCG6J

No Query Yet

Contact ID: [REDACTED]

Text Chat History

Date: Tuesday, 25 February 2020 2:42:27 PM

Created by Agent: Byrne, Jamie

Callback Status: EMail Sent

From: "Info" [REDACTED]
To: mary.montoya [REDACTED]

Subject: Chat Text

14:32:46 [Jamie] Welcome to Princess Cruises, how can I help you?

14:33:15 [Mary Montoya] Hi Jamie

14:33:20 [Jamie] Hi Mary - how can I help?

14:33:25 [Mary Montoya] Please assist with XJCG6J

14:33:50 [Jamie] for Reid?

14:34:06 [Mary Montoya] Please confirm cabin upgrade to Balcony price: Nett: \$5,252.00

14:34:40 [Jamie] What category were you looking at ?

14:34:54 [Mary Montoya] BC

14:35:46 [Jamie] BC is wait listed - I can only see BD option total cost would be \$5134

14:36:55 [Mary Montoya] One moment please

14:38:08 [Mary Montoya] thank you for checking.

14:38:30 [Jamie] You're welcome - was there anything else I can help you with?

14:39:52 [Jamie] please bare in mind to we can only validate pricing for the duration of the chat. But was there anything else:

14:41:04 [Jamie] It appears that the line has gone inactive. If you're still there could you please let me know, otherwise the session will close.

14:42:20 [Jamie] All Agents have left the conversation

Agent Created

Date: Tuesday, 25 February 2020 2:42:22 PM

Created by Agent: Byrne, Jamie

Closed Reason Code: 1 - PCL Trade

Agent Note:

Text Chat Customer

Date: Tuesday, 25 February 2020 2:32:41 PM

Subject: Subject

No Query Yet