



Special Commission of Inquiry into the Ruby Princess

EXHIBIT 91

Statement of Janette Moore dated 14 April 2020



STATEMENT OF A WITNESS


In the matter of: Strike Force BAST
Place: Unsolved Homicide Team - Homicide Squad SCC
Date: 14 April 2020

Name: Janette MOORE

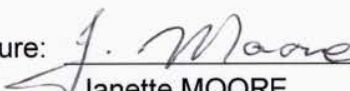
STATES:

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. Robert MOORE and I were married in 1962 and we have one daughter, Joanne [REDACTED] and one son, Gavan [REDACTED]
4. Robert and I normally went on a cruise every year with Princess Cruises who are owned by Carnival Cruises. Prior to the most recent cruise we went on five previous cruises. It was always on the Princess cruise ships, which catered for older passengers and we always had a great time.
5. We booked the cruises, including the most recent cruise directly with Princess Cruises. The last two cruises were booked in advance while we were still on the cruise.
6. The most recent cruise on the Ruby Princess was booked while we were on our previous cruise on the Sun Princess about March or April of 2019 through an agent on board the ship. At the time, we were provided with the booking documents and I can make those available if necessary. We also received subsequent emails with updates from Princess Cruises and these generally related to amount owing, booking tours etc. Quite often, the emails were a repeat of

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the previous one. We were never required to acknowledge anything in the emails unless we wanted to book a tour. On occasions I contacted Princess Cruises directly if I wanted to negotiate a better deal and they were always very pleasant.

7. Robert and I were booked on the Ruby Princess cruise between the 8 March and 21 March 2020. The cruise was scheduled to travel to New Zealand and back. After hearing about the issues with the coronavirus on the Diamond Princess overseas, Robert looked up the trips previously conducted by the Ruby Princess and told me it had only been travelling between New Zealand and Australia, so we felt it was safe.
8. Robert and I were scheduled to board the ship at 12.30pm on 8 March 2020; however, I kept receiving text messages on my mobile telephone from Princess Cruises advising me of a delay in boarding. The messages did not explain the reason for the delay. To the best of my knowledge, I received about three messages prior to leaving home. In each message the boarding times were changed with a final boarding time of 5.00pm.
9. Robert and I arrived at the Circular Quay terminal about 3.00pm and we went straight to the baggage handlers and checked in our baggage. Robert and I proceeded to the passenger terminal where we were given a medallion, which was the key to room, [REDACTED] on deck ten. We completed some paperwork and we were told it was going to be a while before we could board. We were advised the cost of dinner would be reimbursed.
10. Robert and I went to have a cup of coffee and something to eat and we returned to the passenger terminal. Robert and I were at the front of the queue and we waited for a long time. We kept asking Ruby Princess staff members why there was a hold-up and we were finally told the Health Department was on board.
11. At 5.21pm I sent a text message to my daughter. My daughter still has a copy of the message saved on her mobile telephone and I at the time of preparing this statement, I viewed the message. In the message, I said, 'Still waiting told about 7 Dept of Health on board legs tired.'
12. About 6.00pm Robert and I were told by staff members from the Ruby Princess the Health Department had cleared the ship and we started boarding. We were not told why the Health Department were on board the ship.

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13. The boarding appeared to be routine.
14. Robert and I were reimbursed one hundred dollars each in our accounts for the delay and we later received another fifty dollars each in our accounts, but I do not know what that was for.
15. As usual we had a great time on the cruise, and we had no complaints. Generally, we had our meals in the Buffet and on one occasion we attended the Steakhouse restaurant and had breakfast in the dining room twice. The Buffet was a large area and the seating was not too cramped, consisting of tables catering for six, four and two passengers.
16. We attended shows in the theatre most nights. The theatre was like a cinema, with the same type of seating and it was generally full.
17. Robert and I did not participate in any of the nightlife activities and we were generally in bed watching movies. At the latest, we were in bed by 9.30pm every night.
18. Robert and I kept to ourselves apart from meeting a couple, Rob [REDACTED] and Pat (I do not know her surname) who had been our neighbours about twenty-five years ago. We ran into them about six days into the cruise and we sat down with them on one occasion for about half an hour. That was the only contact we had with them.
19. I did not associate with any of the passengers or staff members and I did not have any conversations with anyone other than Rob and Pat. To my knowledge neither did Robert; however, Robert would go walking alone every night, so he it is possible he spoke with people.
20. During the cruise we stopped at four ports in New Zealand, including Port Chalmers, Akaroa, Wellington and Napier. Robert and I disembarked at all these ports, but we did not go on any tours. We spent one day at each of the ports.
21. It was common on all the previous cruises to receive notices about any issues arising during the cruise. The notices were normally left in our cabin.
22. During this cruise we received numerous notices in relation to the coronavirus. As usual these notices were left in our cabin. I do not recall on what dates the notices were left in our cabin, but it was in the later stages of the cruise. To the best of my knowledge, I kept all the notices.

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I PRODUCE A COPY OF TWO PAGE DOCUMENT TITLED CORONAVIRUS DISEASE (COVID-19) BY THE AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH MARKED AS ANNEXURE 1

I PRODUCE A COPY OF TWO PAGE DOCUMENT TITLED NOVEL CORONAVIRUS (COVID-19) BY THE AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH MARKED AS ANNEXURE 2

I PRODUCE A COPY OF TWO PAGE DOCUMENT TITLED A MESSAGE FROM JAN SWARTZ, PRESIDENT OF PRINCESS CRUISES MARKED AS ANNEXURE 3

I PRODUCE A COPY OF TWO PAGE DOCUMENT DATED 12/03/2020 TITLED VOLUNTARY AND TEMPORARY 60-DAY OPERATIONS AND SAILING PAUSE GENERAL Q&A MARKED AS ANNEXURE 4

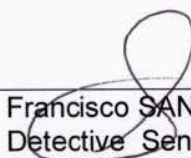
I PRODUCE A COPY OF ONE PAGE DOCUMENT TITLED HEALTH ADVISORY – CORONAVIRUS MARKED AS ANNEXURE 5

I PRODUCE A COPY OF ONE PAGE DOCUMENT TITLED GUEST STATEROOM HEALTH ADVISORY MARKED AS ANNEXURE MARKED AS ANNEXURE 6

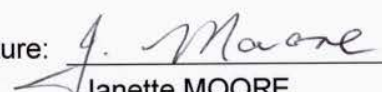
I PRODUCE A COPY OF TWO PAGE DOCUMENT DATED 17/03/2020 TITLED PRINCESS CRUISES MARKED AS ANNEXURE 7

23. Prior to receiving the above notices, there were no official announcements about coronavirus and we were not told anything by the staff members. There was talk around the ship by passengers about the coronavirus in general, because everyone had access to the internet. I do not know the details of the conversations I just remember hearing the word 'coronavirus' being mentioned.
24. There were general announcements about where to go if you were feeling unwell, but these announcements did not specify coronavirus.
25. Prior to arriving in Napier, Robert and I heard on the news the New Zealand Prime Minister, Jacinda ADERN was closing the borders and we did not expect to be able to stop in Napier.

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The following day we were surprised to learn the ship was stopping in Napier. Robert and I disembarked and went for a walk.

26. When all the passengers were back on board the ship, an announcement was made we were heading back to Sydney because the borders were going to be closed in Sydney for incoming ships. I do not recall who made this announcement, but I think it was the Captain. I have a specific recollection of the Captain making an announcement on the ships television system, but I am not sure if this was the announcement.
27. When the announcement was made, I remember all the passengers cheering. I think the passengers were relieved to be going back before the border was closed.
28. The cruise was cut short by three ports and we were reimbursed the taxes we had already paid for those ports.
29. Towards the end of the cruise I noticed Robert was a bit sniffly, but he never complained about being sick to me. I did not have any flu like symptoms before, during or after the cruise.
30. Based on the advice on page two of 'Annexure 2', Robert and I were under the impression we had to self-isolate for fourteen days upon the departure from Napier, which was our last overseas port.
31. There was an announcement the ship would arrive in Sydney about 2.30am. I was asleep when the ship arrived in Sydney and Robert later told me it arrived about 2.00am.
32. Robert and I disembarked at 8.40am and as we were walking out, I saw a man standing in the passenger terminal, who seemed like an official; however, I do not know where he was from. The man was wearing a white shirt and black trousers. I had obtained a couple of face masks the previous day from the infirmary and I asked this man whether we needed to wear masks. The man advised us we did not have to wear the masks, we just had give our hands a good wash with soap and water when we got home.
33. Robert and I walked to Circular Quay and we had a coffee at Hungry Jacks. We travelled to Wentworthville by train with a change of trains at Town Hall railway station. When we arrived at Wentworthville Railway Station, Robert walked home and drove back to pick me up.

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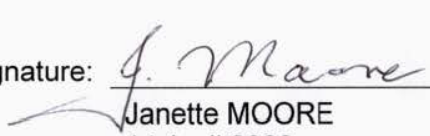
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34. At some point Robert and I received a text message and an email advising we were confined until 2 April 2020 as there were confirmed cases of coronavirus from the Ruby Princess. I immediately sent a text message to my daughter, 'Confined till 2-4-20 confirmed cases on Princess Dad just got text now looking at email' and she has this message saved on her mobile telephone and at the time of preparing this statement I viewed the message.
35. In the following days, Robert had the sniffles and coughing, but this was not unusual.
36. On 21 March 2020 our family doctor, Doctor KUMAR [REDACTED] [REDACTED] called us and advised us to attend Westmead Hospital to be tested for coronavirus. Robert and I immediately attended Westmead Hospital, where they took swabs and blood samples.
37. On 22 March 2020 I received the results of my test, which showed I was negative for coronavirus.
38. On 23 March 2020 Robert was starting to get worse with flu like symptoms. Later the same day we were contacted by the Health Department and told Robert's test showed he was positive for coronavirus, advising us we had to start our self-isolation period of fourteen days again. We were not given any other instructions.
39. [REDACTED]
[REDACTED]
40. After receiving Robert's results, we immediately contacted Doctor KUMAR and he advised us to take our temperatures and make notes. By the time we had taken our temperatures, the doctor called back advising us to call an ambulance.
41. I immediately called the ambulance and they were fairly prompt. Initially they did not want to take Robert to hospital because he looked well. I insisted they take Robert to hospital and after consulting the hospital, they took Robert to Westmead Hospital, where he was taken to the emergency department. I was not permitted to go with him. I spoke with him by telephone and he told me he would be in hospital for fourteen days,

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42. The following morning on 24 March 2020 Robert called me and told me he had been moved to the Intensive Care Unit (ICU) in a room with two patients.
43. On 25 March 2020 Robert was moved again to a single room. During the following days he was placed on oxygen and his condition became worse. The family was not permitted to see him.
44. On 1 April 2020 I was contacted by telephone by Westmead Hospital staff informing me they did not expect him to survive the night. The family was permitted to see him one at time for a short time each. I was the first person to go in to see him. He was conscious, but he was very tired, confused and finding it very hard to breath. I do not recall when, but at some point Robert told me he had the coronavirus and pneumonia.
45. On 3 April 2020 I was at Westmead Hospital and I was told Robert had passed away.

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Australian Government
Department of Health

Coronavirus disease (COVID-19)

Isolation guidance

If you have returned to Australia from overseas, or been in close contact with a confirmed case of coronavirus, special restrictions apply. This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets at www.health.gov.au/covid19-resources

Who needs to isolate?

All people who arrive in Australia from midnight 15 March 2020, or think they may have been in close contact with a confirmed case of coronavirus, are required to self-isolate for 14 days.

Stay at home or in your hotel

When travelling home or to your hotel to start isolation use personal transport, such as a car, to minimise exposure to others. If you need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), follow the precautions outlined in the public transport guide at www.health.gov.au/covid19-resources

During the 14 days of isolation, you must stay at home or in your hotel and don't go to public places including work, school, childcare, university or public gatherings. Only people who usually live with you should be in the home. Do not see visitors. If you are in a hotel, avoid contact with other guests or staff.

If you are well, there is no need to wear surgical masks at home. Ask others who are not in isolation to get food and necessities for you. If you must leave home, such as to seek medical care, wear a surgical mask. If you don't have a mask, take care to not cough or sneeze on others. For more information about when to wear a mask, visit: www.health.gov.au/covid19-resources

Monitor symptoms

When in isolation, monitor yourself for symptoms including fever, cough, sore throat, tiredness or shortness of breath. Other possible symptoms include chills, body aches, runny nose and muscle pain.

What do I do if I get sick?

If you develop symptoms (fever, a cough, sore throat, tiredness or shortness of breath) within 14 days of returning to Australia, or within 14 days of last contact of a confirmed case, you should arrange to see your doctor for urgent assessment.

You should telephone the health clinic or hospital before you arrive and tell them your travel history or that you have been in contact with a confirmed case of coronavirus.

You must remain isolated either in your home, hotel or a healthcare setting until public health authorities inform you it is safe for you to return to your usual activities.

How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene and keeping your distance from others when you are sick is the best defence against most viruses. You should:

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).

- Exercise personal responsibility for social distancing measures.

Going outside

If you live in a private house, it is safe for you to go into your garden or courtyard. If you live in an apartment or are staying in a hotel, it is also safe for you to go into the garden but you should wear a surgical mask to minimise risk to others and move quickly through any common areas.

Advice for others living with you

Others that live with you are not required to be isolated unless they meet one of the isolation criteria outlined above. If you develop symptoms and are suspected to have coronavirus, they will be classified as close contacts and will need to be isolated.

Cleaning

To minimise the spread of any germs you should regularly clean surfaces that are frequently touched such as door handles, light switches, kitchen and bathroom areas. Clean with household detergent or disinfectant.

Managing the 14 day isolation

Being in isolation can be stressful and boring. Suggestions include:

- Keep in touch with family members and friends via telephone, email or social media.
- Learn about coronavirus and talk with others.
- Reassure young children using age-appropriate language.
- Where possible, keep up normal daily routines, such as eating and exercise.
- Arrange to work from home.
- Ask your child's school to supply assignments or homework by post or email.
- Do things that help you relax and use isolation as an opportunity to do activities you don't usually have time for.

More information

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.

J. Moore.
JANETTE MOORE
14-4-20



Australian Government
Department of Health

Novel coronavirus (COVID-19)

Information for international travellers

There is currently a global outbreak of novel coronavirus (COVID-19).

Symptoms of COVID-19 are similar to other respiratory illnesses and can include fever, sore throat, cough, tiredness and shortness of breath. This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets. Go to www.health.gov.au/covid19-travellers for the list of high risk countries and information sheets.

Who is required to stay at home?

All travellers must isolate for a period of 14 days after they have entered Australia. If you need to transit domestically, you may complete this transit and then begin your precautionary 14 day self-isolation period. If you have a layover, you must remain in the airport or self-isolate in your accommodation for the transit period. Refer to the 'Isolation guidance' information sheet for further information.

If you have returned from a country or region that is at higher risk for COVID-19, you may also be required to undergo enhanced health screening on arrival in Australia.

What do I do if I am sick right now?

If you are experiencing symptoms of COVID-19, let a member of the airline or ship crew know now. If you are in the airport or seaport contact a biosecurity officer now.

What do I do if I get sick while in Australia?

If you become unwell, you must:

- Stay in your home or hotel.
- Isolate yourself from others and use a separate bathroom if available.
- Put on a surgical mask if you are near other people. If you don't have one, cover your cough and sneeze.
- Wash your hands frequently with soap and water and use alcohol-based hand rub.
- Call a doctor and tell them your recent travel history.

If you have serious symptoms such as difficulty breathing, call 000, ask for an ambulance and notify the ambulance officers of your recent travel history.

How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses:

- Wash your hands frequently with soap and water, including before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).

More information

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of each state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to a doctor.
Information for international travellers – Version 2 (15/03/2020)
Novel coronavirus (COVID-19)



ADVICE TO CRUISE SHIP PASSENGERS

On 15 March 2020 the Prime Minister of Australia announced that international cruise ship operations will cease and all travellers entering Australia from 0001 AEDST 16 March 2020 must undertake a precautionary self-isolation period for 14 days upon departure from your last overseas port.

We are working with the cruise industry to implement the restriction, particularly to bring everyone currently on a cruise safely back to port and on to their home destinations either in Australia or overseas.

The self-isolation period applies to any traveller entering Australia, inclusive of Australian citizens and permanent residents.

- For Australian citizens and residents you can self-isolate at your home.
- Australian citizens and residents who have domestic connections to home, you may travel to the airport for your flight. If you are not heading directly to the airport you must self-isolate at your hotel or other accommodation until you head to the airport.
- For international visitors with onward connections (domestic and international) you can go to the airport to make your domestic connection and complete your period of self-isolation at this point. You are required to self-isolate at your hotel until 14 days have passed since your last overseas port or until you head to the airport to make your way home.

The Australian Government is closely monitoring the situation and this advice will be updated as needed. It is important to continue to monitor the [ABF website](#) and the [Department of Health website](#).

J. Moore
JANETTE MOORE
14/4/20

ATTACHMENT 3.



Dear Princess Guest,

A new video is in the process of being placed onto your stateroom television. We would like to also share with you a transcript of the video.

A message from Jan Swartz, President of Princess Cruises:

55 years ago, Princess Cruises sailed its first voyage.

Since that time, we have had the privilege of helping millions of people enjoy unique travel experiences. We have connected cultures. And – like the rest of the world – we have navigated the highs and lows, the good times and bad, that have impacted the countries we visit, the thousands of people we employ, and the businesses and communities we support in every corner of the world.

Never in those 55 years – and certainly not in the 20 years I have served in this company – have we been tested in the ways we have been over the past 40 days. We have battled this virus on two continents. Always with the mission of doing the right thing: taking care of our guests and team so they get home safely and being as transparent as possible with everyone throughout the entire process.

We've been asked – and we've asked ourselves – why COVID-19 seems to be impacting Princess so heavily. We don't really know. What we do know is that we are the world's cruise line. And as such, our guests, team members and experiences onboard are a true reflection of the world.

Every day, nearly 50,000 people from over 70 nations entrust us with the most valuable time they have – their vacation time. Our team comes from over 100 nations, and we visit over 380 ports of call around the world.

The World Health Organization has now officially classified the COVID-19 outbreak as a global pandemic, with the virus now present in 121 countries and regions.

So perhaps the diverse mix of people onboard our ships is reflecting what is going on in communities around the world. And being magnified by our core values to respect, protect and connect the world by our rigorous reporting of every medical case onboard to the communities we visit.

safety, and wellbeing of our guests, our teammates and the communities we visit are our number one priority.

We have given every ounce of our effort to doing what's right and what's needed since this all began. Our teams have worked day and night to support our efforts and each other. And we have found inspiration from leaders like Captain John Smith of Grand Princess and Diamond Princess Captain Gennaro Arma, who rallied his crew as his "gladiators"— tirelessly working to combat this virus while serving and protecting our entire onboard community. But sometimes even gladiators need to rest.

In the interest of doing what's right and upholding our core values, I regretfully am announcing a 60 day pause of our Princess global ship operations.

This is perhaps the most difficult decision in our history, because we understand the incredible impact it has on countless people -- our guests, our 35,000 teammates, and over 100,000 Travel Advisors and business partners in the 380 destinations we visit. All of whom we consider part of our global family.

We will take our fleet of 18 ships out of service and reset the environmental conditions onboard, incorporating all the learnings from the world's public health experts like the World Health Organization, US Centers for Disease Control and Prevention, and the Japan Ministry of Health. It will also give our team time to refocus our attention on providing the best service and experience possible for our guests.

Guests currently onboard a cruise that will end in the next 5 days will continue to sail as expected through the end of their cruise so that we do not disrupt their onward travel arrangements. Current voyages that are underway and extend beyond March 17 will be ended at the most convenient location for our guests. And we will do everything in our power to return each guest home with the greatest amount of care possible.

For anyone who has a booking and expected to sail with us before May 11, 2020, we apologize for disappointing you.

We hope you will stick with us and give our team a chance to shine at a later date by allowing us to transfer the money you have paid to the future cruise of your choice. We will offer a more generous future cruise credit for all guests whose (active) bookings are on these newly cancelled voyages. This can be used on any voyage through May 1, 2022.

For some, choosing the future cruise credit may not be financially possible. So we will be posting an electronic form on Princess.com where guests who are booked in this specific time period can request a cash refund. Our customer service agents and phone system simply cannot manage 300,000 guests calling at the same time, so we thank you in advance for your patience. We will activate employees from every corner of our organization to support this process. However, it is going to take us some time to work through this effort, and we ask for your kind understanding and grace.

Many people around the world have encouraged our guests and team with words of support as we waged this epic battle. Literally thousands have sent us notes asking how you could support Princess.

And to all of you, I have a simple request: While our ships take a brief pause for 60 days, we ask you to book a future Princess cruise to your dream destination. As a sign of encouragement for our team. As a support to the people, companies, and communities who rely on us. As a vote of our collective faith that we will find solutions to address this virus together. And as a symbol to the world that the things that connect us are stronger than those that divide us.

With your support, we will emerge from this time of trial even stronger. We look forward to serving you while connecting the world for years to come.

Thank you.

J. Moore
JANETTE MOORE
14/4/20



**Voluntary and Temporary
60-Day Operations and Sailing Pause
General Q&A
2020.03.12**

Overview

Q1. How long will Princess ships be paused?

Princess ships will pause operations for 60 days and return to service beginning May 11, 2020.

Q2. Why are you doing this now?

The World Health Organization has now officially classified the COVID-19 outbreak as a global pandemic, with the virus now present in almost 115 countries and regions. We are the world's cruise line. And as such, our guests, team members and experiences onboard are a true reflection of the world.

Every day, nearly 50,000 people from over 70 nations entrust us with the most valuable time they have – their vacation time. Our team comes from over 100 nations, and we visit over 380 ports of call around the world on itineraries ranging from 3 to over 100 days.

Perhaps the diverse mix of people onboard our ships is reflecting what is going on in communities around the world. Our core values to respect, protect and connect the world means we will do everything in our power to safeguard the health, safety, and wellbeing of our guests, our teammates and the communities we visit.

Q3. What happens to cruises currently sailing?

Any cruise that will end by March 17 will continue as planned to prevent any disruption to guests' travel plans. Longer voyages will end at the most convenient upcoming port, which will be determined individually by itinerary.

Q4. What will happen to ships for the two months they are paused?

Our teams are primarily focused on supporting our guests through this transition. Once they are home safely, we will determine plans that will include thorough cleaning in locations to be determined. A small group of crew will be onboard to keep vital ship operations running.

Q5. Are you the only brand in Carnival Corporation doing this?

Yes, this action is specific to Princess Cruises.

A handwritten signature in dark ink, appearing to read "J. Moore".

Cruise credits and refunds

Q6. What are guest options to get their money back?

Guests who opt for a future cruise credit will receive a generous extra incentive amount to use toward a new cruise. Alternatively, they can request a refund of all money paid for voyages scheduled for this time period.

Q7. What are the terms of the future cruise credit you are offering?

We hope guests will stick with us and give our team a chance to shine later by allowing us to transfer the money paid to a future cruise credit. We will offer a more generous future cruise credit for all guests who had bookings as of February 4, 2020. This can be used on any voyage through May 1, 2022.

Q8. How can my cruise be refunded?

We know for some, choosing the future cruise credit may not be financially possible. To request a refund, guests can use an electronic form on Princess.com to request a cash refund.

Q9. How long will refunds take?

Refund time will depend on how many are received. Our customer service agents and phone system simply cannot manage 300,000 guests calling at the same time, so we thank everyone in advance for their patience. We will activate employees from every corner of our organization to support this process. However, it is going to take some time to work through this effort, and we ask for understanding and grace.

Travel Advisors

Q10. Will travel advisors still receive commission on cruises they booked?

Yes, in recognition of the critical role they play in the cruise line's business and success, Princess will protect travel advisor commissions on bookings for cancelled cruises that were paid in full and for the total amount of the future cruise credits,

J. Moore
JANETTE MOORE
14/12/20

ANNEXURE 5

Health Advisory - Coronavirus

Dear Valued Guest:

To protect the health and safety of all onboard, we are closely monitoring the evolving situation with respect to the new coronavirus that originated in mainland China. Although the risks to our guests and crew is low, our medical experts are coordinating closely with the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) to implement enhanced screening, prevention and control measures for our ships globally.

To limit the spread of the illness, health authorities in China have restricted travel across many cities in the affected areas, cancelled mass public gatherings and are conducting airport exit screening. The global health response has adopted similar measures, including entry screening requirements for travelers from affected areas.

We have also adopted measures intended to keep you safe. These include:

1. Guests who have traveled from or through mainland China (including Hubei Province) in the past 14-days, will not be permitted to board the ship. This does not apply to Hong Kong, Macau and Taiwan.
2. Pre-Boarding medical evaluations, including temperature checks, for persons with fever or respiratory symptoms.
3. Standard pre-boarding health reporting for all guests advising them of their obligation to report any illness symptoms.
4. Medical screening for coronavirus on all guests who visit our onboard Medical Center with symptoms of respiratory illness.
5. Reporting to local and national health authorities of all cases of fever and respiratory illness, and any patients with suspected coronavirus infection.
6. Crew members from mainland China will be delayed from joining any ship until further notice.
7. Environmental disinfection onboard will be performed in addition to our regular stringent cleaning and sanitation protocols.

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

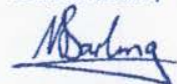
- Wash your hands often with soap and water for 20 seconds
- Where soap and water are not available, use an alcohol-based hand sanitizer
- Avoid close contact with people suffering from respiratory illness
- Cover your nose and mouth when you cough or sneeze
- Avoid touching your eyes, nose and mouth with unwashed hands
- Get vaccinated against seasonal influenza.

If you experience any symptoms of respiratory illness which may include fever or feverishness, chills, cough, or shortness of breath, please contact the Medical Center. Updated information on the illness and travel advice, can be found at the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

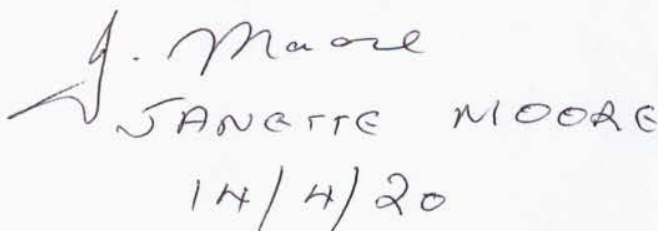
Please be aware that as the situation is changing rapidly, you may be required to undergo additional health screening measures by local health officials before you disembark at any of the ports we visit during your voyage and entry requirements are subject to change. If any revisions need to be made 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.

Thank you for taking the time to read this important information, and we thank you for your understanding and continued support.

Yours in health,



Dr. Grant Tarling
Chief Medical Officer



JANETTE MOORE
14/4/20

ANNEXURE 6



PRINCESS CRUISES

come back new™

GUEST STATEROOM HEALTH ADVISORY

Dear Princess Cruises Guest,

The health of our guests and crew is of the utmost importance to us so our system of robust policies and procedures has been designed to prevent the spread of infectious illnesses including influenza and norovirus.

Our illness prevention and control measures have been developed in conjunction with several international health agencies and all our Company ships meet or exceed the standards set forth by international public health authorities. Additionally, local port health authorities worldwide conduct regular unannounced public health inspections.

In order for you to stay healthy and prevent contracting and spreading illness during your cruise, we strongly encourage you to exercise the following measures:

- Please wash your hands regularly with soap and water particularly before eating.
- Hand sanitizers are only partially effective against norovirus and should therefore be used after and not instead of hand washing, particularly before eating in the buffet.
- Please try to use your stateroom, rather than public toilet facilities
- Ensure that you minimize direct contact, such as handshaking, with others during your cruise.
- Always cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in a trash bin after you use it. If no tissues are immediately available, sneeze or cough into the top of your arm rather than your hands.
- Should you experience any symptoms of vomiting or diarrhea, it is very important that you return to your stateroom *and* immediately report your illness to the Medical Staff by dialling 911.

Thank you for your cooperation. Success in preventing the spread of illness depends on you and your fellow guests. If you have any questions regarding this advisory, please contact a member of the Medical Staff.

Grant Tarling, MD, MPH
Chief Medical Officer

J. Moore.
JANETTE MOORE
14/7/20

ANNEXURE 7



PRINCESS CRUISES

Ruby Princess - Voyage R007

March 17, 2020

Dear Princess Guest:

As you now know, as a proactive response to the unpredictable circumstances evolving from the global spread of COVID-19 and in an abundance of caution, Princess Cruises is voluntarily pausing global operations of our 18 cruise ships for two months (60 days).

Although we had hoped to end your voyage as scheduled, we are facing operational challenges in maintaining our scheduled itinerary in light of rapidly changing restrictions related to COVID-19. Given these quickly developing limitations and our inability to predict when new restrictions will be put in place, we have made the very difficult decision to cancel your cruise and to expedite your return home.

The voyage will now conclude in Sydney on Thursday the 19th of March. We share in your disappointment and offer our sincere apologies. The safety, health and well-being of our guests and crew is always our top priority.

Compensation:

As 2 days of your 13-day voyage have been cancelled and 3 ports lost (Tauranga, Bay of Islands and Auckland), you can choose one of these two options.

Option 1: Higher Value	Option 2: Lower Value
50% refund of cruise fare as a future cruise credit + 25% bonus future cruise credit	25% refund of cruise fare + 25% future cruise credit

We hope you will remain loyal by giving our team a chance to shine later by transferring money paid and accepting a significantly higher value future cruise credit that can be used on any voyage through May 1, 2022. We understand that for some choosing the future cruise credit may not be financially possible, so we have offered the option that is a combination of a refund and future cruise credit at a lower value.

To advise us of your compensation preference, please visit http://bit.ly/pcl_pauseref from the ship's Wi-Fi or upon your return home. Although the examples on the website are for fully cancelled cruises and will not exactly match your offers, please choose "Option 1" for the higher value FCC offer or "Option 2" for the refund plus FCC offer.

All guests will receive full refund of any Princess Cruise Plus post-cruise hotel packages, any remaining unused prepaid shore excursions and amenities purchased through Princess, and the taxes, fees, and port expenses associated with the missed ports. All refunds will be processed automatically via the method of payment used to pay for your cruise. If any portion of your travel was not booked through Princess Cruises, other booking and cancellation conditions and policies may apply. Please consult with your Travel Advisor or Tour Operator for more information.

J. Moore.
JANETTE MOORE
14/4/20

Disembarkation information

We will be communicating additional details regarding your disembarkation in Sydney as soon as they become available.

Guests booked on Princess Air

If you purchased your air travel through Princess Cruises, we will rebook your homeward flights from Sydney at no cost to you. We will communicate these to you as soon as they become available.

Guests who booked their own air or alternative homeward travel plans

If you did not purchase your air travel through Princess Cruises, we are unable to change your flight arrangements. You will need to contact your travel advisor or the airlines directly to revise your travel plans. Guests should rebook their air to depart from Sydney Airport (SYD) no earlier than 2pm for international departures and domestic departures, on Thursday, 19 March.

We understand this change may cause you to incur unexpected expenses. Air change fees, increased flight costs within the same class of service, and transportation expenses will be reimbursed. Other expenses will be considered on a case-by-case basis. A Refund Request Guide & Form is available at <http://www.princess.com/refund-request>; please complete and submit this form and any relevant receipts and documentation for our review. If you purchased Princess Vacation Protection or independent vacation travel insurance, please submit your claim through your carrier before submitting a reimbursement request.


Telephone and Internet Access

To assist in your efforts to contact family and/or your travel consultant, we are providing free internet for one device until the end of the cruise.

We are very sorry for the disruption to your cruise vacation. On behalf of the officers and crew of *Ruby Princess*, we thank you for your understanding and wish you a safe homeward journey.

Kind regards,

Princess Cruises
Ruby Princess

 J. Moore.
JANETTE MOORE
14/4/20.