

Table 2: Passengers of the Ruby Princess on the 24 February to 8 March 2020 voyage

	Submitter	Submission date
1.	Confidential	29 Apr 2020
2.	Janet Simpson	6 May 2020
3.	Confidential	20 Apr 2020
4.	Julia Sutherland	29 Apr 2020
5.	Name Withheld	1 May 2020
6.	Name Withheld	3 May 2020
7.	Rhonda Sales	4 May 2020
8.	Anna Moore	4 May 2020
9.	Trena Langran	4 May 2020
10.	Peter Langran	4 May 2020
11.	Rosalie Cunningham	5 May 2020
12.	Name Withheld	5 May 2020
13.	Name Withheld	6 May 2020
14.	Name Withheld	7 May 2020
15.	Name Withheld	7 May 2020
16.	Dianne Chenoweth	13 May 2020
17.	Janis Grover	14 May 2020

CONFIDENTIAL SUBMISSION

From: [Janet Simpson](#)
To: [Ruby Princess Inquiry](#)
Subject: RE: Email enquiry from website
Date: Wednesday, 6 May 2020 12:21:02 PM

Dear Jennifer

Yes, I'm happy to have my name published (a).
Thank you

Janet Simpson



On Wed, 6 May 2020 at 11:48 am, Ruby Princess Inquiry
<enquiries@rubyprincessinquiry.nsw.gov.au> wrote:

Dear Ms Simpson

Thank you for contacting the Special Commission. The information you have provided below will be treated as a submission to the Special Commission, and Commission staff will contact you to seek further information if required.

I would be grateful if you could advise whether or not you:

- a. agree to your submission being published in your name;
- b. agree to your submission being published anonymously; or
- c. do not agree to your submission being published.

Yours faithfully

Jennifer Hoy

Senior Solicitor Assisting

The Special Commission of Inquiry into the Ruby Princess

www.rubyprincessinquiry.nsw.gov.au

From: no-reply=rubyprincessinquiry.nsw.gov.au@mg2.dpc.nsw.gov.au <no-reply=rubyprincessinquiry.nsw.gov.au@mg2.dpc.nsw.gov.au> **On Behalf Of** no-reply@rubyprincessinquiry.nsw.gov.au

Sent: Tuesday, 5 May 2020 5:11 PM

To: Ruby Princess Inquiry <enquiries@rubyprincessinquiry.nsw.gov.au>

Subject: Email enquiry from website



Name

Janet Simpson

Email

[REDACTED]

Message

Recently I rang Princess Cruises, 27.4.20, Sherra/
Darnell , Supervisor to return call.
29.4.20 Rang again, as no-one had returned my call,
ref Roberta ID [REDACTED], 1.50pm
Darnell, Team Leader, [REDACTED], returned my call
2pm.

I explained that from 27th January until 8th February I
had traveled to NZ with 5 family members on th Ruby
Princess. We were all quite ill on disembarking. Raw,
glass swallowed type sore throats, temperatures,
coughs, very heavy chest , (I personally suffered chest
pain), headaches, some with runny nose, diarrhoea
the day and night previous.

Princess cruises staff "REFUSED TO ENGAGE IN
CONVERSATION REGARDING THIS ".

Our booking numbers were [REDACTED] & [REDACTED]
One night mid cruise, we were told to stay off the top
deck, and sometime around 10.30 to midnight
someone was airlifted off by helicopter.

On arrival in Sydney we were hearded off very quickly,
no health checks whatsoever. Our immigration cards
weren't even taken.

In my opinion, we had the covid 19 virus. Myself, 69,
and my daughter, 46, were bedridden for 2 weeks, the
younger members recovered after a few days to a
week.

We both visited our doctors, but they refused to do a
test??? (Possibly didn't want their practices closed
down) . Doctor on duty Home visits were discontinued.

I wish to make everyone aware that this was a
possible cover up, as the same crew would have been
on board, as in later cruises, which have been proven
to have had the virus.

I would like to have my experiences submitted to the
inquiry into the Ruby Princess.

Please advise how to go about this.

Janet Simpson



Sent from Yahoo7 Mail on Android
Sent from Yahoo Mail on Android

CONFIDENTIAL SUBMISSION

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Wednesday, 29 April 2020 8:44:30 AM



First name	Julia
Surname	Sutherland
Email address	[REDACTED]
Phone number	[REDACTED] (Victoria, British Columbia, Canada) (Pacific Standard Time)
Preferred means of contact	Email
What is your submission based on?	I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020
What would you like to tell the Commission?	<p>My husband, William Sutherland and I were passengers on the Ruby Princess (Feb. 24 to March 8, 2020). We feel strongly that Princess cannot be faulted at all for the cleanliness of the ship. They were constantly cleaning rooms and public areas. They were also very diligent and consistent in requiring passengers and crew to sanitize their hands. In written documents, they asked passengers to wash their hands frequently as well. I believe there was written information about seeking the ship's medical help if you were not feeling well.</p> <p>Before boarding the ship, we had to confirm that we had not been in contact with anyone from mainland China or Iran in the previous two weeks. We also were required to acknowledge if we were not feeling well. I was surprised that no temperatures were taken, as I had expected that they would. While we were on the ship, there were no rumours of passengers or crew being sick. In fact, we didn't think too much about the virus, other than being extremely dedicated about washing our hands and using hand sanitizer when washing wasn't possible.</p> <p>The night before we were to disembark, an announcement came on the P.A. system at approximately 10:00 p.m. indicating that the Australian authorities would not be letting the ship disembark passengers until the authorities conducted health</p>

checks. If you had felt unwell during the cruise, or visited the ship's medical doctor during the cruise you were to complete a form and submit it to the customer service desk. This seemed a rather relaxed approach seeing as it was based on the "honour system", but I believe that was the request made by the Australian authorities.

I will also say, that the following day when we checked in for our Air New Zealand flight at Sydney airport, we were asked if we had been on a Princess cruise ship. We replied that we had, and that the Australian authorities had allowed all passengers to disembark. The check-in staff asked us if we felt sick, and when we replied that we did not, they indicated we could proceed. Again, I was surprised that no temperatures were taken.

I was impressed by how transparent and forthright Princess Cruises was in their web communications before, during, and after the cruise.

Attachment 1

Attachment 2

Attachment 3

Do you agree to your submission being published? I agree to my submission being published in my name

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Friday, 1 May 2020 4:58:20 PM



First name

[REDACTED]

Surname

[REDACTED]

Email address

[REDACTED]

Phone number

[REDACTED]

Preferred means of contact

Phone

What is your submission based on?

I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission?

Very strict checking of passengers especially in buffet & eating areas to use sanitizers. NSW health came on board before departure to check anyone that visited Drs or felt unwell or came from foreign countries, other passengers could not disembark until checking was completed, therefore many flights missed & cleaning of ship very delayed.

Attachment 1

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Do you agree to your submission being published?

I agree to my submission being published anonymously

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Sunday, 3 May 2020 6:39:29 AM



First name

[REDACTED]

Surname

[REDACTED]

Email address

[REDACTED]

Phone number

[REDACTED]

Preferred means of contact

Email

What is your submission based on?

I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission?

For my wife and I (69 and 70 -no special medical problems), the cruise was "normal" regarding health-related issues - actions taken were as-per previous cruise standards. The crew was actively careful regarding touch-surface cleansing and there were hand-sanitizer stations at many locations throughout the ship. I am unaware of any special precautions taken by crew or passengers (such as face masks) - nor of any knowledge of the need for them. Nothing we saw via cruise communications nor international news gave us the impression that more was needed.

My one real surprise was that although the crew made a special effort to tell us about, and to provide us with, a full-page post-cruise travel itinerary form which we were to fill out, nobody in the disembarkation path collected them! The document would have served very well to allow relatively quick contact of previous passengers should it be necessary.

We do not know the reason for the very late departure of the Ruby on 8 March 2020, but I am sure you are aware of that fact.

It is now eight weeks since our disembarkation in Sydney. We were in Sydney for two more days, and then in Melbourne for about a week, returning to the U.S. five days earlier than originally planned. Concern for a family member at home (there were more cases of C-19 in our home county of Los Angeles than in

NSW or VIC at the time), and concern about future flight schedules, prompted the flight change.

At no time before, during, or after our cruise has my wife or I been symptomatic for C-19, nor has anyone around us.

Attachment 1

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Attachment 3

Do you agree to your submission being published? I agree to my submission being published anonymously

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Monday, 4 May 2020 2:43:54 PM



First name	Rhonda
Surname	Sales
Email address	[REDACTED]
Phone number	[REDACTED]
Preferred means of contact	Phone
What is your submission based on?	I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020
What would you like to tell the Commission?	<p>7th March 2020 The Medical Center aboard ship announced via the ships intercom that any passengers experiencing any symptoms of sore throat, cough or fever during the cruise should present themselves to the medical center as soon as possible. I went down straight away as I had come aboard with a cough which lasted 7 days during the cruise. When I entered the Medical room I was concerned by the amount of people sitting waiting, many coughing. I was asked to put my name & cabin number on a list & would be contacted, but please stay in my cabin until I was called. After waiting several hrs, I rang the Medical Center, they said I could go to dinner as it was the last formal one aboard before docking in the morning, I received a phone call later in the evening from a Dr asking if I still had any symptoms & if I had traveled overseas to China, I replied no to both questions & was told all was fine. Around just after midnight 8th March 2020 I received a phone call to present myself to the Michael Angelo dining room at 5.30am. There was approx 600 people in there, no masks & most coughing or looking unwell. I was very worried. The NSW Health Dept arrived with Drs & Nurses, we were given masks (a bit too late after nearly 2hrs wait) Temperatures were taken & details of travel asked, I was let go as I had no temp. I was convinced there was virus aboard our ship as many looked unwell, we were not allowed to disembark for 4 more hrs, still crowded in mass in the theatre, a breeding ground for more germs to spread. When I arrived home I spent</p>

many stressed days hoping I had not contracted the
COD 19 Virus. Not pleased with the managing of the
crisis. Rhonda Sales

Attachment 1

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Do you agree to your submission being published? I agree to my submission being published in my name

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Monday, 4 May 2020 2:47:41 PM



First name Anna

Surname Moore

Email address

[REDACTED]

Phone number

[REDACTED]

Preferred means of contact Email

What is your submission based on? I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission? I would like to say that as a cruise passenger on the Ruby Princess, leaving Sydney around New Zealand, I did NOT experience anything untoward anywhere. People get sick! People lie, so they won't get locked in their cabins for 4 days! Some people shouldn't be on a cruise ship! My travel companion, both in our early 70's, had a wonderful time. We received a form to fill in before the day we were to disembark, which we filled in, we didn't have any problems, and didn't know anything about sick passengers. I did talk to the cruise lady who does the future cruises, about my fourth coming cruise, and she hadn't been told anything herself. My daughter and I were travelling from Japan on the 6th of May, but that was eventually cancelled, although we were offered a further 3 weeks, but leaving from Sydney...this didn't happen, as it was also cancelled! My thoughts are with you and all of your Princess staff! We will be travelling on your cruise ships soon!
Ann Moore

Attachment 1

Attachment 2

Attachment 3

Do you agree to your submission being published? I agree to my submission being published in my name published?

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Monday, 4 May 2020 4:17:10 PM



First name	Trena
Surname	Langran
Email address	[REDACTED]
Phone number	[REDACTED]
Preferred means of contact	Email
What is your submission based on?	I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020
What would you like to tell the Commission?	<p>On the afternoon of 06 March 2020 we became aware that there might be a problem with our arrival in Sydney. That evening we received notification that we had to complete a statement regarding the state of our health, and deliver it to guest services. See forms sent by my husband. This was perused and returned to us. We, and other passengers we spoke to had the belief that we were all going to be screened by NSW Health on arrival in Sydney. Having been on 9 cruises with Princess we knew the arrival procedure. This was changed, and we were prevented from disembarking, on the direction, we were informed of NSW Health. We were directed to holding stations around the ship, with no notification of what was going to happen, but still expected to be screened, this did not happen, and we were allowed to disembark after about 2 hours. Unusually, there was no inspection of passports or screening by drug dogs.</p> <p>We were both surprised that , except for the reinstated health form on embarking, which is open to deception, there was no screening whatsoever.</p> <p>The media made a big thing of the partying and dancing with the crew, This was not a party, but the Parade of the Baked Alaska, which is a tradition near the end of the cruise, which is meant to allow the passengers to thank the kitchen and restaurant staff for all their efforts. We have been on 9 cruises, and it happens every time.</p>

Attachment 1

Attachment 2

Attachment 3

Do you agree to your submission being published? I agree to my submission being published in my name published?

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Monday, 4 May 2020 3:05:03 PM



First name Peter

Surname Langran

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission? On the afternoon of 06March 2020 we became aware that there might be a problem with our arrival in Sydney. That evening we received notification that we had to complete a statement regarding our health and deliver it to guest services. See attached. This was perused and returned to us. We, and people we spoke to had the belief that we were all going to be screened by NSW Health on arrival in Sydney. Having been on several cruises we knew the arrival procedure. This was changed and we were prevented from disembarking on the direction, we were informed, of NSW Health. We were directed to holding stations around the ship. We were not notified what was going to happen but still expected to be screened. This did not happen and we were allowed to disembark. Unusually there was no inspection of passports or screening by drug dogs. We were both surprised that, except for the reinstated health form on embarking which is open to deception, there was no screening. The media made a big thing of the "dancing". This parade of the Baked Alaska has occurred on all of the nine cruises and is a tradition. It is meant to allow the passengers the. thank the kitchen and restaurant staff for their efforts.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Do you agree to your submission being published? I agree to my submission being published in my name published?

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Tuesday, 5 May 2020 10:59:31 AM



First name Rosalie

Surname Cunningham

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission? On the evening of the 7th March we received a form from NSW Health (we were still at sea returning to Sydney) that we were required to fill out and take to Guest Services if we were experiencing: coughs, runny nose or temperature, body aches & pains, flu like symptoms.
We both had a cough so ticked this box and dropped the form off as asked. We were asked to be at the Botticelli Dining Room at 5:30am as NSW Health would be on board to do a health check.
On the morning of the 8th with approximately 600 other crew and passengers we had NSW Health do temperatures checks and talk to all of us about Covid 19 then they handed out face masks and sent us on our way. We personally did a 14 day isolation just to be safe.
If they found any passengers or crew with the virus on this cruise, we would be notified by Princess via email or phone.
To this date we have not been notified of any cases of Covid 19 on the 24 Feb to 8th March cruise.

Attachment 1

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Attachment 3

Do you agree to your I agree to my submission being published in my name

**submission being
published?**

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Tuesday, 5 May 2020 11:47:43 AM



First name [REDACTED]

Surname [REDACTED]

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission? I contacted cold like symptoms which included a cough a few days before arriving back in Sydney. On the night of the last formal there was an announcement that any one with these or similar symptoms were required to contact the medical centre which I did on that night and was told that I would be contacted regarding being checked but didnt go to the medical centre until the next day and was seen by a nurse who asked relevant questions and took my temperature which was okay. On the last night quite late there was another announcement that any one with symptoms was requested to fill out a form which had been left at our doors and take it to the passenger information desk on Deck 5 where I was informed that I needed to be in the Michelangelo Dining Room at 5.30am to be checked by the NSW Health authorities along with lots of other passengers which was quite a surprise as to how many had some sort of flu like symptoms. I was asked the same questions as previously by the medical staff. When we were given the all clear at 8.50am we disembarked and were transported to the Sydney airport for a rescheduled flight at 12 noon to Adelaide, from there I travelled by car with two other fellow passengers who also had cold symptoms back to our home town of Port Augusta. On Tuesday 10th March (Monday was a public holiday in SA) I phoned my local surgery and told them of my cough and that I had just returned from a cruise so they sent me to the Emergency Dept at the hospital to get tested for the virus so I stayed in

self isolation until Thursday when I was given a negative result.

Attachment 1

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Do you agree to your submission being published? I agree to my submission being published anonymously

From: no-reply@dpc.nsw.gov.au@mg2.dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Wednesday, 6 May 2020 2:06:47 PM



First name

[REDACTED]

Surname

[REDACTED]

Email address

[REDACTED]

Phone number

[REDACTED]

Preferred means of contact

Email

What is your submission based on?

I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission?

Towards the end of our cruise [2nd last day] I saw at least 20 passengers [mainly elderly] with obviously signs of a heavy cold [I am a Registered Nurse]. They were not wearing a mask and mixing freely with other passengers.

Day of disembarkation - we were due to disembark at 7am and didn't until 9.40am. [REDACTED], a cruise director informed us that NSW Health Officials were on the ship and no one could leave until they gave permission. Specific passengers that had presented to the ship's Dr the previous evening with cold/flu symptoms were being 'tested' in a separate area and were now seen to be wearing a mask. It seemed odd to us [fellow passengers] that we had to wait in separate area where no one was being checked eg temperature as the segregated passengers had been freely mixing with everyone at breakfast! We were rushed off the ship, no passport control just an official taking our customs card, again no temperature checks, no health advise should we feel unwell once home. Whilst on the ship, it was continuously being cleaned [hand rails etc] but some staff were hand shaking and hugging passengers and although 'social distancing' wasn't in place at the time [PM was still going to the rugby], handshaking and personal contact wasn't encourage.

Attachment 1

Attachment 2

Attachment 3

Do you agree to your submission being published? I agree to my submission being published anonymously

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Thursday, 7 May 2020 10:35:28 AM



First name [REDACTED]

Surname [REDACTED]

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission? A short run down of my experience on the cruise aboard the Ruby Princess to NZ from Sydney on 24/2/202 -8/3/2020
A message came over the TV for anyone not feeling well to report to the Dr which I did.
I was examined and given antibiotics, cough medicine and panadol, I was swabbed up the nose both nostrils as well. Ie: I have never received a result from that test.
I was told to report back at 9.00am & 4.00pm the following day which I did. I was also told to stay in my cabin.
This was on the Friday 6/3/2020 we were to dock on Sunday 8/3/2020.
I went back and my symptoms were getting better.
On the morning of disembarkment I go a phone call at 4.45am in the morning to report to the main Dining room , as they were assembling all people who had been to the Dr on the cruise.
They said that NSW Health was coming on board to check people and take there temperature, if you had a temp of 38 I think they were taking people to the Royal Prince Alfred Hospital. My temp was taken twice and I was allowed to disembark as it was 36.5. The entertainment director was directing proceedings.
On arriving home I have been well.
That is my account of things, hope it is of some help in the inquiry.

Attachment 1

Attachment 2

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Do you agree to your submission being published? I agree to my submission being published anonymously

Dear Minister

I would like to submit a report on our recent trip on the 'Ruby Princess', as an enquiry is now underway.

We embarked on Monday February 24 and disembarked on Sunday March 8, the previous cruise to the ill-fated one which returned to Australia on March 19. The disembarkment we experienced was exactly the same as the problem cruise with no security/custom check in place and the feeling that we were to get off as quickly as possible. My husband was experiencing flu like symptoms several days before we arrived at Circular Quay, Sydney. He presented himself on the morning of disembarkment to the medical team as requested the previous evening, after waiting for several hours to have his temperature checked, (he was not given a mask on entering the room full of other passengers all with flu like symptoms) but when he was told he could go as he was okay, a mask was issued. We were travelling home the same day but [REDACTED] was feeling quite unwell, on Monday March 9 we both were feeling extremely unwell and for the next three days. On Wednesday March 11 we decided to present to our local Medical Complex for a Covid 19 test, these tests were negative to Coronavirus but positive to Influenza A, (the reason for us feeling so poorly) this was a notifiable result which was then reported to the relevant State Health Department.

Looking back now, we feel Covid 19 was likely to have been present on our cruise along with many cases of Influenza A. This would have been something that Princess Cruises and the NSW Departments would have been aware of also and as the next embarkment was delayed for longer than six hours. 'Why?' you would ask if everything was okay..... we feel that with the virus beginning to effect the whole of the world that the cruise leaving on the afternoon of March 8 should have been cancelled in the best interest of passengers and also because of the problem Princess Cruises had already endured with the 'Diamond Princess'

For several days on our cruise, there were large plumbing issues with some toilets not being able to be flushed and staff trying to dry areas where water was leaking. The buffet dining area was also inundated with water for several days from what seemed to be a leak from the above deck.

With thanks

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Wednesday, 13 May 2020 5:43:02 PM



First name	DIANNE
Surname	CHENOWETH
Email address	[REDACTED]
Phone number	[REDACTED]
Preferred means of contact	Phone
What is your submission based on?	I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020
What would you like to tell the Commission?	<p>Prior to boarding the ship, I was asked if I had been overseas two weeks prior to the cruise and if I had come into contact with anyone with COVID-19 I became quite ill on the cruise and attended the medical centre. My first presentation was with a sore throat for which I was given the option of seeing the doctor or gargling aspirin and sucking strepsils. I chose the latter. I only saw the nurse.</p> <p>My second visit was to see the doctor. I had a temperature, cough and felt most unwell. Again I was asked about any prior travel to affected countries. I was given antibiotics and antihistamines plus had a test for influenza. I went a third time, was given different antibiotics.</p> <p>Each time I was given a mask and stayed in my cabin, cannot remember doctor's actual words about this.</p> <p>The night before arriving in Sydney, all passengers had to fill out form which were delivered to our staterooms. They had to be returned to the passenger help desk before 11.30pm. The announcement said that this was from the NSW Department of Health. All those with coughs, temperatures and feeling unwell had to attend the dining room at 5.30 am on day of arrival in Sydney.</p> <p>The NSW Department of Health came on board and we were not able to disembark until they had cleared us. They took our temperatures and asked questions about previous overseas travel and contact with anyone with COVID-19.</p> <p>There were notices around the ship about washing</p>

hands and all passengers had to use hand sanitiser before entering the food service areas or dining rooms.

Attachment 1

Attachment 2

Attachment 3

Do you agree to your submission being published? I agree to my submission being published in my name

From: no-reply@dpc.nsw.gov.au on behalf of no-reply@dpc.nsw.gov.au
To: [Ruby Princess Submissions](#)
Subject: Ruby Princess web submission
Date: Thursday, 14 May 2020 3:17:50 PM



First name janis

Surname GROVER

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020

What would you like to tell the Commission? RE: lack of daily hand rail cleaning at the stairwell I usually used.
I can not tell you which day it was on board the cruise ship that I went to the passenger services desk and put in a notification of feeling dried yellow (almost thumb length) gunk on the midships stairwell along one of the hand rails I used going down the stairs between Emerald - level 4 deck, and Fiesta (level 2) Deck. The grime was not easily visible, because the soiling was on the side of the hand rail, not on the top. My left thumb consciously felt the gunk in the same place each day as I slid my hand down along the hand rail with each step, for at least two consecutive days.....it could have even been three days, with the first time I touched it being an unconscious thought. After the 'definite' two day grime staying put, I decided something had to be done!. At the passenger services desk she asked me if it was on Port or Starboard... I didn't know. She typed things into her computer. I brought it to their attention because I thought someone needed to know about the uncleanliness of the often used stairwell. The day after I notified her, the same spot had been cleaned, (thankfully), and that's when I noticed the banister hand rail was a metal one, not one of the wooden hand rails.

Attachment 1

Attachment 2

Attachment 3

Do you agree to your submission being published? I agree to my submission being published in my name