

Table 3: Passengers of other cruises

	Submitter	Submission date
1.	Judithe Hall <i>Sun Princess voyage of 10 to 19 March 2020</i>	29 April 2020
2.	Richard Smith and Jill Tempest Smith <i>Ruby Princess voyage of 11 to 24 February 2020</i>	29 April 2020
3.	Sheila and Jim Ritter <i>Ruby Princess voyage of 30 December 2019 to 13 January 2020</i>	30 Apr 2020
4.	David Hall-Johnston <i>Ruby Princess voyage of 27 January to 8 February 2020</i>	1 May 2020
5.	Diana Singer <i>Celebrity Solstice voyage of 10 March to 19 April 2020</i>	3 May 2020
6.	Michael Richardson <i>Ruby Princess voyage of 13 to 27 January 2020</i>	8 May 2020
7.	John Sadler <i>Ruby Princess voyage of 27 January to 8 February 2020</i>	9 May 2020
8.	Name Withheld <i>Ruby Princess voyage of 8 to 11 February 2020</i>	20 May 2020
9.	Confidential <i>Majestic Princess voyage of 1 to 13 November 2019</i>	24 May 2020
10.	Confidential <i>Carnival Splendor voyage of 19 to 28 December 2019</i>	27 May 2020

From: [REDACTED]
To: [Ruby Princess Inquiry](#)
Subject: FW: Princess Cruises information
Date: Thursday, 23 April 2020 5:00:51 PM
Attachments: [Princess disembarkation info.pdf](#)

Dear Commission

Alex Greenwich MP has been sent this information from his constituent
Judithe Hall

[REDACTED]

Judithe has provided information from her trip on the Sun Princess, which she says docked in Sydney earlier on the same day as the Ruby Princess, with a very different disembarkation process. She's asked for this to be provided to the Inquiry.

Regards
Roy Bishop JP
Electorate Officer
Alex Greenwich MP

----- Forwarded message -----

From: Judithe Hall [REDACTED]
To: Alex Greenwich MP [REDACTED]
Cc: Jeff Fletcher [REDACTED]
Sent: Wednesday, 22 April 2020, 19:43:34 GMT+10
Subject: Princess Cruises information

Good evening Alex,

I am watching with interest the enquiry into why the *Ruby Princess* was allowed to disembark passengers in such large numbers on the early morning of Thursday 19 March 2020. We were passengers on *Sun Princess* which officially berthed at Whyte Bay at 12.01am on the same morning. We disembarked around 8.40am that day. I attach the detailed disembarkation procedures that were followed on our ship - all very orderly, no large groups of passengers, all socially distanced (but no screening, surprisingly to us all). I question why the same procedures were not followed by a ship from the same company, and why screening was not conducted on both ships. Our ship had been a domestic only cruise from Fremantle, cut short after Tasmania and Victoria closed their ports. We were very thankful to arrive home safely, and well, and self-isolated (voluntarily) for 2 weeks.

Another interesting piece of information which has come to my attention. It may be gossip, but I believe where there is smoke there is often fire. I would suggest the Police Inquiry check the guest list of passengers on the *Ruby Princess* against close relatives of top Navy and Defence force personnel. It is possible parents of a high-up person were on board...and that may explain the late (anonymous so far) phone call to change the Ports Authority decision, and the urgency to allow disembarkation at 3am (not even a suggestion on our ship, which arrived earlier). Given the recent discussion about the 'relocation' of the Garden Island facility interstate, it may just be of political, and social, interest. We are all suffering because of that infamous, ill-placed decision. The truth should come out.

I am hoping you will pass on this information to the Public Enquiry for further attention. I am happy to be contacted regarding this matter.

Thank you

Regards

Judithe Hall



PRINCESS CRUISES
come back new®

MR MARK HALL
MRS JUDITHE HALL

DISEMBARKATION

Information sheet

Thursday, March 19, 2020 • Sun Princess • White Bay Cruise Terminal

WELCOME TO SYDNEY

Welcome to breathtaking Sydney, Australia's largest city and one of the world's most sought after vacation destinations. First inhabited by indigenous Australians, Sydney was founded as a British colony in 1788, and experienced a major boom in population during the 19th-century Gold Rush.

It's impossible to visit this amazing city without seeing the iconic sail-shaped Sydney Opera House and the immense Sydney Harbour Bridge. The waters off popular Bondi Beach offer spectacular surfing, while inland the majestic rock formations of the Blue Mountains beckon.



Disembarkation is as easy as 1-2-3 with Princess.

- 1 Get ready....
- 2 Get set....
- 3 Disembark

Please ensure you read the organized steps for a worry-free, smooth and comfortable disembarkation.

It's been our pleasure to host you onboard and we'd like to thank you again for sailing with Princess Cruises. We hope you had a wonderful time, and we look forward to welcoming you back in the future. Have a safe and pleasant journey.

Mirko Millo
Hotel General Manager

Ship's Location & Agent

White Bay

Carnival Australia

15 Mount Street


North Sydney, NSW 2060

Telephone: 61 2 8424 8800

DISEMBARKATION CHECKLIST

STEP 1: GET READY

Plan ahead:

- ☐ **Shipboard Account:** For those guests with registered credit cards, your statement will be delivered to your stateroom early in the morning of Thursday, March 19, 2020 and will act as your payment receipt not inclusive of any changes made on disembarkation morning. All other guests (cash paying) should settle their accounts no later than 11:00pm on the last night of the cruise at the Guest Services Desk. For a copy of your statement, visit our folio kiosks, located on either side of the Guest Services Desk, or view your account on your mobile device via Princess@Sea.
- ☐ Drop off your completed "Moments That Matter Card" in the box opposite the Guest Services Desk. If any of our crew members have gone the "extra mile," we would like to know in order to thank them for a job well done and enter their name into an employee recognition program.
- ☐  If you are wheelchair-confined and require assistance to disembark, please meet at the Crooners, Deck 7 midship, 10 minutes prior to you designated disembarkation time..
- ☐ Check "Lost and Found" at the Guest Services Desk.
- ☐ Return playing cards, indoor games, and/or library books to the Library on Deck 7 Aft.

STEP 2: GET SET

Prior to disembarkation day:

- ☐ You should have received luggage tags to your stateroom with this notice. We recommend you print your name clearly on each tag and attach them to your luggage. At the end of each luggage tag, there is a perforation. Please remove the small perforated section of each tag and carry it with you when you disembark. These tags can be attached to your luggage like airline tags, and remember to first remove any old tags so that your luggage can be correctly sorted ashore. Please note that these perforated tags are not claim checks, but are a gangway pass and should be shown at the gangway when you disembark.
- ☐ If you need **extra luggage tags**, please notify your stateroom steward. Should you have an earlier flight than scheduled or need any other general information, please visit Guest Services.
- ☐ Place the majority of your luggage outside your stateroom between 6:00pm to 9:00pm.

This is necessary to avoid disturbing you during the early morning hours with luggage collection and to keep emergency exits and alleys clear. The remainder of your luggage should be placed outside your stateroom at your convenience after dinner.

If you need to weigh your luggage, please contact your stateroom steward who can provide assistance with a luggage hand scale.
- ☐ It is recommended that you **keep all valuables and fragile items with you when going ashore.**

STEP 3: DISEMBARK

Taking care of business on the day of disembarkation:

- ☐ Clear your stateroom safe deposit box and leave it open.
- ☐ Check that you have no personal belongings left in your stateroom.
- ☐ Vacate your stateroom by 8:00am. Please plan your morning carefully as you must meet with your colored luggage tag group at the correct time and location. Refer to the chart on the reverse side. Verify your meeting time and designated lounge as listed on Disembarkation Chart.
- ☐ Any last minute photographs can be purchased from the Photo Gallery on the morning of disembarkation between 7:00am - 9:00am.
- ☐ Last chance to earn up to \$150 in onboard credit on your next Princess cruise! Visit the **Future Cruise Sales** office, Deck 7 Forward, between 7:30am - 9:30am to purchase future cruise deposits or book your next cruise.
- ☐ For our Platinum, Elite, Suite and Club Class Guests, please feel free to use our **Platinum Disembarkation Lounge** instead of your designated waiting area prior to disembarkation. Please have your cruise card ready at the door for entry. The lounge will be in the Marquis Dining Room, Deck 5 Midship.
- ☐ When disembarking the ship, all guests are to produce their cruise card at the gangway. This applies to all guests including those in transit and sailing onboard the next voyage. After passing through security, you are welcome to keep your cruise card as a souvenir of your cruise with us, then please proceed to the designated terminal area to pick up your luggage.

DISEMBARKATION DAY

Procedures

- Once clearance has been granted by the authorities ashore, the gangway will be opened and your colored and numbered group will disembark from the assigned lounge as listed on the back page.
- All colored and numbered groups will disembark from their assigned lounge only. Please do not meet in your disembarkation lounge prior to the meeting time.
- Local authorities and agencies reserve the right to change the order and details of disembarkation.

Australian Customs/Quarantine

There will be no Australian Border Force (ABF) requirement as the vessel has travelled domestically.

About the Department of Agriculture (DA)

DA - keeps out exotic pests and diseases that could affect Australia's environment, economy and agricultural industries. When you arrive in Sydney spot checks will be made by DA officers, who will look for items of quarantine concern.

Declare or Beware

You must declare for inspection all food, plant material and animal products to ensure they are free of pests and diseases. If you fail to declare or dispose of any quarantine items, or make a false declaration:

- You will be caught;
- You may be fined over \$220 on-the-spot;
- You could also be prosecuted and fined more than \$60,000 and risk up to 10 years imprisonment;

If you're not sure about items you are carrying, please ask an Australian Quarantine Officer.

Transportation

PRINCESS CRUISES TRANSFER COACHES

Transportation to Sydney Airport is provided by Princess Cruises.

Please note that the transfer service is only available during the hours of disembarkation from the ship. Please make yourself known to the ground staff once you are ashore.

Meal Times:

- Horizon Court, Deck 14
 - Continental: 5:00am to 5:30am
 - Buffet Breakfast: 5:30am to 9:00am
- Regency Dining Room, Deck 6
 - Breakfast: 6:30am to 8:30am
- International Cafe, Deck 5 (Open 24 Hours)

Please note Room Service will not be available this morning.

DISEMBARKATION GROUPS

Please note that the order of the disembarkation may change.

COLOR TAG	DISEMBARKATION ARRANGEMENT	MEETING TIME	MEETING LOUNGE
PURPLE 1	Early Independent Arrangements	6:30 AM	Vista Lounge, Deck 7, AFT
PURPLE 2	Early Independent Arrangements	6:35 AM	Vista Lounge, Deck 7, AFT
PURPLE 3	Early Independent Arrangements	6:40 AM	Wheelhouse, Deck 7, FWD
PURPLE 4	Early Independent Arrangements	6:45 AM	Vista Lounge, Deck 7, AFT
PURPLE 5	Independent Arrangements	6:50 AM	Vista Lounge, Deck 7, AFT
PURPLE 6	Independent Arrangements	6:55 AM	Wheelhouse, Deck 7, FWD
GOLD 2	Princess EZair arrangements	7:00 AM	Vista Lounge, Deck 7, AFT
GOLD 4	Princess EZair arrangements	7:05 AM	Vista Lounge, Deck 7, AFT
RED 1	Independent Arrangements	7:10 AM	Wheelhouse, Deck 7, FWD
RED 2	Independent Arrangements	7:15 AM	Vista Lounge, Deck 7, AFT
RED 3	Independent Arrangements	7:20 AM	Vista Lounge, Deck 7, AFT
Light Blue 2	Transfer To Central Train Station	7:25 AM	Wheelhouse, Deck 7, FWD
SILVER 1	Independent Arrangements	7:30 AM	Vista Lounge, Deck 7, AFT
SILVER 2	Independent Arrangements	7:35 AM	Vista Lounge, Deck 7, AFT
SILVER 3	Independent Arrangements	7:40 AM	Wheelhouse, Deck 7, FWD
SILVER 4	Independent Arrangements	7:45 AM	Vista Lounge, Deck 7, AFT
SILVER 6	Independent Arrangements	7:50 AM	Vista Lounge, Deck 7, AFT
GREEN 1	Independent Arrangements	7:55 AM	Wheelhouse, Deck 7, FWD
GREEN 2	Independent Arrangements	8:00 AM	Vista Lounge, Deck 7, AFT
GREEN 3	Late Independent Arrangements	8:05 AM	Vista Lounge, Deck 7, AFT
GREEN 4	Late Independent Arrangements	8:10 AM	Wheelhouse, Deck 7, FWD
GREEN 5	Late Independent Arrangements	8:15 AM	Vista Lounge, Deck 7, AFT
GREEN 6	Late Independent Arrangements	8:20 AM	Vista Lounge, Deck 7, AFT
GREEN 7	Late Independent Arrangements	8:25 AM	Wheelhouse, Deck 7, FWD

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 12:49:59 AM



First name Richard

Surname Smith

Email address

[REDACTED]

Phone number

[REDACTED]

Preferred means of contact Email

What is your submission based on? Other

What would you like to tell the Commission?

We cruised on the Ruby Princess which left Sydney on February 11th and returned on the 24th; i.e. the voyage immediately preceeding the ones which are the main focus of your investigation. On February 27th, whilst still in Australia, Jill began to develop symptoms which progressively worsened over the following 2 weeks and presented in common with those of Covid 19. Jill actually became moderately ill on our return to the UK, leading us to seek medical advice, as a result of which we were told that it was a virus which "could be Covid 19". Due to the fact that we had not travelled from a country considered, at the time, to be "high risk" we were not entitled to a test and therefore have no actual proof that we had contracted corona, but we strongly suspect this to be the case. I too developed similar symptoms, but less severe.

Following all the publicity about the two subsequent Ruby Princess cruises, we have been wondering whether Covid 19 was indeed already present on the February 11th voyage and that we might have picked up our virus on board. We appreciate that our thoughts are all highly conjectural and in the absence of any testing at present, we may never know if we actually did contract corona. However, in the circumstances we have been wondering whether any other passengers on our cruise have had similar experiences to our own. Would it therefore be worth including the February 11th cruise in your inquiry too?

As our symptoms did not occur until after we had disembarked, we had no recourse to contact medical services on board the Ruby Princess. We do though have a couple of observations to share. When we boarded the ship on February 11th we were merely asked if we had visited China in the preceding 14 days. Given that the Diamond Princess had just been quarantined in Japan, we were surprised at the lack of guidance, advice or even concern being given by the cruise line in regard to additional hygiene procedures or the reporting of "flu-like" symptoms. We actually noted whilst on board that there appeared to be less visible cleansing of common facilities such as hand-rails, door handles, buffet furniture etc than we have experienced on many previous cruises. Also, we were not required to sanitise our hands on entering the buffet restaurant. However, we were required to sanitise each time we visited the actual food service area. One final observation is that very early on in the cruise our cabin steward expressed extreme anxiety about contracting Covid 19, which seemed at the time to be somewhat excessive since the ship did not appear to be unduly concerned about the virus. On reflection, we have wondered whether the steward knew otherwise?

Many thanks for taking the time to consider this submission.

Richard Smith and Jill Tempest Smith

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, 30 April 2020 6:42:59 AM



First name Sheila and Jim

Surname Ritter

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? Other

What would you like to tell the Commission? Dear Mr. Walker,

My husband and I are Canadians and have been following the news regarding the Ruby Princess and Covid-19. We have also sent some of this information to the NSW Police Force by email and received an automated Reference [REDACTED] from them.

It is important to understand our trip in the context of time: since we left Canada on December 28, 2019, arriving in New Zealand on December 30, 2019, and during our trip to Australia, information about Covid-19 (initially referred to as the novel coronavirus), had not yet been circulated in general news media, so we had never heard of it (and we do not own a cell phone). We returned home to Canada just before midnight on January 19, 2020. Shortly afterward, a news report was released concerning the Diamond Princess being quarantined in Japan. Immediately, we started searching for news items linking the Ruby Princess to Covid-19 cases in Australia, since Sydney was where we had disembarked the ship and the described symptoms of the illness sounded all too familiar.

My husband and I sailed on Ruby Princess December 30, 2019 - January 13, 2020 (Auckland to Sydney). Many passengers onboard were very sick with a serious flu-like respiratory illness and some we spoke to stayed in their rooms day and night, only coming out for food. On January 1, 2020, I started to get a

sore throat, which, by January 3, 2020, developed into a very painful cough with spitting up phlegm, laboured breathing, low energy and was followed by 7 or 8 days with loss of smell and taste. This was the worst respiratory illness I have ever had, and I have had bronchitis a couple of times. I saw the ship's doctor ([REDACTED]) on January 8, 2020; she said it was an upper respiratory tract infection and said to take acetaminophen. Both my husband and myself had had our annual flu shots in the Fall of 2019. There were other people who appeared to be experiencing the same flu-like respiratory illness who were also in the medical centre that day to see a doctor. That day, I developed nose issues also, and felt like I was a factory for manufacturing mucus. Following the cruise, after disembarking in Sydney on January 13, 2020, we had a one week tour of Australia, which included flights to Cairns, Ayers Rock and returned to Sydney. My husband caught the infection after me, and he gradually got worse, with his worst symptoms (particularly persistent fever and cough) appearing after our return home to Canada, but overall, I had it worse than him.

We spoke to many people on the ship who were very sick with the same thing, a flu-like respiratory illness, which we believe now was possibly Covid-19; however, we have not had the serology test to see if we have antibodies as this type of test has not yet been approved in Canada. We replied to a Princess Cruises survey after our return home and expressed our outrage with the deplorable and disgusting hygiene protocols on the ship and upon return to the ship from shore excursions (which I had also discussed with the ship's doctor, but she wasn't interested at all). We have cruised many, many times with 5 other cruise companies and they all required a crew member to squirt our hands with hand sanitizer before entering meal areas and before embarking the ship from shore excursions; the Ruby Princess made it available, but it was placed in poor locations and not mandatory, therefore, hardly being used. Also, the meal tables in eating areas other than the dining room were not cleaned in a hygienic manner and left wet.

We are taking an avid interest in the ongoing criminal investigation and Special Commission of Inquiry because we were a bit more than angry with the lack of interest and action aboard the ship. We thought it might be pertinent for you to know Covid-19 might have been present on Ruby Princess on our previous sailing dates (December 30, 2019 - January 13, 2020) in addition to the February/March sailings under investigation. These 14 day cruises are just enough time to catch the virus, spend the cruise sick with it,

and disembark at cruise end without the cruise company taking any responsibility or action. If the ship (or cruise company) has to keep a record of medical attention received during a cruise, then my visit to the ship's doctor will possibly reveal something of interest, along with records from all the other passengers who went to the ship's medical centre for the same issue. Beyond those who went to see the doctor, there were many, many passengers who were clearly sick, but may not have gone due to cost. While onboard, I made a sarcastic comment to my husband that having all these sick people onboard was sure making a lot of money for doctor visits at \$95.00 U.S. per visit (before receiving any care or prescription)! At no time, before, after or during our cruise did we receive or hear any indication that there was a new respiratory virus onboard, novel coronavirus or even influenza for that matter... and yet it seemed like half the ship had it, and certainly many were going to the ship's doctor for it.

Eventually, we both fully recovered from this flu-like respiratory illness, which we believe was indeed Covid-19 -- me first, then my husband (as he had caught it after me). We are not suffering any long-term ill effects from the ordeal that we know of.

We hope this is helpful. If you have any questions, we are happy to respond.

Sheila and Jim Ritter

[REDACTED]

[REDACTED]

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 11:40:33 AM



First name David

Surname Hall-Johnston

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? Other

What would you like to tell the Commission?

Dear Sirs,
My wife and I were passengers on the Ruby Princess cruise around New Zealand from January 27th to February 8th 2020.
While this cruise was 2 cruises prior to those listed above, there were two incidents which I believe should be followed up.
On February the 4th 2020 in Port Chalmers (Dunedin), a person (or persons) was taken by ambulance from the ship. The next day, while at sea, a helicopter transfer from the ship took place off the coast of Fiordland. There were unusual aspects to this event:
1. All passengers were directed to their cabins and told not to use their balconies. This was for quite a long period of time, in excess of 1 hour or perhaps 2.
2. A section of the port side corridor on Deck 9 was blocked off and isolated.
3. The helicopter involved appeared not to be using a transponder, as it did not appear at all on an aircraft movements app. This was most unusual to me.
4. No explanation was given by the ship's commander as to the reason for the transfer. Given that by this time, news of the problems on board the Diamond Princess in Japan was widely known among the passengers, one would have expected some explanation by the Captain to assuage passenger concern. Keeping passengers well informed about any unusual occurrence is standard practice in Qantas (I am a retired Senior Check Captain).

While these events probably have simple explanations, given the time lapse for the disease to initially propagate, they should be followed up. For instance, was a new crew member taken aboard this cruise in Sydney or a NZ port? A newly infected but unaware crew member could easily have commenced the whole sequence of events weeks earlier than initially thought.

The Health Authorities on the South Island of NZ should have information that would simply answer these doubts.

Yours sincerely,
David Hall-Johnston

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: Sunday, 3 May 2020 12:26:13 PM



First name Diana

Surname Singer

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? Other

What would you like to tell the Commission? I was on the Celebrity Solstice that docked in Sydney, Circular Quay on Thursday evening 19/4/2020. I boarded the ship in Auckland NZ on 10/3/20, the whole boarding experience was extended over 5 hours and when I arrived my temperature was taken and I had to fill in a form for NZ government. I was then cleared to board ship. While on board NZ closed it's borders along with Australia but the Captain every day assured us we had a confirmed docking back in Sydney and not to worry and also assuring us we had a clean ship. When we docked in Akora NZ we found out there were COVID19 cases on the Grand Princess & Azamara which were also going around NZ. We were still told we have a clean ship. When we docked in Sydney our temperature was not taken and we disembarked and were told to self isolate at home or our eventual destination.

I would like to add that when I called Celebrity 2 weeks before sailing I asked as a 75 year old I had major concerns and would I be allowed to cancel my trip or change the date forward. I was told no and I would loose all of my money \$7500 because I was a single traveler paying double for my cabin. The Cruise lines have a lot to answer for, because so many other passengers my age would have not travelled on their cruises if the money would have been refundable, considering they already new they had previously had passengers that had Covid 19 on their previous trips in February 2020.

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: Friday, 8 May 2020 3:24:00 PM
Attachments: [emails-to-feedbackprincess.docx](#)



First name Michael

Surname Richardson

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Phone

What is your submission based on? Other

What would you like to tell the Commission?

I am making this submission at the suggestion of the Minister for Health following a phone conversation with Mark Taylor MP, Member for Seven Hills.

My wife Cherry and I were passengers on the Ruby Princess from January 13-27, cruising the South Pacific. On January 21 we visited Dravuni Island, Fiji, where we had to take a tender (lifeboat) to and from the island. The boat was completely full with around 120 passengers. I was squeezed beneath the driver's seat opposite a man who coughed the entire 10 minutes of the trip, while Cherry sat with her back to him.

Three days after the incident I started feeling off-colour and failed to finish my normal routine in the gym. By Saturday 25th I was debilitated and by Sunday 26th I had lost my appetite and started coughing. That night I coughed for most of the night and got four hours' sleep.

We berthed at Circular Quay early on Monday January 27. As it was a public holiday I was unable to see a doctor until the next day but I managed to secure an appointment at Castle Hill Medical Centre at 5.30pm. My wife drove me to the surgery. By this time I was coughing up yellow phlegm laced with blood.

I was diagnosed as having 'very bad' bronchitis and put straight onto antibiotics. Without treatment I suspect pneumonia would not have been far away. The condition cleared up the following week (that is, around two weeks after contracting it).

On April 21 when I got a flu shot my regular doctor (who had been away on January 28) advised me that I may have had coronavirus in January. My symptoms were certainly consistent with what I have read about the illness. [REDACTED] contracted the virus from me but fortunately she only had a sore throat and a runny nose. Again, that is consistent with COVID-19, which affects different people in different ways.

I was very concerned about the fact that a passenger who was so obviously sick and contagious had been allowed to sit in the cramped confines of a lifeboat so I tried contacting Princess by phone to complain about it. I only managed to speak to a foreign call centre and a booking clerk in Sydney, both of which were useless. I then sent five emails to the company, including one to the company's Director of Customer Relations, [REDACTED] suggesting that sick passengers should either not be allowed onto the boat or should have to wear a face mask. The only responses I received were computer generated thank-yous.

There are two matters arising from this incident that should be of interest to the Commission. First, Princess's cavalier attitude towards its passengers is deplorable. Money seems more important to them than passenger safety. I cannot believe I have not received a single response from them to my emails. They simply don't care!

Second, if I did in fact contract COVID-19 it means the virus was on board the ship in the second half of January, well before it is currently believed it was there. I intend getting an antibody test as soon as it becomes available in Australia to determine whether or not I had the illness and will let you know if it proves positive.

Interestingly, a friend of mine, [REDACTED], who was on board the ship, also contracted the virus from a passenger coughing on a tender boat when we visited Lifou Island on January 24. He suffers from asthma and I believe his symptoms were even worse than mine.

I trust the foregoing is of use to you.

Attachment 1

[REDACTED]

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: Saturday, 9 May 2020 8:49:26 AM



First name John

Surname Sadler

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? Other

What would you like to tell the Commission? My wife (Janet Sadler) and I were on the Ruby Princess cruise from Sydney to New Zealand round trip 27th January to 8th February. We both began feeling sick after leaving Wellington on Sunday 2nd February. We both experienced a persistent cough. My wife also suffered from acute tiredness, loss of appetite, diarrhoea and fever. She visited the ships doctor ([REDACTED]) on February 4th. Diagnosis was "J22 - Unspecified acute lower respiratory infection" and prescribed Prednisone and Amoxicillin tablets. Upon arriving back in Sydney she spent most of the time in bed, coughing. On Tuesday February 11th she was admitted to Hornsby Hospital ([REDACTED]) various tests with a resultant diagnoses of "community acquired pneumonia" she was then discharged and we returned by train to our home in Toormina NSW. Next our local GP confirmed the pneumonia and provided further medication. after several weeks the symptoms subsided. My question is I believe a crew member on the later voyages was diagnosed with the COV19 virus. Could they also of been on the earlier cruises? At no time were myself or my wife tested for COV19. After the ship left Dunedin a helicopter performed a medical on a passenger.

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: Wednesday, 20 May 2020 9:16:41 AM



First name [REDACTED]

Surname [REDACTED]

Email address [REDACTED]

Phone number [REDACTED]

Preferred means of contact Email

What is your submission based on? Other

What would you like to tell the Commission? I was on the Ruby Princess 08-11 Feb 2020. It was my 17th Princess cruise and compared very unfavourably with all previous. We were told there would be health checks prior to boarding but just a questionnaire. No enforcing of hand washing upon entering restaurants which was rigorous on previous cruises. The whole management of the ship was poor, very little communication by the Capt who had unintelligible English. This poor, slack management begins with him. The ship was showing her age, lots of rust spots and general shabbiness which speaks to his management too. Even an old ship can be well maintained. Never saw the Purser or any officers around the ship. Neither was there a chance to meet the Captain. We had an extremely rough first night and many pax were very unwell but no announcements were made about the weather and sea conditions. It is usual for a daily announcement from the bridge and extra announcements if conditions are rough. No health checks or questions at all on disembarkation. No follow up beyond the standard survey which is not replied to.

Attachment 1

Attachment 2

Attachment 3

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

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