



Operational Updates

- Alaska cruises
- Enchanted Princess
- Ship health protocols



NEW



COVID-19 Update

cruise with
confidence



Diamond Princess Sterilization

- Working with CDC and WHO to understand COVID-19
- Turning learnings into best practices & procedures



All cabin
air vents
undergoing
sanitization



Walls being cleaned with Virucide

NEW



COVID-19 Update

Diamond Princess Sterilization

- Ship sterilized by 3rd party experts:
 - Every hanger, every chair arm, every lifejacket—extensive cleaning process.
- Health & Safety Standards Course
 - Coming soon to Princess Academy
- Sterilization Process for Grand Princess will follow similar protocols.



All mattresses and bedding to be replaced with new Princess Luxury Bed[®] mattresses and bedding!



NEW



COVID-19 Update

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WHO official: “We’re not seeing” airborne transmission

“ *If we were to have airborne transmission, we would see cases with no contact before getting ill with that disease. ... And we're*



I think when you look at the sheer number of positive cases, they're happening with very clear mixing and mingling. They're very close with each other. ... That does not indicate airborne transmission.”

NEW



COVID-19 Update

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Health Protocols – Pre-cruise

- Itinerary Optimizations – Monitoring health maps and either canceling or modifying itineraries.
- Travel restrictions – Guest and crew meeting certain criteria will be unable to sail (Guest will receive full cruise credit or refund).
 - Contact with suspected or confirmed case of COVID-19
 - Flu-like symptoms or severe chronic medical condition.



NEW



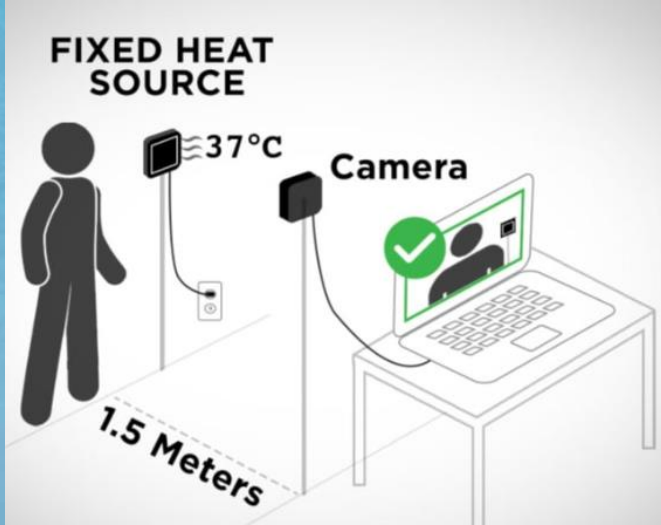
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Health Protocols – Prior to embarkation

- Thermal scanning of guests and crew and embarkation terminals
- Enhanced health screening declaration of guest and crew
- Enhanced screening for certain guest and crew conducted prior to embarkation
- Heightened sanitation of cruise terminals
 - Cleaning all hand touch surfaces, hand sanitizers, sanitization of transportation



In development; Will debut before operations resume



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Health Protocols – Onboard

- Additional sanitation and cleaning measures
 - More frequent sanitization of tables, chairs, menus and other surfaces, etc.
- Additional sanitization of frequently hand-touched surfaces in all public venues
- Where possible, staff serve guest and crew at food stations including the buffet
- Televised health tips communicated to all guests



NEW



COVID-19 Update

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Health Protocols – Our Promise

- Flexible Cruise with Confidence cancellation policies
- 24-hour a day monitoring of world health developments by maintaining constant contact with government health agencies, medical experts and partners in the travel industry
- Optimize plans and protocols daily



COMING SOON



COVID-19 Update

cruise with confidence



Taking action, sharing tips

Guidance developed in conjunction with CLIA & leading health experts

your health and safety is our top priority
Princess is working closely with public health officials to keep COVID-19 away from our ships. Here are some actions we are taking to ensure that you can sail safely and confidently.



Itinerary Optimizations & Proactive Planning

We are constantly monitoring the world health map and modifying itineraries to impacted areas. Our team is tracking world health developments 24 hours a day from our state-of-the-art Fleet Operations Center in Santa Clarita, CA, and from our offices around the world. We are in close contact with government health authorities and medical experts. Therefore, with access to the most up-to-the-minute information, we can rapidly share and implement best practices.

Enhanced Health Screenings and Terminal Sanitation

At embarkation, all guests and crew will be required to participate in mandatory health screenings that may include thermal scanning to check temperatures. Guests and crew with symptoms of illness will be denied boarding.

stay healthy while cruising

Here are some healthy travel habits recommended by the World Health Organization and the U.S. Centers for Disease Control — be sure to practice them on your next Princess® cruise!



Wash your hands often with soap and water for 20 seconds

This is especially important to do after using the restroom and before eating any of the delicious food offered on board Princess ships.



Use hand sanitizer in addition to washing

Regularly clean your hands with an alcohol-based hand sanitizer. Carry a travel-sized sanitizer in front of all dining venues and other high-traffic areas on board.



Keep a distance from others

Avoid close contact with people suffering from respiratory illness. Aim for 6 feet of separation where possible, and avoid handshakes with your favorite no-touch greeting, such as a wave or "thumbs up!"



Cover your mouth and nose when you cough or sneeze

Use your bent elbow.



Sanitizer Everywhere

We will be actively enforcing hand-washing at the entrance to our ships. We are also adding additional sanitizer dispensers in high-traffic areas.

Elevated Sanitation

In addition to our existing rigorous cleaning protocols, we are implementing supplementary sanitation and disinfection of all more frequently touched surfaces, including tables and chairs to ensure clean, safe dining solutions known to be effective when cleaning guest and crew.

Onboard



Keeping Our Crew Healthy

We are raising crew awareness of preventing daily health communication and more. We are helping them to report any signs of illness.

Enhanced Medical Protocols & Procedures

Every Princess ship sails with a highly capable Medical Team. All Princess ships have a fully equipped medical center and receive special training on COVID-19. Any individual experiencing symptoms of illness will be encouraged to visit the Medical Center for a health assessment, screening for COVID-19, and, if appropriate, screening for COVID-19.

Please visit www.princess.com/CruiseWithConfidence

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Pre-Cruise

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