

From: US Embassy Tokyo Cruise Ship Quarantine Inquiries <USGShipContact@state.gov>
Sent: Thursday, February 13, 2020 1:45 PM
To: US Embassy Tokyo Cruise Ship Quarantine Inquiries <USGShipContact@state.gov>
Subject: Message from U.S. Embassy Tokyo, February 13, 2020

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U.S. Embassy Tokyo

MESSAGE TO U.S. CITIZEN DIAMOND PRINCESS PASSENGERS AND CREW

The U.S. Embassy and the Department of State continue to closely monitor the situation and to coordinate with the Government of Japan and with representatives from the cruise line to ensure the well-being and safety of passengers. We have no higher priority than the welfare and safety of U.S. citizens abroad.

Japan's Ministry of Health, Labor, and Welfare announced February 13 a plan to permit certain passengers to disembark the ship and be transported to quarantine locations in Japan. We understand that this voluntary option will be a phased approach, beginning with passengers over 80 with pre-existing health conditions. Please note that passengers given this option will not be exiting quarantine, but rather will be moved to a facility provided by the Government of Japan.

The U.S. Centers for Disease Control and Prevention (CDC) have written a letter to passengers and crew on board the Diamond Princess with more information about this voluntary disembarkation. The CDC's letter is attached to this email. Please review it carefully. We expect to have more details about this option in the coming days, as the CDC is working closely with the Japanese authorities to obtain more information.

If you require medical attention or are running low on medication: Please contact the medical center on the ship. For medication requests, there is now an onboard hotline that passengers can dial directly from their cabins: extension 5530. The Ministry of Health, Labor, and Welfare advise that the extension is live, and that English is available. We recommend you notify the medical center as soon as possible to avoid running out of medication. Carnival and Ministry of Health, Labor, and Welfare are working hard to fill prescriptions and deliver medication. The Embassy continues to route requests for urgent medications to Government of Japan and Carnival Cruise officials. If you do not receive the medication you have requested, please notify us by email to USGShipContact@state.gov. When you do receive your medications, please notify us so we can effectively track your case.

If you or a loved one has been taken to a hospital: Please let us know by either sending an email to USGShipContact@state.gov or calling us at (+81) 3-3224-5000 and asking for American Citizen Services. Please provide the U.S. citizen's name, date of birth, passport number, and the name of the hospital (if known). Under the terms of the Privacy Act of 1974, we may be limited or unable to provide updates without the written permission of the affected U.S. citizen.

For more information on the Coronavirus: For the most up-to-date information and guidance regarding this disease outbreak, U.S. citizens in Japan are advised to consult the World Health Organization ([WHO](#)) and [CDC](#).

For more information on quarantines and cruise ships: Please refer to the Centers for Disease Control, which has published guidance on this issue at <https://www.cdc.gov/quarantine/cruise/management/guidance-cruise-ships-influenza-updated.html>.

Stay Connected: Follow U.S. Embassy Tokyo American Citizen Services on [Twitter](#) and [Facebook](#). Our dedicated U.S. Embassy email address for passengers and family members -- USGShipContact@state.gov. Carnival has established a family assistance hotline in the United States: 1-800-693-7222.

Smart Traveler Enrollment Program (STEP): The Embassy strongly recommends that all U.S. citizens traveling to or residing in Japan enroll in STEP. [For more information on STEP, please click here.](#)

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