

**From:** US Embassy Tokyo Cruise Ship Quarantine Inquiries <[USGShipContact@state.gov](mailto:USGShipContact@state.gov)>  
**Date:** February 14, 2020 at 6:47:50 PM GMT+9  
**Subject:** Message from U.S. Embassy Tokyo, February 14, 2020  
**To:** US Embassy Tokyo Cruise Ship Quarantine Inquiries <[USGShipContact@state.gov](mailto:USGShipContact@state.gov)>

February 14, 2020  
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 started implementing the plan announced February 13 to permit certain passengers the voluntary option to disembark the ship and be transported to complete quarantine in Japan onshore. The cruise line shared today that 22 passengers were asked and 11, including two U.S. citizens, took up the offer to complete quarantine at a Japanese government facility. We understand that an additional 200 guests may be asked as soon as tonight.

To clarify our understanding of this voluntary program, the authorities have advised that to be eligible you need to be in a priority elderly or vulnerable group, beginning with passengers aged over 80 with pre-existing health conditions or accommodated in a room with no balcony. Eligible passengers would also need to be tested negative for coronavirus to be transferred. Authorities have advised that after this first group is processed, they would later widen the eligible group to passengers aged 75 and over with pre-existing health conditions or in a room with no balcony, and then later to passengers aged 70 and over with pre-existing health conditions or in a room with no balcony. It is our understanding that this will be a very time intensive process. Princess Cruises advise that once you were removed from the ship, they would maintain contact with you to arrange your future onward travel, however they could not be responsible for accommodation conditions off the ship. 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.

**If you require medical attention or are running low on medication:** Please contact the medical center on the ship. For medication requests, please contact the 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](mailto: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](mailto: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](http://www.who.int)) and [CDC](http://www.cdc.gov).

**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/>.

**Stay Connected:** Follow U.S. Embassy Tokyo American Citizen Services on [Twitter](https://twitter.com/USGShipContact) and [Facebook](https://www.facebook.com/USGShipContact). Our dedicated U.S. Embassy email address for passengers and family members -- [USGShipContact@state.gov](mailto: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.](#)

**U.S. Embassy Tokyo Contact Information:**

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