

HAWAII VISITORS & CONVENTION BUREAU
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April 28, 2020

Aloha mai!

First, I would like to thank you for your continued support of Hawai'i and look forward to the safe reopening of our tourism industry.

I am writing to remind you of Hawai'i Governor David Ige's Emergency Rules Order dated March 22, 2020, which mandates a 14-day stay-at-home quarantine for any visitor or resident arriving in Hawai'i. This began a month ago on March 26, 2020. This letter is to inform you that this mandatory quarantine order has been extended to May 31, 2020. All visitors and residents returning to Hawai'i are subject to this quarantine until it expires.

Our quarantine order is unlike any other across the county. Upon arrival, there is a verification and tracking procedure that begins when disembarking at all Hawai'i airports that receive transpacific flights and continues with regular follow-up calls throughout the 14 days or until the traveler departs, whichever is shorter. Those who ignore the quarantine are subject to arrest and fines up to \$5,000.

Despite the Hawai'i Tourism Authority's efforts to discourage all non-essential travel to Hawai'i, we are still receiving dozens of visitors each day. We have asked the media who cover travel to stop running stories on Hawai'i (see attached), which has been widely honored. Additionally, we have used all our channels of information to the travel trade, as well as the general public, to discourage travel to the Hawaiian Islands.

That said, it is of great concern to us that visitors continue to arrive in Hawai'i and into a situation that is not pleasant for them, the carrier or the destination.

During our phone calls prior to the quarantine, we had discussed warning potential visitors of the Hawai'i quarantine situation in a variety of ways, such as:

- Website notifications during the online booking process
- Text messages or emails after booking to warn the visitor of the quarantine
- Notification of the quarantine at airport check-in
- Boarding gate announcements of the quarantine
- On-board final warning prior to departure

Please help us rectify this situation for the benefit of travelers, and the people of Hawai'i, by ensuring that the measures above are in place. I will be following up with a phone call this week to discuss further.

Regards,

A handwritten signature in black ink that reads "John Monahan". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

John Monahan
President & CEO