

HAWAII VISITORS & CONVENTION BUREAU
2270 Kalākaua Avenue, Suite 801
Honolulu, Hawai'i 96815
TELEPHONE: (808) 923-1811
FAX: (808) 924-0290
EMAIL: info@hvcb.org
WEBSITE: gohawaii.com



April 27, 2020

Dear [NAME],

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 trans-pacific 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 arrests and fines up to \$5,000.

You also need to be aware that all vacation rentals by order of Governor Ige's Emergency Rules are deemed non-essential and cannot legally accept new reservations.

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 the visitor, the carrier or the destination.

To help us address this situation, we ask that you take immediate steps (if you haven't already done so) to alert your customers at every step of the transaction when selling any aspect of a Hawai'i visit (air, hotel, etc.) by:

- Web-site notifications prior to and during the online booking process
- Mention of the quarantine on any travel documents that may be issued during the transaction process
- Text messages or emails after booking to warn the visitor of the quarantine

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.

Regards,

John Monahan
President & CEO