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May 28, 2020

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SPEAKER'S OFFICE

Honorable Governor David Ige
Hawaii State Capitol Building
415 S. Beretania Street
Honolulu, Hawaii 96813

Honorable Representative Scott K.
Saiki/Speaker of the House
Hawaii State Capitol Building
415 S. Beretania Street
Honolulu, Hawaii 96813

Honorable Senator Ronald D. Kouchi/Senate
President
Hawaii State Capitol Building
415 S. Beretania Street
Honolulu, Hawaii 96813

Honorable Lt. Governor Josh Green
Hawaii State Capitol Building
415 S Beretania Street
Honolulu, Hawaii 96813

cc: Senator Schatz, Senator Hirono, Representative Gabbard, Representative Case, State Senator Luke, and State Senator DelaCruz, Oahu Mayor Caldwell, Maui Mayor Victorino, Hawaii Mayor Kim and Kauai Mayor Kawakami

Aloha Governor Ige, Senator Kouchi, Representative Saiki and Lt. Governor Green,

We are following up on our previous letter dated 05/19/2020. Attached is our collective [COVID-19 Guidance for Hawaii's Activities and Attractions](#). This guide is published online as a living document and will be updated as circumstances change. We are readying the industry to host visitors safely.

Last week the FAA approved preflight testing for passengers bound to Hawaii. Please adopt a plan ASAP and implement it. We also request the ability to fly inter-island without being subjected to the 14-day quarantine, ASAP. Make a process efficient and effective so that our residents are safe. The health of our community is a priority.

A large part of Hawaii's community is our owner-operated, small businesses. Those solely catering to the visitor industry are unable to sustain another month. Residents on unemployment, on average, are making 156% of their regular take-home pay. Those residents still employed through the pandemic are enjoying this place without so many visitors. This vocal group does not want tourism back and will use distasteful arguments to stop it. It will take a wise courageous leader to see the truth. Think of the visitor industry as being like a lawnmower that's been sitting idle. After your lawnmower sits for a while, it's challenging to get it going again. The industry is no different.

Visitors will not return at the same numbers as before. Per the recent UHERO report the optimistic report refers to the "local market", which for most activities & attractions represents

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less than 10% of their market. Our significant industry is being left out! At the After 911, it took over seven years to come back to the same level of visitors. This pandemic is far worse. Some people will refuse to travel again until there is a vaccine or a cure. Most people who planned vacations have canceled looking to visit in 2021 or 2022.

Many sources are strategizing to avoid the genocide of Hawaii's Small Business community, especially those which caterer to solely to visitors. This work will be for naught if those in power don't take immediate action to implement a thorough preflight testing procedure. The time to start is now.

Hawaii needs to be a place where truth shapes people's politics, rather politics or media, shaping what people think is true. The curve is flat. Our hospitals are open and available. Let's get back to business and our new normal.

If we can do anything to assist you in its ongoing response during this pandemic, please do not hesitate to let us know.

With great respect and sincerity,
A3H Executive Board of Directors:

Alfred Grace/Polynesian Cultural Center
Kamika Smith/Smith's Luau and Fern Grotto Cruise
Lisa Gibson/Warren & Annabelle's Magic Show
Mendy Dant/Fair Wind Cruises
Ronald Williams/Atlantis Adventures
Richard Schuman/Magnum Helicopters
Tim Lara/Hawaiian Paddle Sports
Terry Donnelly/Blue Dolphin Charters
Toni Marie Davis/A3H Executive Director

Some of Hawaii's Activities and Attractions:

Action Sports Maui	Bike Hawaii
Aina Anuhea Tropical Garden	Blue Dolphin Charters
Air Kauai, Inc	Blue Hawaiian Helicopters (All Islands)
Air Maui	Blue Note Hawaii
Alii Kayak	Blue Water Rafting
Aqua Adventures	Bluewater Sailing Kauai
Aqua Sports LTD	Body Glove
Atlantis Adventures (Oahu, Maui, Hawaii)	Boss Frog's Dive & Surf
Atlantis Cruises	Captain Andy's Sailing, Inc.
Hawaiian Slack Key	Captain Steve's Rafting

Captain Sundown Ent.
Captain Zodiac
Catamaran Kahanu
Chief's Luau
Cruiser Phil's
Da Life
Eco-Adventure, Inc.
Ed Robinson's Diving Adventures
Expeditions
Fair Wind Cruises, Inc.
Fathom Five Scuba Diving Services
Flumin Kohala
Friendly Charters
Frogman Charters
Gemini Charters
Haleakala Bike Co., Inc.
Haleakala Eco Tours
Hawaii Forest & Trail (Oahu, Hawaii)
Hang Gliding Maui
Hawaii Maritime Center
Hawaii Ocean Rafting
Hawaiian Paddle Sports
Hawaiian Sailboarding Techniques, Inc.
Hawaii Tasting Tours
Hawaiian Charters
Hawaii Production Special Events
Hawaiian Waters Adventure Park
Hawaii Ocean Project
Hawaii Oceanic
Hike Maui
Hinatea Sportfishing
HoloHolo Charters Inc.
Hula Girl Sailing
Hula Kai Cruises
Ironwood Ranch
Isana Ocean Sports
Island Adventures
Island Breeze Productions
Island Helicopters Kauai, Inc.
Island Marine Activities
Island Scuba
Island Star Excursions
Jack Harter Helicopters

Jungle Zipline Tours
Kaanapali Kai Charters, Inc.
Kai Kanani Charters
Kamanu Charters, Inc.
Kauai ATV
Kauai Sea Tours
Kayak Adventures, Inc.
Kayak Wailua
Keahou Boating
Kelii's Kayak Tours
Kiteboarding School of Maui, Inc.
Kona Honu Divers, Inc.
Kualoa Ranch
Lahaina Divers
Lahela Ocean Adventures
Lanai Jeep Safari
Liko Kauai Cruises
Luckey Strike Charters
Magnum Helicopter
Makani Kai Airlines
Makena Coast Charters
Mana Divers Kauai
Marine Charters, Inc.
Maui Cave Adventures
Maui Classic Charters
Maui Craft Tours
Maui Dive Shop
Maui Dreams Dive Co
Maui Eco Adventures
Maui Eco-Tours
Maui Island Tours
Maui Kayaks
Maui Molokai Sea Cruises
Maui Mountain Cruisers
Maui Ocean Center Aquarium
Maui Paintball
Maui Pineapple Tours
Maui Sailing Charters
Maui Snorkel Charters
Maui Snorkel Tours
Maui Sun Divers
Maui Sunriders Bike Co.
Maui Surf Clinics

Maui Tropical Plantation
Maui Wave Riders
Mendes Ranch
Molokai Outdoors
Mountain Riders
My Splash LLC
Mystery Maui
Na Pali Explorer
National Tropical Botanical Gardens
Oahu Nature Tours
Ocean Activities Center
Ocean Odyssey Dive Tours
Ocean Sports
Octopus Garden Divers, Inc
O'he'o Stables
Olapa Ko'a
Old Lahaina Luau
Outfitter's Kauai
Pacific Coast Kayak
Pacific Jet Sports Inc.
PacWhale Eco Adventures
Paradise Cove
Parasail Kaaupali
Piihola Ranch
Pineapple Express
Polynesian Adventure Tours (All Islands)
Polynesian Cultural Center
Princeville Ranch Adventures
Prodiver Maui
Proflyght Paragliding, Inc.
Rascal Charters
Redline Rafting
Reef Dancer
Roberts Hawaii (All Islands)
Safari Helicopters (Kauai, Hawaii)
Scuba Mike
Scuba Shack
Scotch Mist Sailing Charters
Sea Life Park

Sea Monkey Private Charters
Sea Quest, Ltd.
Seabird Cruises
Seasport Divers
Segway Hawaii (Oahu, Hawaii)
Shaka Divers
Shoreline Snuba
Skyline Eco-Adventures(Kauai, Maui, Hawaii)
Smith's Motor Boat, Inc.
Snuba Big Island
Soul Surfing Maui
South Pacific Kayaks & Outfitters
Southshore Charters, Inc.
SpeediShuttle, LLC
Star Gazers Maui
Stardust Segway Tours
Start Me Up Sportfishing
Strike Zone
Sunlight on Water
Sunshine Helicopters (Maui, Kauai, Hawaii)
Temptation Tours
Teralani Sailing Charters
Trilogy Excursions (Maui, Lanai)
True Blue Charters
UFO Chuting of Hawaii (Maui, Hawaii)
Upcountry Cycles Ltd
USS Arizona Memorial
USS Battleship Missouri Memorial
USS Bowfin Submarine Museum
Waikiki Aquarium
Waikiki Trolley Tours
Wailua Kayak Adventures
Wailea Boating Company
Waimea Falls Park
Wake Maui
Warren & Annabelle's
West Maui Parasail
Wet n Wild Water Park
Wings Over Pearl

COVID-19 REOPENING GUIDANCE

Hawaii's Activities and Attractions



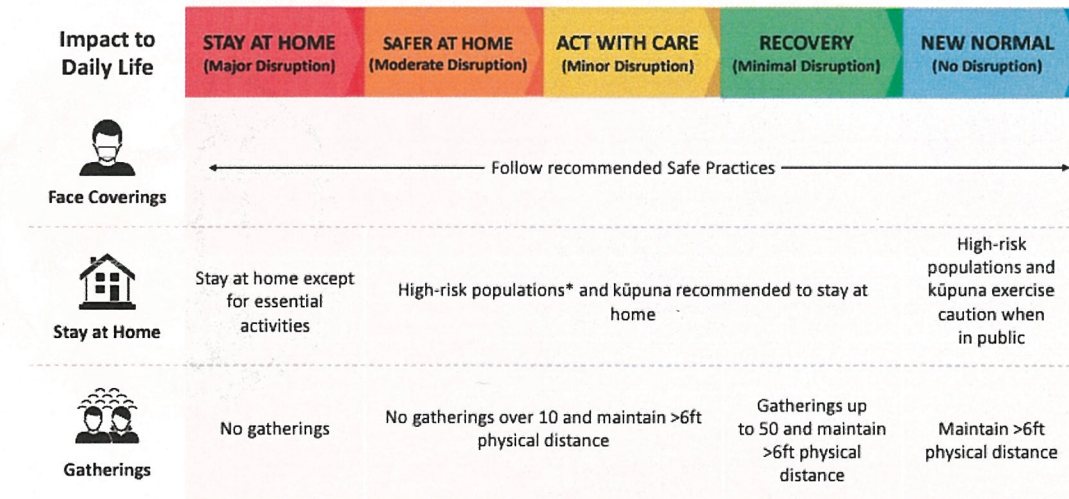
INTRODUCTION

The principles and considerations outlined in the following publication were compiled from Hawaii's activity and attractions, CDC recommendations, Hawaii's Reopening plan, and other trade associations in the United States. They are designed to provide approaches for you to consider as you reopen your business in the wake of the COVID-19 pandemic. Not all of these considerations will apply to your operation. The information outlined is intended to help you develop and adopt a plan that will work best for your business. The considerations are aimed to focus on medical science and operational expertise rather than general perceptions. The approach outlined here attempts to address specific concerns we face in Hawaii. You may need to take additional measures based solely on what is needed to gain consumer confidence in your market. Please feel free to contribute to this living document by sending comments to Guidelines@A3H.org.

These principles are designed for opening your business as a "medium" risk while entering the ACT WITH CARE as described in the [Governments, Reopening Plan](#).

Impacts to Daily Life from Stabilization to Resilience

(Impact level may vary by County)



With that in mind, it is important to encourage frequent and effective handwashing, advise employees and guests wear masks/ face coverings, enact an effective sanitation program (using

chemicals effective against the coronavirus) for high-touch surfaces, and establish programs and capacities that allow for appropriate levels of social distancing.

As community transmission rates decline amongst your population of visitors, these guidelines may be adjusted and relaxed, preferably in consultation with local health authorities. If you decide to open your business later in the progression of COVID-19, due to the low numbers of visitors. If you decide to wait, you may open later with fewer adjustments and accommodations in place.

As you develop your operating plans, be sure they are compliant with your local county. It is also advisable to review your plans with legal counsel before moving forward.

Please note that these considerations will change as best practices, government guidelines, and guidance from medical professionals evolves. A3H will periodically update this document and publish it to the members' communication folder.

IMPORTANT NOTE: DISCLAIMER FOR A3H COVID-19 REOPENING GUIDANCE DOCUMENT

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GENERAL CONSIDERATIONS FOR REOPENING FOR ALL VENUES

Following these considerations are sections specific for **Air Tours, Attractions, Boating, Guided Vehicle Tours, Horseback, Luau, Ocean/Beach Activities, Theater Shows & Ziplining.**

- 1) Where possible have employees that can work from home to continue working from home.
- 2) Take the temperature of guests and employees. If 100.4⁰F or higher, they are not allowed to experience the activity or attraction; neither is their party.
- 3) Allow only healthy people to enjoy the experience and use masks/face coverings for guests and employees. Consider providing masks at a reasonable fee.
- 4) Sick employees must stay at home.
- 5) At check-in, go paperless and adhere to no contact with guests, e.g., use of a scanner for registration and require all payments in advance.
- 6) Markings or separations any place lines may form noting 6-foot distances.
- 7) Have Hawaii resident customers register to Kamaaina.org. Only authenticated residents may book from this site and only in their registered name. This shelters Kama'aina rates from general public, while allowing payment in full online.
- 8) Provide means to wash/sanitize hands frequently.
- 9) Treat those family members and others who live in the same home to physical distances from each other, instead treat the group as one unit.
- 10) Manage the density of people to keep people or family units 6 feet apart.
- 11) Reduce touchpoints where possible and sanitize high touch surfaces frequently.
- 12) Protect employees with various approaches, including barriers, protective coverings, and distancing
- 13) Communicate with employees and guests effectively on how to prevent the spread of germs.
- 14) Have a plan in the event a guest or employee falls ill on site.
- 15) Reduce the capacity of your experience to adhere to appropriate social distancing.

- 16) Employees control seating, educate guests to keep to their assigned location/seat to reduce touchpoints.
- 17) Perform recommended [hand hygiene](#) by washing hands often with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60 to 95% alcohol.
- 18) Avoid touching eyes, nose, and mouth with unwashed hands.
- 19) Determine protocols for wearing face coverings and disposable gloves.
- 20) Cover mouth and nose with a tissue when coughing or sneezing or use the inside of the individual's elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer containing at least 60% alcohol.
- 21) Clean and disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs.
- 22) Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- 23) Use foot-operated or other handsfree trash containers with lids.

AIR TOURS

- Private Group tours of more than 6 people shall not be provided.
- Guides shall stay more than 6 feet away from their group other than when in the aircraft.

ATTRACTIONS

- All water fountains will be closed.
- Cleaning stations, hand sanitizers, and sanitizing wipes shall be installed at high traffic locations.
- For ticketed experiences, it is recommended the tickets guest purchases will allow the attraction to track where they go and what they do on the premises.
- All payment procedures will stress contactless payment systems.
- Employees shall wear gloves
- Seating for parties to be separated by 6 feet.
- Surfaces including restrooms will be sanitized frequently.
- At retail stores, on-site must limit of # of guests in stores are to adhere to social distancing.
- At retail stores, on-site physical separators between guests and employees at registers where possible.
- Retail aisles and displays shall be distanced.

- Surfaces touched by customers shall be sanitized between customers.

Boating

- Identify and purchase proper chemicals and PPE needed for cleaning and disinfecting various surfaces throughout the vessel, facility, and materials (stores, equipment, luggage, etc.) moved from shore to the vessel.
- Clean dirty surfaces with soap and water before disinfecting. To disinfect, use products that meet EPA's criteria for use against SARS-CoV-2, the cause of COVID-19, and are appropriate for the surface. See EPA and ABS guidance in the reference section for more product information.
- Consider using disposable towels or rags when cleaning and disinfecting surfaces.
- Conduct proper pre and post-cruise cleaning.
- Operating station cleaning - Wipe down the entire wheelhouse with a disinfecting cleaner including chart table, instruments, chairs, helm, consoles, radar control panels, VHF radios, binoculars, pens/pencils, etc.
- Cleaning/Disinfecting high touch areas throughout the day:
 - Doorknobs, Door and Window Handles
 - Faucet and Toilet Handles
 - Gangway Railings
 - Chair Armrests
 - Tabletops
 - Vessel Railings
 - Any additional High Touch Areas you may have on your vessels
- Bar and Snack Bar Sanitation:
 - Disinfecting of Food Preparation and Bar Surfaces before and after service
- Snorkel/Dive Equipment (as applicable):
 - Rinse equipment in freshwater and EPA approved disinfectant/sanitizer after each use.
 - Mouthpieces/regulators should be sanitized using alcohol or antibacterial mouthwash.

GUIDED VEHICLE TOURS

- Group tours of more than 10 people shall not be provided.
- Guides shall stay more than 6 feet away from their group, and parties should stay more than 6 feet away from each other.
- Leis shall be distributed by Staff who are wearing gloves. All parties will be separated by at least 6 feet of empty space and capacities will be adjusted accordingly.
- Vehicles will be loaded from the back forward unless a rear entrance exists.
- Surfaces shall be disinfected prior to and after use.

- Signage shall be used more effectively at pickup locations to avoid guests being required to approach loaders.
- Guests will be checked for high temperatures. Guests staging to board will be required to be separated by 6 feet.

HORSEBACK

- Group tours of more than 10 people shall not be provided.
- All surfaces shall be sanitized between rides
- All Staff shall maintain 6 feet distancing.

LUAUS

- Parties will be seated further than 6 feet from the next nearest party.
- Employees, volunteers, and contractors will practice proper physical distancing from customers.
- Surfaces touched by customers will be sanitized after each customer use.
- No shared condiments are to be used.
- Buffets will be replaced by prepared plates

OCEAN/BEACH ACTIVITIES

(Kayaking, Kiteboarding, Standup Paddle Boarding, Surfing & Windsurfing)

- All surfaces shall be sanitized between showings.
- All Staff shall maintain 6 feet distancing.

THEATER SHOW

- Every other row will be closed for seating.
- Parties shall be separated by 6 feet (two empty seats).
- All surfaces shall be sanitized between showings.
- All Staff shall maintain 6 feet distancing.
- Post show greetings shall not be allowed and guests shall not be allowed to enter stage.
- Ushers will not touch guest tickets.
- All parties will be separated by at least 6 feet of empty space and capacities will be adjusted accordingly.
- Leis will be distributed to guests by employees wearing gloves.
- Entertainment during the meal will be limited to ensure inter-staff and staff/ employee separation is possible.
- All surfaces shall be sanitized between customer use.
- Shared condiments will not be allowed.
- Guests will not serve themselves.
- Drinks will be distributed to tables and all drink stations shall be closed.

- Post show greetings shall not be allowed and guests shall not be allowed to enter stage.

ZIPLINING

- Group tours of more than 10 people shall not be provided.
- All platforms, handrails & surfaces shall be sanitized between groups
- All Staff shall maintain 6 feet distancing, except as necessary for safety protocols and Zipline processes.