

# INTERNATIONAL LONGSHORE & WAREHOUSE UNION



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The Thirty-Third Legislature  
Regular Session of 2026

## **THE HOUSE OF REPRESENTATIVES**

Committee on Consumer Protection and Commerce

Rep. Scot Z. Matayoshi, Chair

Rep. Tina Nakada-Grandinetti, Vice Chair

Hawaii State Capitol

Conference Room 329 & Videoconference

April 2, 2026 2:00 p.m.

### **TESTIMONY OF THE ILWU INTERNATIONAL – HAWAII ON SB83 SD2 HD2 RELATING TO HOTELS**

Chair Matayoshi, Vice Chair Nakada-Grandinetti, and Members of the Committee,

My name is Brandon Wolff, and I serve as the ILWU International Vice President Hawai‘i. I submit testimony in strong support of SB83 on behalf of the International Longshore and Warehouse Union (ILWU) and the thousands of hotel workers we represent across our state. Our hotel workers are on the front lines of Hawai‘i’s tourism industry, working every day to ensure guests have a positive experience. When visitors arrive expecting certain accommodations but instead encounter major service disruptions, it harms the visitor experience, damages the reputation of Hawai‘i’s hospitality industry, and ultimately impacts the workers whose livelihoods depend on tourism.

This measure promotes basic transparency by requiring hotels to notify guests when significant service disruptions exist, such as labor disputes or unavailable services and allows visitors to cancel reservations without penalty under those circumstances. Travelers who spend thousands of dollars to visit Hawai‘i deserve honest information about the conditions they will encounter.

Clear disclosure protects consumers, supports responsible business practices, and helps maintain trust in Hawai‘i’s tourism industry.

For these reasons, I respectfully urge the Legislature to pass SB83.

Mahalo for the opportunity to testify.

A handwritten signature in black ink, appearing to read 'Brandon Wolff', written over a horizontal line.

Brandon Wolff  
International Vice President – Hawaii  
International Longshore and Warehouse Union



House Committee on Consumer Protection & Commerce  
Rep. Scot Matayoshi, Chair  
Rep. Tina Grandinetti, Vice Chair

### **Testimony with comments on SB 83 SD2 HD2**

Chair Matayoshi, Vice Chair Grandinetti, and Members of the Committee,

UNITE HERE Local 5 represents over 10,000 workers in hotels, health care, airports and food service across Hawai'i.

We are in support of SB 83, and the amendments made in the HD2 version of the bill allow for meaningful enforcement and meaningful remedies for consumers. In order for SB 83 to be truly effective consumer protection legislation, we urge this Committee to ensure that whatever version it passes will adequately address the following areas:

#### **Definition of "Service disruption"**

The original version of SB 83 listed several conditions as service disruptions:

- (1) Construction work in or directly related to the hotel that creates excessive noise that is likely to substantially disturb a guest, except construction that is intended to correct an emergency condition or other condition requiring immediate attention;
- (2) Conditions that the hotelkeeper is aware of that indicate the presence in the hotel of any infestation by bed bugs, lice or other insects, rodents or other vermin capable of spreading disease or being carried, including on one's person; provided that the infestation has not been fully treated by a licensed exterminator within twenty-four hours of the identification of the infestation;
- (3) The unavailability, for a period of twenty-four hours or more, of any advertised hotel amenity, including but not limited to a pool, spa, shuttle service, internet access, or food or beverage service;
- (4) The unavailability, for a period of twenty-four hours or more, of any advertised room appliances or technology, including but not limited to in-room refrigerators or internet services;
- (5) The unavailability of any advertised or legally required accessibility feature, including but not limited to an elevator, wheelchair lift, ramp, or accessible bathroom in the room or in any common area of the hotel;
- (6) The unavailability, for a period of twenty-four hours or more, of any utility, including but not limited to gas, water, or electricity when the unavailability affects only the location of the hotel; or
- (7) Any strike, lockout, or picketing activity or other demonstration or event occurring for a calendar day or more at or near the hotel.

SB 83 HD2 only contains item 3 and part of item 7 from that list. We believe this is insufficient to protect consumers, and urge this Committee to expand the list towards its original scope.

## **Remedies for guests**

SB 83 HD2 contains remedies for patrons of hotels impacted by service disruptions. This is a crucial component of the bill. Visitors should have the ability to cancel hotel or banquet reservations and get money back if circumstances change from what they believe they booked, within reason. This should be considered standard, and hoteliers should incorporate it into the normal costs of doing business. If the legislature provides too little remedy, or a pathway so long and convoluted or with potential compensation so meager that they are discouraged from even trying, they will not feel any better about Hawai'i as a visitor destination. The remedies need to be clear, simple, and achievable; so if this Committee amends the remedies described in SB 83 HD2, we request that they meet these benchmarks.

There is a power imbalance between individual consumers and hotel corporations; the intent of this legislation is to take steps to fix that imbalance by empowering consumers with choices and remedies that would serve as a minimum standard to rely on. It has been argued that remedies in SB 83 would impose a "one size fits all" solution that might not work for all guests. Hotels are certainly welcome to go beyond the minimum, and nothing in this legislation would prevent them from doing so. However, eliminating remedies or amending them in ways that would introduce practical barriers to achieving them is not a good solution.

## **Penalties for hotels failing to notify guests**

SB 83 HD2 contains penalties for hotels that fail to notify guests about potential service disruptions. We believe hotels have more information about their guests than ever before. The logistical barriers to contacting present and future guests are minimal and can be incorporated into standard business practices. Even for those guests booking through third parties, those third parties should be providing contact info to the hotels. Regardless of this legislation, if there were an emergency, hotels should be able to reach out to their current and future guests to notify them; if they don't have that capability, that could represent a significant problem for emergency management. The most significant hotel booking sites have disclosures related to information sharing:

Expedia Group owns Expedia, Hotels.com, VRBO, Travelocity, Hotwire, Orbitz, EBookers, Trivago and other brands. According to Expedia's website,

"We share personal data (including travel preferences, contact and payment details, booking IDs, relevant reviews, etc.) with travel-related suppliers such as hotels, airlines, car-rental companies, insurance, vacation-rental property owners and managers, travel governing bodies, and where available, activity providers, rail, or cruise lines who fulfill your booking."<sup>1</sup>

Booking Holdings owns Booking.com, Priceline, Agoda, HotelsCombined, and other brands. According to Booking.com's website,

"In order to complete your trip reservation, we need to transfer relevant reservation details to the trip provider you have chosen.

"Depending on the trip reservation and the trip provider, the details we share can include your name, contact and payment details, the names of the people accompanying you, and any other relevant information (e.g. check-in/check-out dates), including preferences you specified when you made your trip reservation."<sup>2</sup>

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<sup>1</sup> <https://www.expedia.com/legal/privacy>

<sup>2</sup> <https://www.booking.com/content/privacy.html>

In any instances where third parties do not provide guest contact information to the hotels, it should be relatively straightforward for hotels to come to agreements with those third parties ensuring guest notification will take place.

### **Notification timing**

SB 83 HD2, much like the original, would require hotels to notify guests “Within twenty-four hours of the onset of a service disruption, or upon receiving notice that a service disruption may occur...” We acknowledge that hotels do not always know if or when service disruptions such as strikes will occur – non-union hotels, for instance, could go on strike at any time. On the other hand, hotels with ongoing labor disputes may have better information about when a strike is imminent. To the extent this Committee changes this language, we would urge a solution that does not put all the risk onto the consumer. The purpose of this legislation is to take some of the risk off of consumers in ways that are fair and meaningful. Whatever notice is possible should be provided.

### **Conclusion**

In order for our state’s most prominent industry to thrive, visitors should be given the information and time necessary to plan around any foreseeable complications that might arise during their trips. These things, together with options for resolving problems that come up, can improve the visitor experience markedly even in adverse conditions. This in turn helps boost Hawai’i’s visitor-friendly reputation and consumer confidence in Hawai’i as a travel destination. On the other hand, when visitors learn about problems with their accommodations upon check-in or later, it can cause frustration, uncertainty, and a decay of trust. These frustrations may be directed toward front-line hotel workers, which adds unnecessary stress to already stressful jobs.

We appreciate this Committee’s consideration of SB 83 and hope you will consider passing it in a form that will truly protect consumers. This legislation was already passed and is in effect for the State of New Jersey and for New York City, and we are hopeful Hawai’i can follow these examples. It does not benefit anyone in the industry for visitors to leave Hawai’i upset about aspects of their time here. When it is possible to inform guests about disruptions and help them plan around inconveniences, we should ensure that hoteliers do so.

Thank you.



April 1, 2026

Senator Jarrett Keohokalole  
Senator Carol Fukunaga  
Committee on Commerce and Consumer Protection  
Senate  
Hawaii State Legislature

## RE: TESTIMONY IN OPPOSITION TO SB83 (HD2)

Aloha and mahalo for the opportunity to provide testimony on SB83 (HD2) on behalf of Mauna Kea Resort.

Mauna Kea Resort has been part of the fabric of Hawai'i for nearly 60 years. We are proud to employ hundreds of local residents, support local businesses, and welcome guests from around the world who contribute meaningfully to our state's economy.

While we support the intent of transparency and guest communication, we respectfully **oppose SB83 (HD2) as currently drafted** due to significant operational, legal, and policy concerns.

### Disproportionate Impact on the Visitor Industry

This bill uniquely targets the hotel industry with requirements that are **not applied to other sectors** that routinely experience service disruptions, including airlines, healthcare providers, transportation services, and restaurants. Hotels are being held to a **different and higher regulatory standard**, despite operating in a complex, global distribution environment. This creates an uneven playing field for one of Hawai'i's most important economic drivers.

### Operationally Impractical Requirements

SB83 requires hotels to notify guests and third-party vendors across all booking platforms within tight timeframes. From an operational perspective Hotels utilize numerous global booking channels, many of which are **not directly or immediately controllable**.

Service conditions, particularly those related to labor or facility operations, can **change rapidly and unpredictably**. The bill does not distinguish between **minor issues and meaningful service disruptions**. As written, the bill creates a compliance expectation that is **extremely difficult to execute consistently in real-world operations**.



## MAUNA KEA RESORT

### Overly Broad Definition of “Service Disruption”

The bill defines service disruptions to include unresolved pest issues within 24 hours and any strike, lockout, or work stoppage. This definition is overly broad and captures **localized or limited issues** that may not materially affect the guest experience and require disclosure of **potential or evolving labor situations**, regardless of actual impact. This bill lacks a **clear materiality threshold**, which could confuse guests and unnecessarily damage confidence in Hawai'i as a destination.

### Mandatory Refunds Create Instability

The bill allows guests to cancel reservations without penalty and receive refunds for unused stays following a disruption. This provision applies regardless of the **severity or scope of the issue** and introduces **significant revenue volatility**, particularly during peak seasons while creating the potential for **opportunistic cancellations**, further destabilizing operations.

### Unintended Consequences in Labor Context

**Perhaps most importantly**, while framed as consumer protection, the inclusion of labor-related disruptions as a trigger, combined with mandatory disclosures, cancellation rights, and financial penalties, may create **unintended and unfair external pressures in labor negotiations**. This dynamic could amplify disruptions beyond their actual impact on guests and introduce **additional instability into an already challenging operating environment**, which may not have been the Legislature's intent.

### Conclusion

Mauna Kea Resort is deeply committed to delivering exceptional guest experiences and transparent communication; however, we must respectfully but strongly urge the Committee to **defer SB83 (HD2)**. As written, this bill imposes unworkable requirements, exposes operators to excessive liability, and unfairly singles out the visitor industry. If enacted in its current form, it risks harming the very economic engine that supports thousands of local families across Hawai'i.

Mahalo for your time and consideration!



Craig Anderson  
Vice President of Operations



March 31, 2026

Representative Scott Matayoshi, Chair  
Representative Tina Grandinetti, Vice Chair  
House Committee on Consumer Protection and Commerce  
Hawaii State Legislature

### **Comments and Opposition on SB83 SD2 HD2**

Dear Chair Matayoshi, Vice Chair Grandinetti, and Members of the House Committee on Consumer Protection and Commerce,

Thank you for the opportunity to provide comments on why we oppose SB83 SD2 HD2.

In an ideal world, there would never be a service disruption at a hotel. But unfortunately, as with virtually any business, service disruptions can and do occur. When service disruptions occur, our hotels manage them immediately, through corporate policies established by their respective brands, and in direct partnership with the impacted guests.

Our aim is to always make it right, but what *right* looks like for each guest is unique.

Right can be a refund, or a return of points, or assistance with moving a guest's stay to a neighboring hotel. Right can be waiving cancellation fees, providing a complimentary meal, an alternative experience, or access to an amenity not currently available at one hotel, in partnership with another. **It's not one size fits all.** But it is imperative that we make it right, or we won't be able to welcome return visitors to our properties, and nearly 6 of 10 guests to Hawaii are repeat visitors.

While the intentions of SB83 SD2 HD2 may be for consumer protection, we believe this bill is overreaching, as it lumps together different types of service disruptions (pest issues with labor disruptions - strikes) that need to be handled in different ways. This bill also singles out the hotel sector, when these types of disruptions occur in other businesses too.

The requirement to notify everyone - guests, future guests and third-party vendors - within all forms of communication does not take into consideration the localized nature of some of the identified impacts. Nor does it take into consideration when the hoteliers receive the contact information for guests from third-party vendors, meeting planners, and others who reserve room blocks for gatherings.

For example, let's take a look at the pest disruption issue. One of our member properties has more than 600 hotel rooms. Those rooms are housed in separate buildings over a 62 acre campus. If they receive a complaint about a pest infestation such as bed bugs, they immediately address it by relocating the guest to another room, closing the impacted and adjoining rooms on both sides (3 rooms total), and calling in a pest inspector for service. The pest inspector first needs to verify if there is indeed an infestation, as guests may have experienced some other skin irritation they attributed to bed bugs, when bed bugs were not the issue. But if the pest inspector determines that there are bed bugs, then the pest control company has established protocols for treating those rooms before it certifies when the hotelier can reopen them. The property then works with the impacted guests to compensate them in a way that is mutually agreeable. We believe that policy adequately addresses the challenge, makes it right for the impacted guests, and doesn't unnecessarily damage the property's reputation, nor the experience of the guests staying in the other 597 rooms.

Let's look at another example regarding a labor disruption. Some of our member properties have unionized labor, while others do not. The four resorts along the Kohala Coast contain hotels managed by different brands, who have different labor agreements. If a labor dispute occurs at one hotel, and those workers hold a strike, causing noise disturbances and impeding access into the resort, would a neighboring hotel within that resort that was not involved in the dispute need to let their customers and vendors know about disruptions they have no control over? Additionally, given the uncertainty of the reality and/or duration of an impending or current service disruption, due to a labor strike, the requirement to notify third party vendors is impractical and excessive, as the dispute may be resolved before guests from that vendor arrive.

That brings up the issue of when the hotels receive complete contact information for the guests staying within their properties. For third party vendors (like Expedia), hotels may not receive the person's contact information until they complete the registration process when they check in at the front desk. For large corporate and government meetings, we will work with a meeting planner, but likely will not have the complete contact information for the guests attending, until they arrive on property. In those instances, we don't have the capacity to notify the guests in advance of their arrival.

Finally, we believe this bill unnecessarily targets **hotels** for service disruptions, when issues identified (such as pest infestations or labor disputes) could disrupt service at other public facing employers, causing economic harm and distress to those impacted consumers. Pest infestations can impact restaurants, grocery warehouses, assisted living facilities, and schools. Labor disputes in the medical sector (nurses, technicians) have caused Hawaii consumers to receive last minute cancellations of surgical procedures they took time away from work to address. In urgent cases, it's forced those consumers to seek treatment outside of the state, with the dollars spent on those procedures leaving the islands. If the true intent of this bill is consumer protection for those who will make large economic expenditures within our state, then why aren't those local medical consumers' rights being protected?

On behalf of our 5,500 employees and the 20,000 Hawaii Island residents they support, mahalo for the opportunity to provide our comments opposing Bill SB 83 SD2 HD2.

Sincerely,



Stephanie Donoho, Administrative Director

Craig Anderson, Mauna Kea Resort – President  
Charlie Parker, Four Seasons Hualalai – Vice President  
Pete Alles, Mauna Lani Auberge Resorts Collection – Treasurer  
Mark Goldrup, Waikoloa Beach Marriott – Secretary  
Samantha Jones, Fairmont Orchid – Board of Directors  
Scott Head, Waikoloa Land Company – Board of Directors  
Nicholas Kuhns, Hilton Waikoloa Village – Board of Directors  
Rob Gunthner, Hilton Grand Vacations – Board of Directors  
Pat Fitzgerald, Hualalai and Mauna Lani Resorts – Board of Directors  
Daniel Scott, Rosewood Kona Village – Board of Directors



## **HAWAII STATE AFL-CIO**

888 Mililani Street, Suite 501 • Honolulu, Hawaii 96813

Telephone: (808) 597-1441 • Fax: (808) 593-2149

April 2, 2026

The Thirty-Third Legislature  
House of Representatives  
Committee on Consumer Protection & Commerce

**SUBJECT: TESTIMONY IN SUPPORT OF SB83 SD2 HD2 – RELATING TO HOTELS**

Chair Matayoshi, Vice Chair Grandinetti, and members of the Committees:

The Hawaii State AFL-CIO supports SB83 SD2 HD2 because visitors should have accurate information about conditions that may affect their stay when they make travel plans to Hawaii.

Tourism is a cornerstone of Hawaii's economy and supports thousands of workers throughout the hospitality industry. Many visitors plan their trips months in advance and invest significant time and expense to travel here. Guests should not arrive expecting certain services or amenities only to discover that major disruptions may affect their stay. Clear notice allows travelers to make informed decisions about their reservations before they arrive.

Transparency also helps maintain trust in Hawaii's visitor industry and supports the workers whose livelihoods depend on it. Confidence in the visitor experience strengthens the long-term stability of the hospitality industry and the jobs it provides across the state.

We respectfully urge the committees to pass SB83 SD2 HD2.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Randy Perreira". The signature is stylized and fluid.

Randy Perreira  
President  
Hawaii State AFL-CIO



**MAUI**  
CHAMBER OF COMMERCE  
VOICE OF BUSINESS

**HEARING BEFORE THE HOUSE COMMITTEE ON CONSUMER PROTECTION & COMMERCE  
HAWAII STATE CAPITOL, HOUSE CONFERENCE ROOM 329  
THURSDAY, APRIL 2, 2026 AT 2:00 P.M.**

To The Honorable Representative Scot Z. Matayoshi, Chair  
The Honorable Representative Tina Nakada Grandinetti, Vice Chair  
Members of the Committee on Consumer Protection & Commerce

**OPPOSITION TO SB83 SD2 HD2 RELATING TO HOTELS**

The Maui Chamber of Commerce respectfully submits testimony in opposition to SB83 SD2 HD2. While we support efforts to ensure positive visitor experiences in Hawai'i, this measure would create significant operational challenges and legal risk for lodging providers without substantially improving guest protections.

The bill defines "service disruption" too broadly, capturing routine and often unavoidable issues such as temporary maintenance, amenity closures, or technology outages. Requiring immediate, systemwide notifications for these short-term or unpredictable situations is impractical and burdensome.

SB83 also mandates rapid updates across numerous third-party booking platforms, which hotels do not fully control, making compliance difficult. Additionally, allowing penalty-free cancellations based on the possibility of a disruption could lead to last-minute cancellations, lost revenue, and operational uncertainty—especially during peak travel periods.

For these reasons, the Maui Chamber of Commerce respectfully asks that SB83 SD2 HB2 be deferred.

Sincerely,

Pamela Tumpap  
President

To advance and promote a healthy economic environment for business, advocating for a responsive government and quality education, while preserving Maui's unique community characteristics.



April 1, 2026

Chair Scot Matayoshi  
House Committee on Consumer Protection and Commerce  
Conference Room 329  
State Capitol  
415 South Beretania Street  
Honolulu, Hawai'i 96813

Re: SB 83, SD2, HD2

Dear Chair Matayoshi, Vice Chair Grandinetti, and members of the House Committee on Consumer Protection & Commerce,

On behalf of Expedia Group, a family of brands that includes Expedia.com, Hotels.com, and Vrbo, I'm writing to share comments on SB 83, SD2, HD2, regarding hotel disruptions.

Expedia Group is heavily invested in positive traveler experiences. Disruptions can radically impact traveler satisfaction, and we know transparency and clear communication to travelers can help reduce unpleasant surprises and give travelers the opportunity to adjust plans as needed. We applaud the Legislature's interest in ensuring guests can reliably and consistently learn about major disruptions. However, we have concerns about potential operational challenges of implementing the legislation.

We appreciate that hotelkeepers, the entities best equipped to know if a disruption has occurred, are tasked in SB 83 with notifying guests and third-party vendors of disruptions. Hotel disruptions can significantly impact travel, and third-parties like Online Travel Agencies (OTAs) can in many cases help hotels connect to travelers to provide timely and relevant updates.

While sharing disruption information can help increase transparency and predictability for travelers, alerting them to the mere possibility that there may be a disruption has the opposite effect, especially if the likelihood and length of the potential disruption is unclear or disputed. We recommend avoiding confusion and uncertainty for travelers by striking "or upon receiving notice that a service disruption may occur" from Section 486K subsection (a) and Section 486K subsection (c).



Finally, since there are numerous booking paths a customer can take to reserve a hotel room—directly with the property, through an online travel agency, as part of a tour package, via a travel or credit card rewards program, or through a local travel agent—the timing and structure of payments and fees can vary significantly. SB 83 does not account for this complexity and, if enacted as drafted, could impose major financial hardships on local travel agents, the majority of which are small businesses that may be forced to reimburse fees collected months earlier, straining cash flow and operations. We therefore urge you to revert to the previous, HD1 version of the bill or to defer the bill to allow additional time to craft a balanced policy for consideration next session.

We would be happy to meet with you to discuss the bill further, and we are grateful for the opportunity to share comments.

Thank you,

Mackenzie Chase  
Regional Manager, Hawai'i  
Expedia Group





# INTERNATIONAL LONGSHORE & WAREHOUSE UNION

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**LOCAL 142**

March 31, 2026

The Thirty-Third Legislature  
Regular Session of 2026

## HOUSE OF REPRESENTATIVES

### COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Rep. Scot Z. Matayoshi, Chair

Rep. Tina Nakada Grandinetti, Vice Chair

Hawaii State Capitol

Videoconference – Conference Room 329

Thursday, April 2, 2026

## **STATEMENT OF ILWU LOCAL 142 IN SUPPORT OF SB83 RELATING TO HOTELS**

On behalf of the International Longshore and Warehouse Union Local 142, I am writing to express our **Strong Support for Senate Bill 83**. The ILWU Local 142 represents 9,000 hotel workers across Hawai‘i who depend on a stable visitor industry.

Today, families who travel to Hawai‘i often spend years saving for a single vacation. When visitors arrive and find that the experience they expected is not the one they were promised, it damages not only their trip but the reputation of Hawai‘i as a destination.

Ensuring that visitors receive clear notice of service disruptions and the ability to cancel reservations without financial penalty is a reasonable consumer protection that helps maintain the integrity of Hawai‘i’s tourism industry.

Protecting visitors protects our members who make Hawai‘i’s visitor industry possible. Hotel workers, many of whom represent multi-generational working-class local families, depend on a stable industry and positive visitor experiences. When guests leave with negative experiences, it harms future business and ultimately impacts the livelihoods of the workers who keep these hotels running every day.

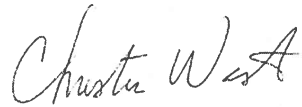
Ultimately, transparency around service disruptions promotes responsible conduct across the visitor industry. When hotels must clearly inform guests about significant disruptions, it reduces the likelihood that those disruptions will be prolonged in ways that place unnecessary strain on visitors, workers, and the broader reputation of Hawai‘i’s hospitality sector.

“AN INJURY TO ONE IS AN INJURY TO ALL”

SB83 supports transparency, protects visitors, and helps safeguard the long-term health of Hawai'i's visitor industry and the workers who rely on it.

For these reasons, ILWU Local 142 respectfully urges the Committee to pass SB83.

Mahalo for your time and consideration.

A handwritten signature in cursive script that reads "Christian West".

Christian West  
President, ILWU Local 142