

LATE

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STATE OF HAWAII | KA MOKU'ĀINA 'O HAWAI'I
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DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

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Testimony of the Department of Commerce and Consumer Affairs

Before the
House Committee on Consumer Protection & Commerce
Thursday, April 2, 2026
2:00 p.m.
Via Videoconference
Conference Room 329

On the following measure:
S.B. 83, S.D. 2, H.D. 2, RELATING TO HOTELS

Chair Matayoshi and Members of the Committee:

My name is Emma Olsen, and I am an Enforcement Attorney for the Department of Commerce and Consumer Affairs' (Department) Office of Consumer Protection (OCP). The Department supports this bill and offers comments.

This bill addresses a well-recognized problem of informational asymmetry, where hotels possess real-time knowledge of material service disruptions—such as construction, labor disputes, or unavailable amenities—while prospective guests, particularly out-of-state or international travelers, must make reservation decisions based on incomplete or outdated information.

This imbalance is especially significant in Hawaii, where visitors often incur substantial, non-refundable travel costs and rely heavily on representations about the quality and nature of their stay. Without timely disclosure of foreseeable service disruptions, hotel guests may unknowingly book accommodations that do not reflect their

reasonable expectations. Without laws protecting them, they may have limited ability to cancel or adjust plans once disruptions arise. This bill appropriately places the burden of disclosure on the party best positioned to know and disclose these conditions, thereby promoting transparency and informed decision-making.

We appreciate the prior Committee's amendment restoring the prohibition on collecting cancellation fees from guests who cancel after the onset of, or after receiving notice of, a service disruption, and making this and other protection non-waivable. The bill's value as a consumer protection measure depends on retaining these provisions. Statutory damages, guests' right to cancel a reservation, and the prohibition against penalizing guests who cancel due to an existing or anticipated service disruption are essential protections.

Guests should not be forced to pay a fee or penalty or forfeit a deposit to terminate their reservation if a service disruption occurs or will occur during their planned stay. It is outrageous that a hotel would attempt to impose and collect a fee or penalty for a room cancellation after a guest experiences, or receives notice of, a work stoppage. The work stoppage and resulting reduction in services are material changes to the agreement for the room reservation.

Implementing this protection would not prevent hotels and their brands from trying to "make it right" for their guests. Indeed, we anticipate that hotels will continue to do so. However, not all guests are going to accept the hotel's attempts to accommodate them and retain their booking when confronted with lack of housekeeping, and limited access to basic services like soap or front desk assistance. This protection is necessary when a hotel **can't** make it right in their guests' eyes and the guests want to cancel due to a material change despite the hotel's attempts (or lack of attempts) to make it right.

Hotels should be prohibited from leveraging a coercive contractual power over their guests to extract a fee or penalty for a room cancellation during a service disruption. Extracting a fee or penalty from a hotel guest under those changed circumstances should be condemned and result in exposure to legal consequences for the hotel that engages in that conduct. If a guest wants to cancel despite the hotels' attempts to "make it right," they should be able to do so penalty-free and without risk of forfeiting any deposit.

Additionally, the non-waiver provision prevents hotels from using standard-form agreements to circumvent these protections, which would undermine the Legislature’s intent to correct informational asymmetry and promote informed consumer decision-making. Preserving these rights as non-waivable safeguards the integrity and effectiveness of the statute.

It appears that the remaining concerns raised in the testimony submitted by the hotels could largely be addressed by focusing on the definition of “service disruption,” since the scope of the burden imposed on hotels is directly tied to the definition of “service disruption.”

News coverage, particularly from Oahu, some of it identified below, highlights visitor dissatisfaction tied to a lack of advance notice about labor activity at hotels, including lawful picketing and strikes. These reports suggest the definition of “service disruption” should focus, at a minimum, on appropriately capturing labor activity that caught visitors off guard.

During the 2024 labor disputes involving thousands of workers at major Waikiki properties such as the Hilton Hawaiian Village Waikiki Beach Resort, guests reported being caught off guard by active picket lines, noise, and significant service disruptions upon arrival. Some visitors indicated they were unaware of the strike until check-in or even after waking up to “drum beats, whistles and chants,” while others described long lines, lack of housekeeping, and limited access to basic services like soap or front desk assistance.¹ Although the labor activity itself was lawful and visible on-site, the absence of prior disclosure left travelers unable to make informed decisions or adjust plans in advance, contributing to frustration and diminished guest experiences.

We respectfully request that the Committee move the bill forward as is.

Thank you for the opportunity to testify on this bill.

¹ Cruz, Catherine, “Visitors Share Impacts of Indefinite Labor Strike at Hilton Hawaiian Village,” Hawaii Public Radio, available at hawaiipublicradio.org/the-conversation/2024-09-27/visitors-labor-strike-at-hilton-hawaiian-village-unite-here (last accessed 3/21/2026); Kelleher, Jennifer Sinco, “Union Workers at Hawaii’s Largest Hotel Go On Strike,” AP News, available at [Union workers at Hawaii's largest hotel go on strike | AP News](https://www.apnews.com/Union-workers-at-Hawaii-s-largest-hotel-go-on-strike)

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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', is 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."¹

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."²

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

² <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

Representative Scot Matayoshi, Chair - repmatayoshi@capitol.hawaii.gov
Representative Tina Grandinetti, Vice Chair – repgrandinetti@capitol.hawaii.gov

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

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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





AMERICAN HOTEL & LODGING ASSOCIATION



April 2, 2026

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



Testimony in Opposition to SB 83, SD 2, HD2
Relating to Hotels

Aloha Chair Matayoshi, Vice Chair Grandinetti, and
Members of the House Committee on Consumer Protection & Commerce:

Hawaii Hotel Alliance (“**HHA**”) and American Hotel & Lodging Association (“**AHLA**”) oppose SB 83, SD 2, HD2. We believe transparency is an important element of one’s lodging experience, and that consumer expectations – particularly about those services or amenities they anticipate during their hotel stay – have a valid correlation with their experience of aloha.

Although SB 83, SD 2, HD2 seeks to codify such transparency, the overly prescriptive elements of “service disruptions”, coupled with untenable notification stipulations, would force hoteliers into regularly undermining their ability to lead with aloha in guest interactions.

The following are a few sample matters which underscore the flaws inherent in SB 83, SD 2, HD2:

- SB 83, SD 2, HD2 miscomprehends how consumers book hotel stays, and who therefore has access to guest contact information to “notify” them of “disruptions” pre-arrival. For example, hotels are unable to “notify” guests who book through online travel agencies.
- SB 83, SD 2, HD2 would legislate interference in banquet service contracts, which already provide non-performance and other disruption-minded remedies.
- SB 83, SD 2, HD2 would require hotels to provide notices based on speculation that a service disruption might occur. Notices should only be required for actual known disruptions.



While we oppose SB 83, SD2, HD2, the following amendments would bring it into a more workable format:

1. **Section 2, Subsection (a).** Delete the strikethrough language and add the underlined language below:

(a) Within ~~forty-eight~~ twenty-four hours of the ~~known occurrence~~ onset of a service disruption ~~or upon receiving notice that a service disruption may occur,~~ a hotelkeeper shall authorize an employee to provide, in all modifiable mediums where the hotel advertises or solicits customers, or through which customers can book or reserve rooms or hotel services, notice of the service disruption to each third-party vendor ~~or and~~ guest who is seeking or has entered into a reservation, booking, or agreement with the keeper ~~or a third-party vendor~~ for the use or occupancy of a room or hotel service while such service disruption will remain in effect. The keeper shall provide notice before accepting or entering into any new direct reservation, booking, or agreement for the use of a room or hotel service; provided that if the circumstances of the service disruption make timely notice impracticable, the keeper shall provide notice as soon as practicable. Where a third-party vendor has received such a notice from a keeper, the third-party vendor shall provide the keeper's notification to any guest who is seeking or has entered into a reservation, booking, or agreement with the third-party vendor for the use or occupancy of an applicable room or hotel service.

2. **Section 2, Subsection (c).** Delete the strikethrough language and add the underlined language below:

(c) At the ~~known occurrence~~ onset of a service disruption ~~or upon receiving notice that a service disruption may occur,~~ the keeper shall also provide notice as soon as practicable to immediately and clearly notify all existing guests of the service disruption pursuant to subsections (a) and (b).

3. **Section 2, Subsection (d).** Delete the strikethrough language and add the underlined language below:

(d) As used in this section:

"Guest" includes a hotel service user.

"Hotel service" means work performed in connection with the operation of a hotel, ~~including but not limited to~~ include the letting of guest rooms ~~or meeting rooms,~~ or the non-contractual provision of food or beverage ~~services, banquet services,~~ or spa services to the guests of such at the hotel.

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"Service disruption" means any of the following conditions if such conditions cannot be reasonably mitigated by the hotelkeeper with respect the guest:

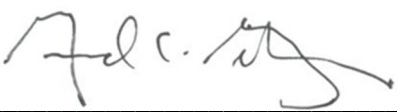
(1) Conditions that the hotelkeeper is aware of that indicate the presence in the hotel of ~~any~~ infestation by bed bugs, lice, ~~or other insects or~~ rodents or other vermin identified by the U.S. Centers for Disease Control and Prevention as capable of spreading disease or being carried, including 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; ~~or~~

~~(2) Any strike, lockout, or other work stoppage.~~


"Third-party vendor" means a vendor with which a hotelkeeper has an arrangement for third-party room reservations or any other unaffiliated entity that has reserved or entered into an agreement or booking for the use or occupancy of one or more rooms in a hotel in furtherance of the business of reselling the rooms to guests.

For these reasons, HHA and AHLA respectfully oppose SB 83, SD 2, HD2 and request that the committee either amend the bill as requested or hold the bill.

Hawaii Hotel Alliance

By 
Gerard Gibson
President

American Hotel & Lodging Association

By 
Kekoa McClellan for The American Hotel
and Lodging Association
Principal, The McClellan 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.

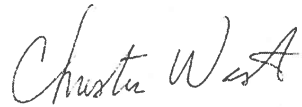
Ultimately, transparency around service disruptions promotes responsible conduct across the visitor industry. When hotels must clearly inform guests about significant disruptions, it reduces the likelihood that those disruptions will be prolonged in ways that place unnecessary strain on visitors, workers, 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