



March 13, 2026

Representative Adrian Tam, Chair
Representative Shirley Ann Templo, Vice Chair
House Committee on Tourism
Representative Greggor Ilagan, Chair
Representative Ikaika Hussey, Vice Chair
House Committee on Economic Development and Technology
Hawaii State Legislature

Opposition on SB 83 SD2

Dear Chair Tam, Vice Chair Templo, Chair Ilagan, Vice Chair Hussey and Members of the House Committees on Tourism and Economic Development and Technology,

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

In an ideal world, there would never be a service disruption at a hotel. But we live in the real world, where 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.

For example, the requirement on page 2, section (3) requiring the hotelier to “forfeit to the injured party three times the amount of the sum charged” does not adequately address that many guests expectations are not solely met with money. We also need to honor their limited time while they’re in Hawaii on vacation, and that often means finding an immediate solution, tailored to their individual needs. We require the flexibility to deliver alternatives that will allow us to uphold our brands’ promises. Our aim is always to keep our clients happy, to exceed their expectations even in the midst of challenges, and to build their desire to return to Hawaii again and again.

While the intentions of SB83 SD2 may be for consumer protection, we believe this bill is overreaching, as it lumps together a wide variety of service disruptions that need to be handled individually.

The penalties and timeframes suggested, and the requirement to notify everyone within all forms of communication also does not take into consideration the localized nature of most of the identified impacts.

For example, one of our member properties has more than 600 hotel rooms. If they receive a complaint about bed bugs, causing a service disruption, they immediately address it by relocating the guest to another room, closing the impacted and adjoining rooms on both sides, and calling in a pest inspector for service. The pest inspector then 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 there is indeed an infestation, the pest control company has established protocols for

treating it before it certifies that those rooms can be reopened. We believe that policy adequately addresses the challenge, without unnecessarily damaging the reputation and experience of the guests staying in the other 597 rooms at the property.

The timeframes for resolution of service disruptions identified in this bill also does not acknowledge the reality experienced by neighbor island hotels to get the necessary professionals in house to remedy those disruptions. For example, the primary elevator service companies are located on Oahu, and specialized parts often need to be transported to the neighbor islands. Therefore, it can sometimes take a number of days to repair an elevator. While that repair is in process, we will always communicate with guests currently staying at a property and provide alternatives, such as where to find elevators that are functional, or changing the location of their room to a different floor in order to avoid the need for an elevator. But we believe it would be excessive to inform our travel/trade partners of the repair of the elevator, as that repair would likely be completed before guests booking through those partners arrived at the property.

Sometimes severe weather will cause a disruption, and we'll be forced to close our pools or ocean access for a limited period of time. In those events, we notify all the guests staying with us of the disruption through all communications channels, and we wait for the all clear from Civil Defense and emergency management agencies before we reopen, as our guests' safety is our highest priority. We believe it would be excessive to notify our travel wholesaler partners and place notices on our websites and social media channels informing everyone that our pool is closed, as it is a temporary event that will be remedied when the storm passes.

If we close a pool because of refurbishments, we inform our guests staying with us during that refurbishment, and provide alternatives – such as the use of a second pool at our hotels, or at a pool at a neighboring property.

We also believe this bill unnecessarily targets **hotels** for service disruptions, when many of the issues identified (closure of elevators, pest infestations) could disrupt service at government buildings and state facilities, and other business establishments including malls, retail outlets, restaurants, etc.

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.

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



Maui Hotel & Lodging
ASSOCIATION

COMMITTEE ON TOURISM

Rep. Adrian K. Tam, Chair
Rep. Shirley Ann Templo, Vice Chair

COMMITTEE ON ECONOMIC DEVELOPMENT & TECHNOLOGY

Rep. Greggor Ilagan, Chair
Rep. Ikaika Hussey, Vice Chair

March 16, 2026

Testimony in Opposition of SB83 SD2

Aloha Chairs Tam, Ilagan, Vice Chairs Templo, Hussey, and Members of the Committees:

Thank you for the opportunity to provide testimony in **opposition** to SB83 SD2.

While the Maui Hotel and Lodging Association supports efforts to ensure visitors have positive experiences while traveling in Hawai'i, SB83 SD2 would create **significant operational challenges and legal exposure for hotels** without meaningfully improving guest protections.

Hotels operate complex, 24-hour businesses where temporary disruptions can occur despite best efforts to prevent them. The bill's definition of "service disruption" is extremely broad and includes routine operational issues such as temporary amenity closures, technology outages, elevator repairs, or construction-related noise. Many of these conditions are **short-term, unpredictable, or outside of the hotel's control**, yet the bill would require immediate system-wide notifications and allow guests to cancel reservations without penalty.

This measure would also require hotels to notify **all third-party vendors and update all booking channels within 24 hours**. In practice, hotels distribute inventory across numerous third-party platforms, including online travel agencies, wholesalers, and corporate booking systems. Hotels **do not always control the timing or content updates on these platforms**, making compliance with the bill's requirements difficult or impossible in some cases.

Additionally, the bill allows penalty-free cancellations whenever a service disruption is "likely" to exist during a reservation period. This provision could result in **significant last-minute cancellations, lost revenue, and operational uncertainty**, particularly for group bookings and peak travel periods when rooms cannot easily be resold.

The bill also establishes **treble damages for violations**, creating substantial litigation risk for hotels over routine operational issues such as temporary internet outages, elevator repairs, or demonstrations occurring near a property that the hotel cannot control.

Hotels already have strong incentives to address disruptions quickly and communicate transparently with guests. Reputation management, brand standards, and existing consumer protection laws already encourage hotels to resolve service issues and provide accommodations when needed.

For these reasons, we respectfully urge the Committees to **defer SB83 SD2**.

Mahalo for the opportunity to provide testimony.

Respectfully submitted,

John Pele

Executive Director- Maui Hotel and Lodging Association



HAWAII STATE AFL-CIO

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March 17, 2026

The Thirty-Third Legislature
House of Representatives
Committee on Tourism
Committee on Economic Development & Technology

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

Chair Tam, Vice Chair Templo, Chair Ilagan, Vice Chair Hussey, and members of the Committees:

The Hawaii State AFL-CIO supports SB83 SD2 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.

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



Cade Watanabe, Financial Secretary-Treasurer

Gemma G. Weinstein, President

Eric W. Gill, Senior Vice-President

March 16, 2026

House Committee on Tourism
Rep. Adrian Tam, Chair
Rep. Shirley Ann Templo, Vice Chair

House Committee on Economic Development and Technology
Rep. Greggor Ilagan, Chair
Rep. Ikaika Hussey, Vice Chair

Testimony in strong support of SB 83, with proposed amendments

Chairs Tam and Ilagan, Vice Chairs Templo and Hussey, and Members of the Committees,

UNITE HERE Local 5 represents over 10,000 Hawaii workers in hotels, health care, airports and food service. We stand in strong support of SB 83, and urge the Committees to amend it as described below. In order for our state's most prominent industry to thrive, visitors should have the opportunity to plan around any complications that might arise during their trips. It does not benefit anyone in the industry for visitors to leave Hawai'i upset about aspects of their time here. Where it is possible to inform guests about disruptions and help them plan around inconveniences, we should ensure that hoteliers do so.

Over the past years, several hotels have conducted construction projects or experienced strikes. As *USA Today* noted, visitors staying at or attending conferences at some strike-affected hotels have claimed they were not notified of the labor disputes and were upset about these omissions. According to the article:

Sylvia Clark, who stayed at the resort between Sept. 30 to Oct. 5, was one of the chanting guests. "It was nerve wracking," she told USA TODAY. "But I felt it was very unfair of Hilton not to let their guests know way ahead of time that this could be a possibility."

Clark was told about the strike less than three days before she and her family hopped on a plane from California to Oahu – and the news came from Costco, who she booked through, not the hotel. "For us, it was too late," she said.

- "Piles of dirty towels and long lines: Hawaii hotel guests describe conditions amid strikes," *USA TODAY*, 10/14/2024.

Some guests at striking hotels provided statements to workers. For example, one guest told us:

We're here for nine days, but unfortunately they didn't let us know what was going on prior to our arrival, so when we got here they let us know that we won't be having access to any amenities, no room service, no housekeeping, no valet parking; like, a lot of things that we were used to having all those things; and we come to hang out, relax, not having to clean our own room, but it's unfortunate what's happening, I hope it gets resolved soon.

Construction noise, vibration, dust and related closures of services can also impact the guest experience. A 2024 article in the Vietnamese publication *Tuói Tre News* states :

Sound from drills and the impact of equipment and machines from morning till night at the construction site at 254 Vo Nguyen Giap Street have bothered guests in many nearby hotels since the start of 2024.

“Multiple tourists have canceled room bookings, left negative reviews, and given low scores for the affected hotels. Meanwhile, several guests left the noise-hit hotels at midnight due to noise pollution,” according to a petition written by hoteliers in Da Nang.*

- “Hotels in Da Nang plagued by noisy construction,” *Tuoi Tre News*, 1/16/2024. (Note: in this example, the construction was not onsite at the hotels, but rather nearby; this would not be covered by HB 594; but it would apply where hotels conduct construction projects on-site while their properties remain open.)

In each case, hoteliers knew of the possibility of disruptions before they happened, and had the choice to pass that information to their guests; some chose not to. Had they done so, guests could have planned accordingly and had a better experience.

Local 5 has attempted to inform consumers by reaching out to meeting planners and to visitors prior to their arrival in Hawai'i to make them aware of potential strikes, but we do not have the information that hotels have about future bookings. We have also reached out to guests while they were in Hawai'i during disruptive periods, providing them with tools they could use to redress their grievances. Based on these experiences, it is clear to us that a better practice is possible, that it would benefit the whole industry, and that SB 83 would provide the necessary incentives to ensure visitors who may be impacted by service disruptions have notification and recourse.

In order to make the bill most effective, we recommend making the following amendments, in descending order of importance:

Modify the definition of “Service disruption” as follows:

“Service disruption” means any of the following conditions ~~that substantially affects or likely to substantially affect a guest’s use of a room or hotel service:~~

* * *

~~(7) Any strike, lockout or picketing activity or other demonstration or event occurring for a calendar day or more at or near the hotel~~other work stoppage; or

(8) Any lawful picketing or demonstration at or adjacent to the hotel (A) that creates noise that disturbs a guest of the hotel; or (B) of which the operator has notice and that is likely to create noise that may disturb a guest of the hotel.

Provide consumers a means of recourse through a private right of action by adding the following as Section 486K-__ (f) and renumbering. The amounts below (\$1,000 or three times the damages sustained by the plaintiff) are suggestions:

(f). Any person who is injured by any violation of this section may:

(1) Sue for damages sustained by the person, and, if the judgment is for the plaintiff, the plaintiff shall be awarded a sum not less than \$1,000 or threefold damages by the plaintiff sustained, whichever sum

is the greater, and reasonable attorney's fees together with the costs of suit; and

(2) Bring proceedings to enjoin the unlawful practices, and if the decision is for the plaintiff, the plaintiff shall be awarded reasonable attorney's fees together with the costs of suit.

The remedies provided in this section are cumulative and may be brought in a single action.

Clarify Section 486K-__ (e) as follows:

(e) Any keeper that violates or causes another person to violate this section shall forfeit to the injured party three times the amount of (1) the sum charged in excess of what the keeper is entitled to for each day that a notice was required under Section 486K(a), (b) and/or (d) but not given; and (2) any fee, penalty, or other charge or deposit retained in violation of Section 486K(c).

Modify the bill's section 486K-__ (d) as follows:

HRS 486k-__ (d). At the onset of a service disruption, (i) the keeper shall immediately and clearly notify all guests and hotel service users of the service disruption pursuant to subsections (a) and (b). Regardless of whether the keeper provides such notice, a guest may terminate any remaining period of a reservation, booking, or agreement for the use of a room or hotel service and the keeper shall not impose any fee, penalty, or other charge for the termination or retain any deposit related to any unused portion of the period of the reservation, booking, or agreement following the onset of the service disruption.

With these changes, this legislation could go a long way toward protecting consumers and maintaining a positive image of Hawai'i even for those who face service disruptions. Thank you.

**INTERNATIONAL
LONGSHORE &
WAREHOUSE UNION**



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The Thirty-Third Legislature
Regular Session of 2026

THE HOUSE OF REPRESENTATIVES

Committee on Tourism

Rep. Adrian K. Tam, Chair

Rep. Shirley Ann Templo, Vice Chair

Hawaii State Capitol

Conference Room 423 & Videoconference

March 17, 2016 10:00 a.m.

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

Chair Tam, Vice Chair Templo, 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