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*Photo credit: Armida York*

## Kahe Wale

"Sometimes in the waves of change,  
we find our true direction." - Unknown

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Dear Members,

We have been working with the Governor, Mayors of all counties, and other industry stakeholders to provide tourism's perspective on what is needed to open Hawaii in a way that is most importantly safe but also provides a much-needed boost to Hawaii's economy.

While we await the Governor's announcement on the testing procedure, we are looking to you for updates on your re-openings. Please connect with the membership department at [membership@hvcb.org](mailto:membership@hvcb.org) or complete this [form](#) to submit your information.

July is the perfect month to welcome our Kamaaina in need of a staycation. Mahalo to the almost 200 members who submitted offers for our new Kamaaina campaign. Please keep them coming!

As reported in our previous newsletters, HVCB has pivoted some of our team to serve as the Visitor Quarantine Enforcement Taskforce. We speak with many of our hotel partners daily and extend a big mahalo to all of you for your assistance in monitoring your property for quarantine compliance.

Keeping our COVID-19 case counts to a minimum is essential to opening tourism. Please encourage your team members to follow all CDC guidelines, wearing a mask, social distancing and washing hands often.

As the industry ramps up for an opening of our destination, HVCB is mobilizing to bring visitors back to Hawaii. We look forward to sharing more about our campaign as it rolls out in the coming months.

Lastly, a warm welcome to our new members. We are happy to have you with us and look forward to a long lasting partnership.

With aloha,

The Hawaii Visitors & Convention Bureau ohana

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## **HVCB Updates**

### **Kamaaina Special Offers Program**



Explore Kama'āina Special Offers Now!  
Recharge. Reconnect. Renew.

[hawaiispecialoffers.com/kamaaina](http://hawaiispecialoffers.com/kamaaina)

There is still time to participate in our “Kamaaina Special Offers Program!” This program is geared toward kamaaina, offering Hawaii residents exclusive specials on accommodations, activities, attractions, shopping, dining and more throughout the Hawaiian Islands.

Now available online through August 31 at  
[HawaiiSpecialOffers.com/kamaaina](http://HawaiiSpecialOffers.com/kamaaina).

[SUBMIT YOUR  
OFFER HERE ▶](#)

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## Reports and Resources

### Meet Hawaii

[Citywide Offshore Consumption Report ending May 31, 2020](#)

### Air Service

[Scheduled Nonstop Overseas Air Service to Hawaii, updated June 29, 2020.](#)

For additional resources please visit: <http://new.hvcb.org/home/crisis-communications/>

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# Hawaii Tourism Authority

## [Monthly Hawaii Hotel Performance Report for May 2020](#)

Excerpt: According to the Hawaii Hotel Performance Report published by the Hawaii Tourism Authority's (HTA) Tourism Research Division, statewide RevPAR decreased to \$18 (-91.1%), ADR fell to \$127 (-50.4%), and occupancy declined to 14.2 percent (-64.9 percentage points) in May.

## [Hawaii Vacation Rental Report for May 2020](#)

Excerpt: In May 2020, the total monthly supply of statewide vacation rentals was 326,200 unit nights (-64.8%) and monthly demand was 30,600 unit nights (-95.3%), resulting in an average monthly unit occupancy of 9.4 percent (-61.7 percentage points).

## [Updated STR forecast](#)

Excerpt: U.S. hotel demand not expected to fully recover until 2023.

For more infrastructure research visit [hawaii tourism authority.org](http://hawaii tourism authority.org).

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# Membership Updates

## Digital Opportunities

### Dolphin Quest

Whether you are looking for an adventure or thrill of a lifetime, the dolphins will be [LIVE on Facebook](#) every Monday, Tuesday and Wednesday at 9:00am HST.

### Embassy Suites by Hilton Waikiki Beach Walk

Introducing Embassy Suites by Hilton Waikiki Beach Walk newly refreshed suites and Hilton Clean Stay initiative.

[Watch video](#) >

## Monk Seal Tour by Kittie Travel

Learn about the Hawaiian Monk Seal. The virtual class will educate attendees to understand why the Federal and Hawaii State law protected the seal and how to observe a seal when on site. Become an Ambassador of Hawaiian Monk Seal after the class and receive a certificate with your name. There is a cost to attend.

[Learn more >](#)

## Waikiki Beachcomber by Outrigger

A virtual site inspection of the Waikiki Beachcomber by Outrigger showcases a modern Hawaii comes to life after an extensive \$35 million renovation in 2019.

[Watch video >](#)

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## Hawaii Heroes Initiative by Dolphin Quest



Nominate or Sponsor a Hero Today! Dolphin Quest is sponsoring a Hawaii Heroes initiative to thank all the amazing people who have risen as stars during these challenging times. Heroes come in many forms; whether it's an emergency first responder, a medical professional or even one of your own heroes working on your property please consider submitting a nomination or making a donation today.

[Learn more >](#)

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## Southwest Airlines Donates \$1 Million to Support Charities Across the Nation

Southwest Airlines donated \$1 million across more than 100 organizations serving children, families, and communities across the United States to commemorate the carrier's 35th LUV Classic Golf Tournament & Party. This financial commitment is fulfilled through the LUV Classic event fund, residing in the Southwest Airlines Foundation, a corporate-advised fund within the Silicon Valley Community Foundation. The fund is used to produce the event each year.

The 2020 LUV Classic was canceled in light of COVID-19, yet Southwest remains dedicated to a longstanding tradition of helping organizations that are important to the communities it serves.

Recipients included: Imua Family Services, IHS, Boys and Girls Clubs of Hawaii, Hoola Na Pua, Hawaii Rise Foundation, Hope Services Hawaii, and Kauai Food Bank.

[Learn more >](#)

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## What's Reopening?

### [Battleship Missouri Memorial](#)

Safety is our top priority. The Battleship Missouri Memorial is taking additional steps to assure guests will have a safe and healthy experience touring the Mighty Mo. The moment you step onto the shuttle bus at the Pearl Harbor Visitor Center, we are committed to regular sanitization of highly touched areas, commonly used spaces, and other surfaces throughout the site. Additional sanitizing stations will also be made available around the ship for guests to use. During this time, food options at the Battleship Missouri will be limited.

Click [here](#) for more information on our Health & Safety Guidelines

### [Outrigger Hospitality Group](#)

Properties we operate in Hawaii that are currently open include: Outrigger Waikiki Beach Resort, OHANA Waikiki Malia by Outrigger, Embassy Suites by Hilton Waikiki Beach Walk and Honolulu Airport Hotel. All of our Hawaii Vacation Condos by Outrigger are also now taking reservations

and the great mix of retail and restaurants at Waikiki Beach Walk are serving customers again.

With a phased approach, we will begin opening up our Hawaii properties that temporarily suspended operations – starting with Waikiki Beachcomber by Outrigger on August 1, 2020.

Click [here](#) for more information on Outrigger's Clean Commitment.

### [The Umauma Experience](#)

We are now open for ATV tours! To ensure the safety and health of our guests, staff, and local community, we have implemented new COVID-19 safety protocols.

Please click [here](#) to see these new policies that are required of guests who visit The Umauma Experience.

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## HVCB Webinar

HVCB Webinar:  
"Engaged and Engaging  
Communication" with  
Grace Hao

THURSDAY, JULY 9TH  
10:00AM - 11:00AM



A big mahalo to Grace Hao for her informative and interactive webinar entitled "***Engaged and Engaging Communication.***"

This webinar provided valuable information on how to:

- Posture your communication with optimism, care, solution-oriented thinking, and a sincere desire to serve.
- Build rapport and create receptivity to your calls, emails, texts, videos, and beyond.
- Connect efficiently and effectively with online etiquette strategies.

A recording will be made available to all members next week.

## Upcoming Webinar

We hope you'll join us for our upcoming webinar *Insights to the Meetings Industry as it Works Toward Recovery*, being held on Thursday, July 16th, from 11:00 am to 12:00 pm. Register today!

REGISTER >

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## New Members



### [Aloha Adventure Farms](#)

Explore the rich heritage of Polynesia both on an ATV and through carving your own masterpiece. Travel through time as you experience thousands of years worth of culture in an untouched Hawaiian jungle where ancient Hawaiians once lived, worked and played. The only adventure of its kind in Hawaii.



### [Coach With Grace](#)

Grace Hao lives in Hawaii and has been speaking & coaching internationally, nationally and locally for more than 19 years. Organizations retain Grace for her expertise in coaching, communication, facilitation and leadership development.

### [Days Inn by Wyndham Maui Oceanfront](#)

Located on Keawakapu Beach — voted the Most





Romantic Beach in Maui — our Days Inn Maui Oceanfront hotel lets you have a dream getaway while staying on a budget. Enjoy breathtaking views of the Haleakala volcano, surrounding Hawaiian Islands, and the Pacific Ocean.



#### [Hanalei Spirits Distillery](#)

We are a premium small batch craft distillery dedicated to producing award-winning spirits using locally sourced ingredients. We grow and gather Kauai's rich island bounty to craft unique quality spirits.



#### [Honolulu Japanese Chamber of Commerce](#)

We are an organization founded for the promotion of business and economic growth in Hawaii based upon the principle, "Members Supporting Members." The organization provides leadership and programs which promote membership interaction, resulting in growth and the continuation of its legacy. We continue creating opportunities since 1900 to promote fostering friendships, connecting "B2B" (business-to-business), and malama ka aina ('caring for the land').



#### [Suite Paradise](#)

Suite Paradise has over 140 vacation condos and homes to choose from across several of the best resorts in the Poipu area of Kauai. Choose from six beautiful and luxurious beach resorts on Kauai's spectacular South Shore.

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## Membersversaries

Mahalo to our members who celebrated their milestone membersversaries! Click [here](#) to view a list of all members who recently celebrated a membersversary.

**35 years**

[Ala Moana Hotel by Mantra](#)

[Blue Sky Tours](#)

[Classic Vacations](#)

[Honolulu Museum of Art](#)

[Hyatt Regency Waikiki Beach Resort & Spa](#)

[Isemoto Contracting Co., Ltd.](#)

[Maui Tropical Plantation](#)

[Mauna Kea Beach Hotel](#)

[Mauna Lani, Auberge Resorts Collection](#)

[Media Links](#)

[Polynesian Hospitality](#)

[The New Otani Kaimana Beach Hotel](#)

[TravelBrands Inc.](#)

[Waimea Plantation Cottages](#)

[Weil & Associates](#)

**30 years**

[Hawaiian Airlines](#)

[Paradise Television Network, Inc.](#)

[The Hale Pau Hana](#)

**25 years**

[Hotel Lanai](#)

**20 years**

[Maui Wedding Association](#)

[Waikiki Resort Hotel](#)

**10 years**

[Smart Enterprise Inc.](#)

**5 years**

[Island Divers Hawaii](#)

[Hawaii State Art Museum](#)

**1 year**

[Butler, Shine, Stern, and Partners](#)

[Hotel La Croix](#)

[Live In Wonder](#)

# Karen Wataru-Nakaoka

Director of Membership



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