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Beach sunset on the Island of Hawaii | Photo credit: Hawaii Tourism Authority (HTA) / Dave Krugman

Kahe Wale

Dear Members,

You'll notice that this issue of Kahe Wale has a slightly different feel than normal. Let's face it, there is no normal right now but we wanted to keep the communication flowing. In this issue, we provide a reminder about our call for contact information as well as COVID-19 updates and resources. Please note, these are live links and the information will update as we

have new information. We are working on a landing page where all resources can live in one place and will share that with you as soon as it is ready. We've also included some information on ways we can support our local restaurateurs and other community organizations. Please continue to read our emails. We are trying to keep them to a minimum with the latest information relevant to our industry.

Let's stay connected.

With Aloha,

The HVCB Membership Team

HVCB Office Hours

In the interest of the safety of our team members, we implemented an optional work from home policy last week and it has allowed us to keep business operating while keeping our teams safe. However, in light of the escalating spread of COVID-19 and recommendation from government officials, effective today, we will be officially closing our office. All employees will work from home and be accessible by phone and email. We will continue to monitor this situation, in particular directives from the CDC, the state Department of Health, the Governor and Mayors. When it's safe, we will reopen the offices.

We commit to being diligent in responding to your needs, please understand that some responses might be slightly delayed.

Together we will get through this and build an even stronger tourism community going forward.

Important Request for Lodging Members: Who is your point of contact for COVID-19 questions?

Visitors and travel agents are contacting us for information on travel and hotel policies related to COVID-19. We would like to be able to refer inquirers to a specific point of contact at your property who is authorized to answer guests' questions about safeguards and protocols in place to combat the spread of COVID-19.

Second, we will likely be contacting you for property specific information about cancellations and booking pace changes due to COVID-19. Who at your property should we contact?

Lastly, we would like to make sure your account is updated with the emergency point of contact for your property – the person HVCB would contact with notifications during any emergency or crisis in the destination.

Please use the form linked below to provide the requested contact information as soon as possible. Thank you for collaborating as we work to provide the best experience possible for our visitors. Mahalo!

[PROVIDE YOUR CONTACTS >](#)

COVID-19 Online Resources

We remain committed to helping you stay informed on relevant travel related news. Provided below are links which will be updated accordingly. We feel these are the best resources to help you navigate the daily challenges brought on by COVID-19.

- Department of Health daily updates: <https://health.hawaii.gov/news/COVID-19-updates/>
- CDC Information: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- Hawaii 7-day Moving Average Daily Passenger Volume: <http://www.hvcb.org/insights/documents/7DayMovingAveragePAX.pdf>
- Talking Points for HVCB members to use in answering questions from customers and guests:

https://www.hvcb.org/membership/documents/HVCBMembers_COVID19_TalkingPoints.pdf

- US Hotels Performance and COVID-19 Impact presented by STR: https://www.hvcb.org/insights/documents/031720_STR_US_COVID19_Webinar.pdf

The SBA Economic Injury Disaster Loan program became available this week to small businesses that are suffering substantial economic injury as a result of the COVID-19 pandemic. Information about the program and how to submit your disaster economic injury estimate can be found at: <http://dbedt.hawaii.gov/blog/20-05/>.



Resource for Visitors & Guests: Special Alerts on Gohawaii.com

Direct your visitors and guests to the [Special Alerts page on Gohawaii.com](#) to get the latest updates about COVID-19 in the Hawaiian Islands.

Support Your Local Restaurateurs



Check out Localicious TO GO and Hawaii Grinds @ Home, great local food resources for dining via delivery, take-out or drive thru.

- [Localicious TO GO](#)
 - [Hawaii Grinds @ Home](#)
-

Aqua-Aston Hospitality Community Project

You may have seen the recent social media posts from the Institute for Human Services (IHS) about a need for donations. They have a pressing need for new or used towels, blankets and pillows.

[Read more ▶](#)

Volunteer Week Hawaii Continues via a Virtual Response to Community Needs



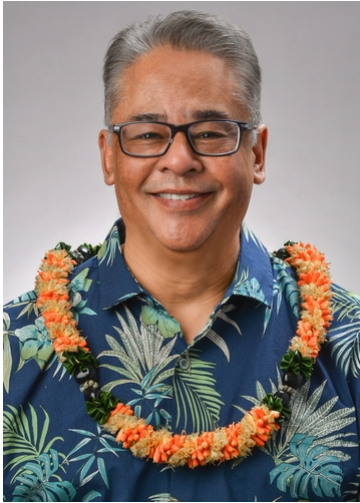
As COVID-19 impacts Hawaii and the global community, it is an important time to respond with aloha and take care of each other. We believe that being of service can build connection and resilience during times of need. Join us in taking action for Volunteer Week Hawaii as part of the Aloha+ Challenge and our community response to support each other in light of COVID-19.

This year, Volunteer Week Hawaii, the state's largest volunteer focused campaign, will help mobilize a virtual volunteer response to support community needs and economic impacts related to COVID-19. We will provide ongoing opportunities for individuals and organizations to stay connected and be of service. Volunteer opportunities will include helping a community organization or local business with their distance needs, phone trees to reach out to kupuna and neighbors, assisting supply coordination for vulnerable communities, and an Aloha Exchange to share skills with other community members through an online platform. While this is an on-going effort, activities will center around a virtual kick-off event and Volunteer Week Hawaii taking place April 19-25th.

[Read more >](#)

John Reyes Named HVCB's Senior Vice President, Chief MCI Sales Officer

We are excited to welcome meetings, conventions and incentives (MCI) industry veteran John Reyes to our team as Senior Vice President, Chief MCI Sales Officer. He will be responsible for overseeing and directing



HVCB's global sales and marketing efforts for both citywide and single-property MCI business.

Reyes brings more than 30 years of hospitality-industry and MCI experience to the position, having most recently served as Chief Operating Officer of Visit Sacramento since 2017.

"To have a well-known and well-established industry stalwart like John join our team says a lot about his passion for the Hawaiian Islands. I have total confidence he will be a tremendous asset to our organization and for Hawaii's meetings industry," said John Monahan, HVCB's president and CEO. "John brings a strong track record of building successful global MCI programs wherever he goes, and we're excited to see how his efforts will bolster business at the Hawaii Convention Center and at hotels statewide."

Upcoming Membership Events

In the interest of your safety and well-being, we have taken the following steps to align with the guidance of the Department of Health and the Centers for Disease Control and Prevention as it relates to member events:

- All sustainable tourism trainings through May have been moved to a webinar format.
- Extranet trainings will be replaced with a previously recorded session.
- The March New Member Voyage will be consolidated with the Fall session.
- The March – May CSR's will be consolidated with the June – December dates.
- All March through June education and networking events will be rescheduled to the 2nd half of the year. Dates permitting.

Welcome to Our New Members

- [Adventure Park Maui](#)
- [Aqua Aloha Surf Waikiki](#)
- [Aqua Bamboo Waikiki](#)
- [Aqua Oasis](#)
- [Aqua Ohia Waikiki Studio Suites](#)
- [Aqua Skyline at Island Colony](#)
- [Aston at Poipu Kai](#)
- [Aston Kona by the Sea](#)
- [Aston Maui Hill](#)
- [Aston Paki Maui](#)
- [Aston Shores at Waikoloa](#)
- [Aston Waikoloa Colony Villas](#)
- [Bubbles Below Scuba Charters](#)
- [Common Ground Kauai](#)
- [Ewa Hotel Waikiki](#)
- [Hampton Inn & Suites Oahu at Kapolei](#)
- [HONBLUE](#)
- [Island Fresh Cafe](#)
- [Kauai Beach Boys](#)
- [Kauai Helicopters](#)
- [Luana Waikiki Hotel & Suites](#)
- [Pagoda Hotel](#)
- [PAI Honolulu](#)
- [Shaka Guide](#)
- [Think B.I.G. Play B.I.G.](#)
- TSV Enterprises, LLC
- [Turtle Bay Foundation](#)

Memberversaries

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

1 Year

[Cuvee](#)

[Love Big Island](#)

[Par Hawaii, Inc.](#)

5 Years

[Royal Hawaiian Limousine](#)

[Wyndham Bali Hai Villas](#)

[Wyndham Mauna Loa Village](#)

[Wyndham Vacation Resorts Royal Garden at Waikiki](#)

10 Years

[Kai Kanani Sailing Charters](#)

[Kauai Vacation Home Rental](#)

[Leonard's Bakery Ltd.](#)

[The Puakea Ranch](#)

15 Years

[Go Oahu by The Leisure Pass Group](#)

20 Years

[Best Bridal Hawaii](#)

[Delta Vacations](#)

[Hawaii.com](#)

[Seasport Divers](#)

25 Years

[Castle Kiahuna Plantation & The Beach Bungalows Resort](#)

[U.S. Army Museum of Hawaii](#)

30 Years

[Fairmont Kea Lani, Maui](#)

[Wailea Golf LLC](#)

35 Years

[ABC Stores](#)

[C.S. Wo & Sons, Ltd.](#)

[Hawaii Electric Light Company \(Big Island\)](#)

[Jas. W. Glover, Ltd.](#)

[Pleasant Holidays](#)



Here's what they are saying...

I have had the privilege of being a member of HVCB for well over 30 years. The current and future information I have gained from my membership has been professionally instrumental to my career. The hotel lodging and tourism business has certainly become more complex over the last few decades. We must be aware of what motivates our customers to “Buy Hawaii” and turn dreams into bookings. HVCB has been a unique resource to help provide the marketing savvy that brings people to our islands and insures them a reason to return time and time again. I am proud to be a member and Chairperson of this great organization. Thank you to the entire team at HVCB that works tirelessly to showcase the islands of Hawaii that we share proudly with the rest of the world.

- Jerry Gibson, Vice President, Turtle Bay Resort

Cultural Connection: Celebrate Prince Kuhio Day



March 26th is the day Hawaii celebrates the life and memory of Prince Jonah Kūhū Kalanianaʻōle. We celebrate and honor the birthday of Hawaii's second delegate to Congress, affectionately known as “Prince Cupid” because of his cherubic facade.

[Read More >](#)

Photo credit: Hawaii Tourism Authority (HTA) / Milton Wheeler



Hawaii Rx Card

Did you know that many prescriptions written for pets are actually human prescriptions? That's right! Hawaii Rx Card can help you save on your pet's prescriptions.

[Learn more ▶](#)

Member to Member E-Mailing Service

For a nominal fee, this service allows you to send email communications such as event notices, marketing pieces, or invitations to over 3,500 contacts in our member database. For questions or quotes, please feel free to contact us at membership@hvcb.org.



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