

[View in your browser](#)



[Membership](#) | [Events](#) | [HVCB](#) | [Contact](#)



Photo Credit: Sheraton Waikiki

Kahe Wale

“A'ohe hana nui ke alu 'ia.”

No task is too big when done together by all.

Dear Members,

This issue of Kahe Wale is dedicated to providing important resources that will assist you in the current environment. Everything listed below, and more, may be found on the [HVCB Crisis Communications page](#). This page is updated daily so please bookmark it for easy access to new information and research.

As we begin reopening business in Hawaii, we are required to take new approaches to employee and guest safety. Several HVCB members are ready to provide your business with the tools you need. We have provided a few of those resources below.

Our hearts continue to be warmed by the stories you share. This month we are proud to feature more of our members doing amazing things in the community. Please continue to share your stories.

It's hard to believe that it's May but this month gives us special opportunity to extend a very Happy Mother's Day to all our moms in the HVCB membership ohana. Moms come in many forms, and we hope that there is a special someone in your life that you call mom.

We have a long recovery ahead, but we are committed to bringing Hawaii Tourism back as a safe destination that fortifies the economy and provides respite for our visitors.

Standing STRONG with you,
The Hawaii Visitors & Convention Bureau Ohana

HVCB Talking Points

This is information for you to use when communicating with your team and hotel guests. It is not for public distribution.

[Talking Points >](#)

HTA Daily Update

Information on Government orders, CDC Travel Notices, COVID updates, Passenger Arrivals and more...

[Daily Update >](#)

U.S. Traveler Sentiment Tracking and Research

Destination Analysts - Findings from Coronavirus Travel Sentiment Index

[Click Here](#) ▶

Longwoods International COVID -19 U.S. Traveler Sentiment Study

[Click Here](#) ▶

Harris Poll COVID – 19 Traveler Sentiment (weekly HVCB analysis)

[Click Here](#) ▶

MMGY Travel Intentions Pulse Report

[Click Here](#) ▶

Simpleview Data + Insights Dashboard

Tourism and Leisure Meeting and Group Sales

[Click Here](#) ▶

Meeting and Group Sales

[Click Here](#) ▶

Northstar Meetings Group Pulse Survey

[Click Here](#) ▶

Airlines

The **7-Day Moving Average** measures daily passenger arrivals to Hawaii (including visitors and residents) from the U.S., Japan other international source markets. This analysis is used to visualize real-time demand month – and year-to-date tracking of arrivals.

[7-Day Moving Average Daily Passenger Volume](#)

Airline Cleaning Standard Initiatives – Carriers with flights to Hawaii in

May, 2020

As of May 3, 2020

- [Alaska](#)
- [American](#)
- [Delta](#)
- [Hawaiian](#)
- [Southwest](#)
- [United](#)
- [Philippine Airlines](#)

YouGov Syndicated Survey HTA and HVCB Analysis

HTA subscribes to YouGov's Brand Index and Profiles databases for US, Japan, and Australia.

YouGov has a global consumer panel with over 6 million participants in 42 countries who take over 20 million surveys each year 10,000 consumers are surveyed each day and HTA receives access to new data each week.

YouGov has daily brand tracking metrics – media-focused, brand health, purchase/intent, consumer status.

Click below to see the full deck. Check the Hawaii Tourism website for weekly updates.

[Click Here](#) ▶

Accommodation and Restaurant Guidelines

Mayor deems short term rentals as non-essential business

No real estate activities relating to short term rentals (lodgings that provide guest accommodations for less than 30 days, other than hotels and motels) may be conducted.

[Click here for Emergency Order No. 2020-09](#)

Preparing Your Hotel For Quarantine and Social Distancing (via Pegasus)

[Read more ▶](#)

Pandemic Relaunch Toolkit for Restaurants + Bars (via Streetsense)

[Read more ▶](#)

Economic and Community Recovery Navigator

Charting the Course for Hawaii's Recovery

[Click Here ▶](#)

Mandatory 14-Day Quarantine for all Arriving Passengers

All individuals, both residents and visitors, arriving or returning to the State of Hawaii are subject to a [mandatory 14-day self-quarantine](#). The mandate applies to all arrivals at state airports, including private and commercial aircrafts. All arriving passengers are required to [initial and sign this order](#) confirming they are aware of the 14-day quarantine and acknowledging they understand violating the order is a criminal offense, and subject to a \$5,000 fine and/or a year imprisonment.

If your guests are under quarantine and need to contact the call center, please call the following:

Visitor or intended resident: 808-468-9952

Hawaii resident: 808-377-4760

Wellness

HVCB Members Receive Free Access to Grokker!

The health engagement solution employees love. Over 4000 videos, 130 experts and 90 programs are yours free for the month of May!

With the COVID-19 outbreak – and the shelter in place continuing to impact all our daily lives, it's more important than ever that we take care of ourselves. This means you and your family should continue to stay active, eat nutritious foods, sleep well, reduce stress and keep up a positive attitude. To help you maintain your wellbeing during this challenging time, HVCB is pleased to offer you free access to Grokker's wellbeing solution, available on-demand through May 31, 2020.

All HVCB members can enjoy unlimited, anytime/anywhere access to:

- Fitness, yoga, and nutrition videos to keep you active and help maintain your physical health
- Stress reduction, mental health, and sleep programs to help you reduce stress and address any anxiety you may be experiencing, and get a good night's sleep
- Special video programs to help you feel your best during this challenging time

This is 100% free for you, no credit card or other payment information required. Simply visit [Grokker](#) to set up your free account. When asked for a password, please create your own.

Mahalo to Mercer Health & Benefits LLC for providing this resource to HVCB members.

Webinars

With so many daily uncertainties, we are all asking ourselves tough business questions — especially with regard to survival, cash flow, and marketing. aio Media Group, the small, locally-owned Hawaii publishing company that

proudly publishes the HVCB Travel Planners, asked Emmy-winning marketing expert Ryan Dohrn to share 10 marketing survival strategies to help you survive COVID-19 business challenges and hopefully thrive when this crisis subsides.



Click [here](#) for a recording of the Webinar, and [here](#) for the presentation deck.

About your webinar host Ryan Dohrn:

Ryan Dohrn is an Emmy winner, best-selling business book author and was recognized by Forbes.com with the “Best of the Best” award for his business strategies. Ryan’s focus is marketing, sales, leadership and team performance. Ryan is an internationally certified business coach, has trained over 20,000 professionals and works monthly with companies in 15 business sectors.

Free Webinars for the NonProfit
Community



The Hawaii Tourism Authority (HTA), in partnership with the Hawaii Alliance of Nonprofit Organizations (HANO), is offering complimentary webinars providing useful information and support to community organizations during these uncertain times. Participants will be able to learn from industry leaders and each session will provide ample time for questions and answers.

Rethinking Fundraising and Special Events During COVID-19

Thursday, May 7, 2020

10:00 a.m. - 11:30 a.m.

[Register now](#)

Nonprofit Finance: Strategies for Navigating During COVID-19

Two Sessions Available: Tuesday, May 12, 2020 and Tuesday, May 19, 2020

10:00 a.m. - 11:30 a.m.

[Register Now - May 12](#)

[Register Now - May 19](#)

HVCB Members – Suppliers of COVID resources to assist in re-opening your business

HONBLUE

Social Distancing Signs, Acrylic Partitions, Banners and Table Tents and more...

Click [here](#) for their flyer, or contact Jaz Nijjar, Strategic Alliance Manager, at jnijjar@honblue.com for more information.



JPG

Hawaii Custom Printed Face Masks, and Activated Carbon Mask Filter Replacements.

Click [here](#) for their flyer, or contact Jodi Uehara, Sales Executive, at jodi@JPGhawaii.com.



Pacific Digital Signs

Digital Hand Sanitizer, Face/Temperature Scanning Kiosk.

Click [here](#) for their face scan kiosk flyer, or [here](#) for their sanitizing station display brochure. Contact John Strandberg, Hawaii Regional Manager, at john@pacificdigitalsigns.com for more information.



HVCB Member Shout Outs!

Mahalo to Kip Nakagawa, Director of Valet Operations at the Embassy Suites by Hilton Waikiki Beach Walk! Kip believes giving back is vital and spreading aloha to those who may not have resources at the moment is very important to him. In partnership with the St. Francis Medical Center, Kip is spending his time delivering meals to the kupuna. We are sure he brightens their day. Thank you, Kip!



50 Beams of Light

50th anniversary of Earth Day, 50th State and 50 lights...the genius collaboration of the events industry. Event production companies, dependent on large groups, were among the first of the business community to be shut down and will likely



be one of the last to be fully back up and running. With a strong desire to give back to the community and a loss of all revenue, the group decided that they would put their idle assets to work and let their lighting instruments speak for them. The crews were restless and itching to help in this battle when the idea of 50 Beams of Light was born. These companies decided to use their talents to do what they do best, bring life to celebration, put people in the limelight of their company incentive trips and evoke memories of great victories. There was a surge of community support as 50 beams of light, showering recognition on those stepping up and enduring the front line for the betterment of our community's health, were honored around the island of Oahu.

The events industry is waiting eagerly to welcome visitors safely back to our shores of Aloha when the time is right. We applaud them for using their talents to create hope in our community.

Mahalo Hawaii Stage and Lighting, PSAV, Current Affairs and all the other companies involved.

Mahalo Rhonda Khabir, Vice President Sales, at Aqua-Aston Hospitality for your generous work in the community. Rhonda was recently featured by the Institute for Human Services for her fearless and passionate volunteer work.



Rhonda feels that when serving at IHS, she is connected to something powerful from her past and in her present life. Her philosophy? "To whom much is given, much is expected." She views life as being full of abundance and feels compelled to serve others.

IHS serves 1,500 meals a day and some days has only 1 or 2 people to help serve. If you'd like to join Rhonda in supporting IHS, please visit <https://ihshawaii.org/help/volunteer>

In Need of Assistance

With an increase in youth homelessness due to Covid19, Liliuokalani Trust is opening its Queen Emma Street residential units to young adults needing transitional housing stabilization and access to education and workforce opportunities this June 2020.



**Lili'uokalani
Trust**

The organization is seeking donations, including household furnishings and items to make its livable spaces comfortable.

The facility will include 18 units with 30 bedrooms. They are in need of beds, linens, kitchenware, living and dining room furnishing, and hygiene products. Anyone able or interested in helping may contact Kimo Carvalho at kcarvalho@onipaa.org.

HVCB is happy to accept your stories, content and news on how the hospitality industry is helping the community for the next edition of Kahe Wale. Please submit to membership@hvcb.org.



HAWAII VISITORS & CONVENTION BUREAU
2270 Kalakaua Avenue, Suite 801, Honolulu, Hawaii 96815
www.hvcb.org



This email was sent to: bkennedy@hvcb.org.

You are receiving this email by virtue of your company's partnership with the Hawaii Visitors & Convention Bureau.

[unsubscribe from this list](#) | [update subscription preferences](#)

This communication may not include diacritical markings for Hawaiian words because not all computers are able to reproduce these markings or true fonts in normal text.

© 2020 Hawaii Visitors & Convention Bureau. All rights reserved.