

# Japan Summit

## Hawai'i Tourism Japan

# Destination Update

June 6, 2022



Japan Hawaii Travel Association

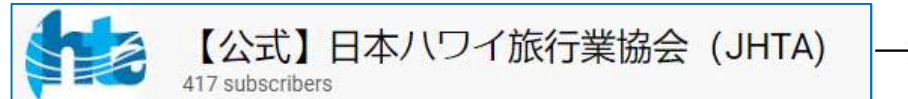
日本ハワイ旅行業協会

- **Japan Hawaii Travel Association (JHTA)** was established in 1970
- The purpose of JHTA is to support and promote the Japanese tourists coming to Hawaii. JHTA facilitates activities between governments, businesses and associations, and the tourism industry here in Hawaii, while contributing to the growth of sustainable tourism perpetuating and preserving Hawaii's unique culture, rich history and wonderful nature.
- **Members:**
  - Regular = Inbound tour operators registered in Hawaii (10)
  - Associate = Travel and hospitality related companies (44)
    - \*Airlines, Hotel Accommodations, Transportations, Attractions, Wedding Services, Medical Clinics, Financial Institutions, etc.
  - Advisory = Consulate General of Japan, Hawaii Tourism Authority, Hawaii Tourism Japan, Hawaii Convention Center (4)
- **Committees:**
  - Association Planning, Public Relations, Airport, Legal Affairs, Transportation, Hotel

## 2020 - 2021

- Worked closely with HTJ, JATA, Consulate General of Japan in Hawaii, City of Honolulu, State of Hawaii, and various local associations and businesses
- Participated in the KizunAloha Coalition Project **KIZUNALOHA**
- Created JHTA's own Safety Protocol
- Produced and distributed "Next Hawaii" Youtube video series

\* Available for use until 6/30/22



## 2022

- Lobbying activities to ease the Japan's border restrictions which caused the delay of Japanese overseas travel market recovery
  - Identified issues & proposed solutions through Consulate General of Japan in Hawaii
  - Alignment with JATA during the JATA delegation to Hawaii
  - Meeting with Japan-Hawaii Legislatures' Friendship Assoc. in Hawaii

## **State/City local restriction changes:**

- Safe Travels Program has ended in March, meaning vaccination proof and negative test results are no longer required for domestic travels
  - \*International travel to Hawaii requires vaccination proof and a negative test result
- Also in March, Safe Access Oahu which required vaccine card and face mask to enter restaurants and other indoor facilities has ended

## **Current status:**

- Wearing a mask indoor is recommended, not mandatory
  - \*Certain schools may still mandate wearing mask
- Social distancing is recommended, not mandatory
- No capacity restrictions
- Hand sanitizers remain in place at most shops, restaurants, and hotels



## • JHTA's Safety Protocol Guideline (Recommendation)

| 場面/Scene                       | 項目/item                           | JHTA推奨 (Recommended Guideline) |             |
|--------------------------------|-----------------------------------|--------------------------------|-------------|
| AIRPORT<br>空港                  | ① アクリル板/Acrylic Board             | ○                              | YES         |
|                                | ② 消毒液/Sanitizer                   | ○                              | YES         |
|                                | ③ スタッフマスク/Staff Mask              | 必須                             | Required    |
|                                | ④ 体温計測/Temperature Measurement    | X                              | NO          |
| Transportation<br>送迎車輛<br>(空港) | ① 乗車定員/Capacity                   | 100%                           | 100%        |
|                                | ② 乗車時体温計測/Temperature Measurement | X                              | NO          |
|                                | ③ 消毒液/Sanitizer                   | ○                              | YES         |
|                                | ④ 車内マスク着用 (お客様) /Guest Mask       | 推奨                             | Recommended |
|                                | ⑤ 車内マスク着用 (スタッフ) /Staff Mask      | 必須                             | Required    |
| Trolley<br>トロリー                | ① 乗車定員/Capacity                   | 100%                           | 100%        |
|                                | ② 乗車時体温計測/Temperature measurement | x                              | NO          |
|                                | ③ 消毒液/Sanitizer                   | ○                              | YES         |
|                                | ④ 車内マスク着用 (お客様) /Guest Mask       | 推奨                             | Recommended |
|                                | ⑤ 車内マスク着用 (スタッフ) /Staff Mask      | 任意                             | Optional    |
| Optional Tours<br>オプション<br>ツアー | ① 乗車定員/Capacity                   | 100%                           | 100%        |
|                                | ② 乗車時体温計測/Temperature Measurement | x                              | NO          |
|                                | ③ 消毒液/Sanitizer                   | △                              | YES         |
|                                | ④ 車内マスク着用 (お客様) /Guest Mask       | 推奨                             | Recommended |
|                                | ⑤ 車内マスク着用 (スタッフ) /Staff Mask      | 任意                             | Optional    |
| Lounges<br>ラウンジ                | ① アクリル板/Acrylic Board             | ○                              | YES         |
|                                | ② マスク着用 (お客様) /Guest Mask         | 推奨                             | Recommended |
|                                | ③ マスク着用 (スタッフ) /Staff Mask        | 必須                             | Required    |
|                                | ④ 体温計/Temperature Measurement     | ○                              | YES         |
|                                | ⑤ 消毒液/Sanitizer                   | ○                              | YES         |
|                                | ⑥ ソーシャルディスタンス/Social Distances    | 推奨                             | Recommended |

**Even with the safety protocol, small percentage of travelers will test positive for PCR during their trip.**



What happens if tested positive:

- Will require extra stay until a “negative” result is obtained
- Secure hotel accommodation for self isolation, make meal arrangements, etc.
- Take another PCR test after 5 days. If it's negative, then free to fly home.
- If still positive, another PCR test must be taken in the following days. This will continue until a negative result is obtained
- During this extra stay period, package tour operating company will assist
- In case the extra stay becomes lengthy, a special request can be made to Consulate General of Japan in Hawaii through the travel company



- ✓ Advance **Travel Insurance** purchase is strongly recommended
- ✓ Be specific about COVID related coverage of the insurance policy

- All of us in this room, the leaders in the travel industry, are the ones to provide safe and secure environment for travelers in the destination Hawaii, bringing solutions to the new challenges imposed by the “with-COVID” travel experience (e.g. PCR positive case).
- The real **VALUE** of “**package**” and “**group**” travel will begin to **increase** as the industry delivers safe and secure environment.
- JHTA is **committed** to working together and supporting members to deliver.
- Looking forward to supporting the customers as the industry as a whole, delivering values, gaining higher customer satisfactions, and resulting in more customers to come back. This will be the **positive cycle** JHTA is aiming to create.



# Mahalo Nui Loa

Japan Hawaii Travel Association

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