Global Agency Pro

- HTA subscribes to Global Agency Pro, an online travel distribution system consisting of Travel Agency data

- Global Agency Pro provides access to over 90% of the world’s Travel Agency airline transactions

- The database consists of five years of historical ticketing data and one year of advance purchase data

- The information is updated daily with a recency of two days prior to current date
Global Agency Pro Index

• Bookings
  – Net sum of the number of visitors (i.e., excluding Hawai‘i residents and inter-island travelers) from Sales transactions counted, including Exchanges and Refunds.
  – Booking Date
  – The date on which the ticket was purchased by the passenger. Also known as the Sales Date

• Travel Date
  – The date on which travel is expected to take place.

• Point of Origin Country
  – The country which contains the airport at which the ticket started

• Travel Agency
  – Travel Agency associated with the ticket is doing business (DBA)
Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 by Month

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 by Quarter

Source: Global Agency Pro as of 01/09/21
Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 by Month

- **January**: 82,184 bookings (2021) vs 716 bookings (2020)
- **February**: 30,434 bookings (2021) vs 269 bookings (2020)
- **March**: 16,760 bookings (2021) vs 688 bookings (2020)

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 by Quarter

- **Qtr 2**: 18,967 bookings (2021) vs 1,459 bookings (2020)
- **Qtr 3**: 10,324 bookings (2021) vs 1,409 bookings (2020)
- **Qtr 4**: 697 bookings (2021) vs 110 bookings (2020)

Source: Global Agency Pro as of 01/09/21
CANADA

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Bookings 2020</th>
<th>Bookings 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>28,137</td>
<td>23,935</td>
</tr>
<tr>
<td>February</td>
<td>23,935</td>
<td>17,760</td>
</tr>
<tr>
<td>March</td>
<td>17,760</td>
<td>1,675</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Bookings 2020</th>
<th>Bookings 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>13,702</td>
<td>3,062</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>760</td>
<td>405</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>494</td>
<td>273</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 01/09/21
AUSTRALIA

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>10,690</td>
<td>138</td>
</tr>
<tr>
<td>February</td>
<td>3,764</td>
<td>19</td>
</tr>
<tr>
<td>March</td>
<td>4,562</td>
<td>13</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>10,920</td>
<td>130</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>5,807</td>
<td>47</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>840</td>
<td>2</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 01/09/21
O‘ahu by Month 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21
O‘ahu by Quarter 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>63,139</td>
<td>23,435</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>18,931</td>
<td>8,083</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>1,897</td>
<td>1,124</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 01/09/21

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>17,222</td>
<td>1,351</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>9,407</td>
<td>1,255</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>639</td>
<td>101</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>6,298</td>
<td>288</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>1,436</td>
<td>182</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>138</td>
<td>50</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>9,564</td>
<td>116</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>5,304</td>
<td>45</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>807</td>
<td>2</td>
</tr>
</tbody>
</table>
Maui by Month 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21
Maui by Quarter 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21
Molokaʻi by Month 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

January
- 2020: 129
- 2021: 23

February
- 2020: 94
- 2021: 7

March
- 2020: 52
- 2021: 2

Source: Global Agency Pro as of 01/09/21

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

January
- 2020: 0
- 2021: 0

February
- 2020: 0
- 2021: 0

March
- 2020: 0
- 2021: 0

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

January
- 2020: 2
- 2021: 2

February
- 2020: 3
- 2021: 0

March
- 2020: 0
- 2021: 0

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

January
- 2020: 0
- 2021: 0

February
- 2020: 0
- 2021: 0

March
- 2020: 0
- 2021: 0
Molokaʻi by Quarter 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21
Lānaʻi by Month 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

<table>
<thead>
<tr>
<th>Month</th>
<th>2020 Bookings</th>
<th>2021 Bookings</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>310</td>
<td>18</td>
</tr>
<tr>
<td>February</td>
<td>213</td>
<td>4</td>
</tr>
<tr>
<td>March</td>
<td>79</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 01/09/21
Lānaʻi by Quarter 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21
Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21
Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21
Hawai‘i Island by Month 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21
Hawai‘i Island by Quarter 2021

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - U.S.

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Japan

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Canada

Travel Agency Booking Pace for Future Arrivals, 2021 vs 2020 - Australia

Source: Global Agency Pro as of 01/09/21