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,
by Month

Travel Agency Booking Pace for Future Arrivals,
by Quarter

Source: Global Agency Pro as of 03/13/21
JAPAN

Travel Agency Booking Pace for Future Arrivals, by Month

Travel Agency Booking Pace for Future Arrivals, by Quarter

Source: Global Agency Pro as of 03/13/21
CANADA

Travel Agency Booking Pace for Future Arrivals, by Month

<table>
<thead>
<tr>
<th></th>
<th>March 2019</th>
<th>March 2020</th>
<th>March 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>26,054</td>
<td>20,967</td>
<td>1,046</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals, by Quarter

<table>
<thead>
<tr>
<th></th>
<th>Qtr 2 2019</th>
<th>Qtr 2 2020</th>
<th>Qtr 2 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>21,164</td>
<td>17,003</td>
<td>1,454</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>Qtr 3 2019</th>
<th>Qtr 3 2020</th>
<th>Qtr 3 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>892</td>
<td>5,414</td>
<td>1,034</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Qtr 4 2019</th>
<th>Qtr 4 2020</th>
<th>Qtr 4 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>625</td>
<td>4,267</td>
<td>2,609</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 03/13/21
AUSTRALIA

Travel Agency Booking Pace for Future Arrivals, by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>5,573</td>
<td>5,111</td>
<td>26</td>
</tr>
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</table>

Travel Agency Booking Pace for Future Arrivals, by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>16,434</td>
<td>12,523</td>
<td>113</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>8,345</td>
<td>7,075</td>
<td>59</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>1,559</td>
<td>1,357</td>
<td>17</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 03/13/21
O‘ahu by Month 2021

Travel Agency Booking Pace for Future Arrivals

U.S.

- March 2019: 49,364
- March 2020: 50,796
- March 2021: 59,584

Japan

- March 2019: 21,219
- March 2020: 18,072
- March 2021: 548

Canada

- March 2019: 9,467
- March 2020: 7,991
- March 2021: 277

Australia

- March 2019: 4,928
- March 2020: 4,416
- March 2021: 23

Source: Global Agency Pro as of 03/13/21
O‘ahu by Quarter 2021

Travel Agency Booking Pace for Future Arrivals
U.S.

Travel Agency Booking Pace for Future Arrivals
Japan

Travel Agency Booking Pace for Future Arrivals
Canada

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 03/13/21
Maui by Month 2021

Travel Agency Booking Pace for Future Arrivals

U.S.

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>39,373</td>
<td>37,652</td>
<td>38,538</td>
</tr>
</tbody>
</table>

Japan

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>220</td>
<td>245</td>
<td>8</td>
</tr>
</tbody>
</table>

Canada

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>10,799</td>
<td>8,509</td>
<td>605</td>
</tr>
</tbody>
</table>

Australia

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>374</td>
<td>386</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 03/13/21
Maui by Quarter 2021

Travel Agency Booking Pace for Future Arrivals
U.S.

Source: Global Agency Pro as of 03/13/21

Travel Agency Booking Pace for Future Arrivals
Japan

Travel Agency Booking Pace for Future Arrivals
Canada

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 03/13/21
Molokaʻi by Month 2021

Travel Agency Booking Pace for Future Arrivals
U.S.

Travel Agency Booking Pace for Future Arrivals
Japan

Travel Agency Booking Pace for Future Arrivals
Canada

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 03/13/21
Moloka‘i by Quarter 2021

Travel Agency Booking Pace for Future Arrivals

- **U.S.**

- **Japan**
  - Qtr 2: 1 (2019), 0 (2020), 0 (2021)
  - Qtr 3: 0 (2019), 0 (2020), 0 (2021)
  - Qtr 4: 0 (2019), 0 (2020), 0 (2021)

- **Canada**
  - Qtr 2: 3 (2019), 4 (2020), 0 (2021)
  - Qtr 3: 0 (2019), 0 (2020), 0 (2021)
  - Qtr 4: 0 (2019), 0 (2020), 0 (2021)

- **Australia**
  - Qtr 3: 0 (2019), 0 (2020), 0 (2021)
  - Qtr 4: 0 (2019), 0 (2020), 0 (2021)

Source: Global Agency Pro as of 03/13/21
Lānaʻi by Month 2021

Travel Agency Booking Pace for Future Arrivals

U.S.

March

Bookings

2019: 34
2020: 170
2021: 16

Travel Agency Booking Pace for Future Arrivals

Japan

March

Bookings

2019: 0
2020: 7
2021: 0

Travel Agency Booking Pace for Future Arrivals

Canada

March

Bookings

2019: 0
2020: 5
2021: 0

Travel Agency Booking Pace for Future Arrivals

Australia

March

Bookings

2019: 0
2020: 13
2021: 0

Source: Global Agency Pro as of 03/13/21
Lānaʻi by Quarter 2021

Travel Agency Booking Pace for Future Arrivals

- **U.S.**
  - Qtr 4: 0 (2019), 0 (2020), 0 (2021)

- **Japan**
  - Qtr 2: 2 (2019), 0 (2020), 0 (2021)
  - Qtr 4: 0 (2019), 0 (2020), 4 (2021)

- **Canada**
  - Qtr 2: 2 (2019), 0 (2020), 0 (2021)
  - Qtr 3: 2 (2019), 0 (2020), 0 (2021)
  - Qtr 4: 0 (2019), 0 (2020), 0 (2021)

- **Australia**
  - Qtr 2: 14 (2019), 0 (2020), 0 (2021)
  - Qtr 3: 0 (2019), 0 (2020), 0 (2021)
  - Qtr 4: 0 (2019), 0 (2020), 0 (2021)

Source: Global Agency Pro as of 03/13/21
Kaua‘i by Month 2021

Travel Agency Booking Pace for Future Arrivals

U.S.

<table>
<thead>
<tr>
<th></th>
<th>March 2019</th>
<th>March 2020</th>
<th>March 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>15,953</td>
<td>13,706</td>
<td>5,341</td>
</tr>
</tbody>
</table>

Japan

<table>
<thead>
<tr>
<th></th>
<th>March 2019</th>
<th>March 2020</th>
<th>March 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>93</td>
<td>60</td>
<td>6</td>
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</table>

Canada

<table>
<thead>
<tr>
<th></th>
<th>March 2019</th>
<th>March 2020</th>
<th>March 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>2,420</td>
<td>1,692</td>
<td>30</td>
</tr>
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</table>

Australia

<table>
<thead>
<tr>
<th></th>
<th>March 2019</th>
<th>March 2020</th>
<th>March 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>114</td>
<td>79</td>
<td>2</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 03/13/21
Kauaʻi by Quarter 2021

Travel Agency Booking Pace for Future Arrivals

U.S.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>20,668</td>
<td>15,711</td>
<td>5,933</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>7,773</td>
<td>7,757</td>
<td>824</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>3,454</td>
<td>1,024</td>
<td>1,024</td>
</tr>
</tbody>
</table>

Japan

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>118</td>
<td>63</td>
<td>16</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>56</td>
<td>42</td>
<td>2</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>11</td>
<td>16</td>
<td>0</td>
</tr>
</tbody>
</table>

Canada

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>1,556</td>
<td>1,157</td>
<td>44</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>377</td>
<td>336</td>
<td>55</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>95</td>
<td>128</td>
<td>149</td>
</tr>
</tbody>
</table>

Australia

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>345</td>
<td>320</td>
<td>4</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>208</td>
<td>138</td>
<td>0</td>
</tr>
<tr>
<td>Qtr 4</td>
<td>14</td>
<td>17</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 03/13/21
Hawai‘i Island by Month 2021

Travel Agency Booking Pace for Future Arrivals

U.S.

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>14,852</td>
<td>15,965</td>
<td>17,047</td>
</tr>
</tbody>
</table>

Japan

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>1,462</td>
<td>1,376</td>
<td>56</td>
</tr>
</tbody>
</table>

Canada

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>3,357</td>
<td>2,770</td>
<td>134</td>
</tr>
</tbody>
</table>

Australia

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>155</td>
<td>217</td>
<td>1</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 03/13/21

3/15/2021
Hawaiʻi Island by Quarter 2021

**Travel Agency Booking Pace for Future Arrivals**

**U.S.**

- Qtr 3: 2019 - 4,998, 2020 - 6,300, 2021 - 9,941
- Qtr 4: 2019 - 754, 2020 - 1,025, 2021 - 4,206

**Japan**

- Qtr 2: 2019 - 2,250, 2020 - 1,498, 2021 - 128
- Qtr 3: 2019 - 1,705, 2020 - 949, 2021 - 56
- Qtr 4: 2019 - 179, 2020 - 37, 2021 - 86

**Canada**

- Qtr 2: 2019 - 2,061, 2020 - 483, 2021 - 56

**Australia**


Source: Global Agency Pro as of 03/13/21