TRAVEL AGENCY BOOKING TRENDS

OCTOBER 25, 2021
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

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>November</td>
<td>144,007</td>
<td>47,803</td>
<td>44,595</td>
</tr>
<tr>
<td>December</td>
<td>132,798</td>
<td>111,698</td>
<td>50,370</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals, by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>139,425</td>
<td>41,106</td>
<td>9,009</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>108,683</td>
<td>50,370</td>
<td>5,673</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>40,631</td>
<td>26,494</td>
<td>6,480</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals, by Month

JAPAN

Travel Agency Booking Pace for Future Arrivals, by Quarter

Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals, by Month

Travel Agency Booking Pace for Future Arrivals, by Quarter

Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals, by Month

Travel Agency Booking Pace for Future Arrivals, by Quarter

Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals, by Month

- November 2019: 7,897
- December 2019: 8,406

Travel Agency Booking Pace for Future Arrivals, by Quarter

- Qtr 1 2020: 7,194
- Qtr 1 2021: 420
- Qtr 1 2022: 62
- Qtr 2 2020: 4,209
- Qtr 2 2021: 68
- Qtr 2 2022: 33
- Qtr 3 2020: 17

Source: Global Agency Pro as of 10/23/21
Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals

Australia

Bookings

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>November</td>
<td>6,872</td>
<td>606</td>
<td>36</td>
</tr>
<tr>
<td>December</td>
<td>7,142</td>
<td>417</td>
<td>267</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 10/23/21
O‘ahu by Quarter 2021 (cont.)

Travel Agency Booking Pace for Future Arrivals

Australia

Bookings

Qtr 1 | Qtr 2 | Qtr 3
--- | --- | ---
6,173 | 1,989 | 0
382 | 59 | 0
50 | 23 | 0

Source: Global Agency Pro as of 10/23/21
Maui by Month 2021

Travel Agency Booking Pace for Future Arrivals

**U.S.**
- November 2019: 36,862
- November 2020: 15,033
- November 2021: 4,278
- December 2019: 38,377
- December 2020: 13,650
- December 2021: 31,011

**Japan**
- November 2019: 585
- November 2020: 50
- November 2021: 6
- December 2019: 5
- December 2020: 11
- December 2021: 28

**Canada**
- November 2019: 8,726
- November 2020: 1,214
- November 2021: 1,214
- December 2019: 9,287
- December 2020: 1,438
- December 2021: 5,662

**Korea**
- November 2019: 776
- November 2020: 13
- November 2021: 13
- December 2019: 566
- December 2020: 60
- December 2021: 25

Source: Global Agency Pro as of 10/23/21
Maui by Month 2021 (cont.)

Source: Global Agency Pro as of 10/23/21
Maui by Quarter 2021

Travel Agency Booking Pace for Future Arrivals

**U.S.**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>46,054</td>
<td>13,789</td>
<td>9,437</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>35,581</td>
<td>17,566</td>
<td>1,805</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>12,917</td>
<td>3,176</td>
<td>2,089</td>
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**Japan**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>346</td>
<td>2</td>
<td>23</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>119</td>
<td>23</td>
<td>9</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>63</td>
<td>0</td>
<td>20</td>
</tr>
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**Canada**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>13,258</td>
<td>1,784</td>
<td>47</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>7,906</td>
<td>1,300</td>
<td>98</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>687</td>
<td>248</td>
<td>9</td>
</tr>
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**Korea**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>687</td>
<td>10</td>
<td>109</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>185</td>
<td>0</td>
<td>35</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 10/23/21
Maui by Quarter 2021 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Bookings

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>40</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>177</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 10/23/21
Molokaʻi 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>Nov</td>
<td>34</td>
<td>17</td>
<td>28</td>
</tr>
<tr>
<td>Dec</td>
<td>105</td>
<td>14</td>
<td>9</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals

Japan

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals

Canada

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Dec</td>
<td>4</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>

Travel Agency Booking Pace for Future Arrivals

Korea

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Dec</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals
Australia

Bookings

November 2019: 3
November 2020: 2
November 2021: 3

December 2019: 2
December 2020: 0
December 2021: 0

Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 10/23/21
Lānaʻi 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
Korea

Source: Global Agency Pro as of 10/23/21
Lānaʻi by Month 2021 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals

**U.S.**

- Qtr 1: 243
- Qtr 2: 0
- Qtr 3: 0

**Japan**

- Qtr 1: 11
- Qtr 2: 0
- Qtr 3: 0

**Canada**

- Qtr 1: 0
- Qtr 2: 0
- Qtr 3: 0

**Korea**

- Qtr 1: 2
- Qtr 2: 0
- Qtr 3: 0

Source: Global Agency Pro as of 10/23/21

10/25/2021
Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 10/23/21
Travel Agency Booking Pace for Future Arrivals

**U.S.**

- **2019:** 16,577
- **2020:** 16,024
- **2021:** 6,328

**Japan**

- **2019:** 177
- **2020:** 96
- **2021:** 5

**Canada**

- **2019:** 1,818
- **2020:** 1,994
- **2021:** 190

**Korea**

- **2019:** 47
- **2020:** 65
- **2021:** 8

Source: Global Agency Pro as of 10/23/21
Kaua‘i by Month 2021 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>November</td>
<td>205</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>December</td>
<td>273</td>
<td></td>
<td>7</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 10/23/21
Kaua‘i by Quarter 2021

Travel Agency Booking Pace for Future Arrivals

U.S.

Japan

Canada

Korea

Source: Global Agency Pro as of 10/23/21

10/25/2021
Kauaʻi by Quarter 2021 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 10/23/21
Hawai‘i Island by Month 2021

Travel Agency Booking Pace for Future Arrivals

- **U.S.**
  - November: 17,774
  - December: 19,196

- **Japan**
  - November: 4,456
  - December: 1,800

- **Canada**
  - November: 2,918
  - December: 1,436

- **Korea**
  - November: 370
  - December: 86

Source: Global Agency Pro as of 10/23/21
Hawai‘i Island by Month 2021 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>November</td>
<td>338</td>
<td>18</td>
<td>1</td>
</tr>
<tr>
<td>December</td>
<td>382</td>
<td>33</td>
<td>11</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 10/23/21
Hawai‘i Island by Quarter 2021

### Travel Agency Booking Pace for Future Arrivals

#### U.S.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>18,472</td>
<td>5,273</td>
<td>4,860</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>15,898</td>
<td>2,563</td>
<td>2,521</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>772</td>
<td>672</td>
<td>621</td>
</tr>
</tbody>
</table>

#### Japan

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>181</td>
<td>61</td>
<td>96</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>1,002</td>
<td>61</td>
<td>15</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>181</td>
<td>10</td>
<td>11</td>
</tr>
</tbody>
</table>

#### Canada

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>5,184</td>
<td>2,143</td>
<td>246</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>2,143</td>
<td>281</td>
<td>29</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>61</td>
<td>13</td>
<td>23</td>
</tr>
</tbody>
</table>

#### Korea

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 1</td>
<td>591</td>
<td>118</td>
<td>11</td>
</tr>
<tr>
<td>Qtr 2</td>
<td>73</td>
<td>10</td>
<td>6</td>
</tr>
<tr>
<td>Qtr 3</td>
<td>11</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 10/23/21

10/25/2021
Hawai‘i Island by Quarter 2021 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 10/23/21