TRAVEL AGENCY BOOKING TRENDS

DECEMBER 27, 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

- **January**: 143,624 (2020), 38,640 (2021), 22,429 (2022)
- **February**: 128,819 (2020), 96,368 (2021), 71,999 (2022)
- **March**: 128,819 (2020), 79,630 (2021), 55,254 (2022)

Source: Global Agency Pro as of 12/25/21

Travel Agency Booking Pace for Future Arrivals, by Quarter

- **Qtr 2**: 115,827 (2020), 48,923 (2021), 31,772 (2022)
- **Qtr 3**: 115,000 (2020), 84,723 (2021), 21,771 (2022)
- **Qtr 4**: 2,117 (2020), 1,834 (2021), 1,441 (2022)

Source: Global Agency Pro as of 12/25/21
JAPAN

Travel Agency Booking Pace for Future Arrivals, by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>523</td>
<td>732</td>
<td></td>
</tr>
<tr>
<td>February</td>
<td>16,617</td>
<td>206</td>
<td>206</td>
</tr>
<tr>
<td>March</td>
<td>14,630</td>
<td>460</td>
<td>575</td>
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Travel Agency Booking Pace for Future Arrivals, by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
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<td>918</td>
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<tr>
<td>Qtr 3</td>
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</tr>
<tr>
<td>Qtr 4</td>
<td>389</td>
<td>64</td>
<td>53</td>
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Source: Global Agency Pro as of 12/25/21
Travel Agency Booking Pace for Future Arrivals, by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>26,098</td>
<td>1,511</td>
<td>894</td>
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<tr>
<td>February</td>
<td>20,738</td>
<td>8,499</td>
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<td>March</td>
<td>14,902</td>
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<td>894</td>
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Travel Agency Booking Pace for Future Arrivals, by Quarter

<table>
<thead>
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<th>2022</th>
</tr>
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<tr>
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<td>11,373</td>
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<td>Qtr 3</td>
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<tr>
<td>Qtr 4</td>
<td>1,123</td>
<td>191</td>
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Source: Global Agency Pro as of 12/25/21
KOREA

Travel Agency Booking Pace for Future Arrivals, by Month

<table>
<thead>
<tr>
<th>Month</th>
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<th>2021</th>
<th>2022</th>
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<tbody>
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<td>1,998</td>
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<td>February</td>
<td>8,185</td>
<td>8,185</td>
<td>8,185</td>
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<td>March</td>
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Travel Agency Booking Pace for Future Arrivals, by Quarter

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<td>7,523</td>
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<tr>
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<td>1,735</td>
<td>1,735</td>
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<td>1,539</td>
<td>1,539</td>
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Source: Global Agency Pro as of 12/25/21
AUSTRALIA

Travel Agency Booking Pace for Future Arrivals, by Month

<table>
<thead>
<tr>
<th>Month</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
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<td>165</td>
<td>2,400</td>
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<tr>
<td>February</td>
<td>3,406</td>
<td>15</td>
<td>644</td>
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<tr>
<td>March</td>
<td>4,184</td>
<td>11</td>
<td>456</td>
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Travel Agency Booking Pace for Future Arrivals, by Quarter

<table>
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<th>Quarter</th>
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<th>2021</th>
<th>2022</th>
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<tbody>
<tr>
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<td>1,017</td>
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<td>Qtr 4</td>
<td>525</td>
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Source: Global Agency Pro as of 12/25/21

12/27/2021
O‘ahu by Month 2022

Travel Agency Booking Pace for Future Arrivals

U.S.

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>18,458</td>
<td>42,183</td>
<td>10,617</td>
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<tr>
<td>2021</td>
<td>18,621</td>
<td>36,653</td>
<td>24,224</td>
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<tr>
<td>2022</td>
<td>10,174</td>
<td>9,374</td>
<td>64,442</td>
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</table>

Source: Global Agency Pro as of 12/25/21
O‘ahu by Month 2022 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

<table>
<thead>
<tr>
<th>Month</th>
<th>Bookings</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>8,680</td>
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<tr>
<td>February</td>
<td>2,867</td>
</tr>
<tr>
<td>March</td>
<td>3,646</td>
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Source: Global Agency Pro as of 12/25/21
O‘ahu by Quarter 2022

Travel Agency Booking Pace for Future Arrivals

**U.S.**

<table>
<thead>
<tr>
<th></th>
<th>Qtr 2</th>
<th>Qtr 3</th>
<th>Qtr 4</th>
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<tbody>
<tr>
<td>2020</td>
<td>49,148</td>
<td>13,923</td>
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<td>2021</td>
<td>20,040</td>
<td>6,757</td>
<td>667</td>
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<tr>
<td>2022</td>
<td>30,000</td>
<td>9,809</td>
<td>617</td>
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**Japan**

<table>
<thead>
<tr>
<th></th>
<th>Qtr 2</th>
<th>Qtr 3</th>
<th>Qtr 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>14,433</td>
<td>882</td>
<td>355</td>
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<tr>
<td>2021</td>
<td>7,708</td>
<td>690</td>
<td>355</td>
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<tr>
<td>2022</td>
<td>690</td>
<td>735</td>
<td>58</td>
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**Canada**

<table>
<thead>
<tr>
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<th>Qtr 2</th>
<th>Qtr 3</th>
<th>Qtr 4</th>
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<tbody>
<tr>
<td>2020</td>
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<td>2022</td>
<td>1,061</td>
<td>22</td>
<td>41</td>
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**Korea**

<table>
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<th>Qtr 2</th>
<th>Qtr 3</th>
<th>Qtr 4</th>
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<tbody>
<tr>
<td>2020</td>
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<td>65</td>
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<td>300</td>
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<td>2022</td>
<td>233</td>
<td>20</td>
<td>66</td>
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Source: Global Agency Pro as of 12/25/21
Travel Agency Booking Pace for Future Arrivals

Australia

Source: Global Agency Pro as of 12/25/21
Maui by Month 2022

Travel Agency Booking Pace for Future Arrivals

U.S.

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
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<td>28,689</td>
<td>24,823</td>
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<tr>
<td>2021</td>
<td>11,402</td>
<td>7,688</td>
<td>8,094</td>
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<tr>
<td>2022</td>
<td>14,271</td>
<td>14,935</td>
<td>14,381</td>
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Japan

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>485</td>
<td>269</td>
<td>139</td>
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<td>2021</td>
<td>8</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>2022</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>

Canada

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>9,245</td>
<td>7,596</td>
<td>6,442</td>
</tr>
<tr>
<td>2021</td>
<td>709</td>
<td>427</td>
<td>478</td>
</tr>
<tr>
<td>2022</td>
<td>1,405</td>
<td>3,731</td>
<td>1,965</td>
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Korea

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>516</td>
<td>389</td>
<td>201</td>
</tr>
<tr>
<td>2021</td>
<td>6</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2022</td>
<td>122</td>
<td>75</td>
<td>90</td>
</tr>
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</table>

Source: Global Agency Pro as of 12/25/21
Maui by Month 2022 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 12/25/21
Maui by Quarter 2022

Travel Agency Booking Pace for Future Arrivals

U.S.

<table>
<thead>
<tr>
<th></th>
<th>Qtr 2</th>
<th>Qtr 3</th>
<th>Qtr 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>40,466</td>
<td>17,310</td>
<td>7,433</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
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</thead>
<tbody>
<tr>
<td>Bookings</td>
<td>10,955</td>
<td>5,772</td>
<td>639</td>
</tr>
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</table>

Source: Global Agency Pro as of 12/25/21
Maui by Quarter 2022 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 12/25/21
Moloka‘i by Month 2022

Travel Agency Booking Pace for Future Arrivals

**U.S.**

<table>
<thead>
<tr>
<th>Month</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>114</td>
<td>22</td>
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<tr>
<td>February</td>
<td>63</td>
<td>6</td>
<td>50</td>
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<tr>
<td>March</td>
<td>39</td>
<td>0</td>
<td>12</td>
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</table>

Source: Global Agency Pro as of 12/25/21

Travel Agency Booking Pace for Future Arrivals

**Japan**

<table>
<thead>
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<th>Month</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
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<tbody>
<tr>
<td>January</td>
<td>0</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>February</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>March</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</table>

Travel Agency Booking Pace for Future Arrivals

**Canada**

<table>
<thead>
<tr>
<th>Month</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>2</td>
<td>2</td>
<td>0</td>
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<tr>
<td>February</td>
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<td>0</td>
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</tr>
<tr>
<td>March</td>
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Travel Agency Booking Pace for Future Arrivals

**Korea**

<table>
<thead>
<tr>
<th>Month</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
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<tbody>
<tr>
<td>January</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>February</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>March</td>
<td>0</td>
<td>0</td>
<td>1</td>
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</table>
Moloka‘i by Month 2022 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 12/25/21

12/27/2021
Molokaʻi by Quarter 2022

Travel Agency Booking Pace for Future Arrivals

U.S.

Bookings

0 10 20 30 40 50 60
Qtr 2 Qtr 3 Qtr 4

2020 2021 2022

Travel Agency Booking Pace for Future Arrivals

Japan

Bookings

0 0.2 0.4 0.6 0.8 1
Qtr 2 Qtr 3 Qtr 4

2020 2021 2022

Travel Agency Booking Pace for Future Arrivals

Canada

Bookings

0 1 2 3
Qtr 2 Qtr 3 Qtr 4

2020 2021 2022

Travel Agency Booking Pace for Future Arrivals

Korea

Bookings

0 0.2 0.4 0.6 0.8 1
Qtr 2 Qtr 3 Qtr 4

2020 2021 2022

Source: Global Agency Pro as of 12/25/21
Molokaʻi by Quarter 2022 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 12/25/21
Lānaʻi by Month 2022

Travel Agency Booking Pace for Future Arrivals

**U.S.**

![Graph showing bookings for U.S. by month, with data from 2020, 2021, and 2022.

**Japan**

![Graph showing bookings for Japan by month, with data from 2020, 2021, and 2022.

**Canada**

![Graph showing bookings for Canada by month, with data from 2020, 2021, and 2022.

**Korea**

![Graph showing bookings for Korea by month, with data from 2020, 2021, and 2022.

Source: Global Agency Pro as of 12/25/21
Lānaʻi by Month 2022 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 12/25/21

Bookings

0.2 0.4 0.6 0.8 1

January February March

2020 2021 2022
Lānaʻi by Quarter 2022

Travel Agency Booking Pace for Future Arrivals
U.S.

Bookings

2020 2021 2022

Qtr 2 Qtr 3 Qtr 4

Travel Agency Booking Pace for Future Arrivals
Japan

Bookings

2020 2021 2022

Qtr 2 Qtr 3 Qtr 4

Travel Agency Booking Pace for Future Arrivals
Canada

Bookings

2020 2021 2022

Qtr 2 Qtr 3 Qtr 4

Travel Agency Booking Pace for Future Arrivals
Korea

Bookings

2020 2021 2022

Qtr 2 Qtr 3 Qtr 4

Source: Global Agency Pro as of 12/25/21
Lānaʻi by Quarter 2022 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Bookings

Qtr 2 Qtr 3 Qtr 4

Source: Global Agency Pro as of 12/25/21
Kaua‘i by Month 2022

Travel Agency Booking Pace for Future Arrivals
U.S.

<table>
<thead>
<tr>
<th>Month</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>16,096</td>
<td>2,993</td>
<td>6,617</td>
</tr>
<tr>
<td>February</td>
<td>12,680</td>
<td>8,595</td>
<td>12,123</td>
</tr>
<tr>
<td>March</td>
<td>8,508</td>
<td>2,444</td>
<td>6,958</td>
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Travel Agency Booking Pace for Future Arrivals
Japan

<table>
<thead>
<tr>
<th>Month</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>153</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>February</td>
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<td>0</td>
<td>3</td>
</tr>
<tr>
<td>March</td>
<td>35</td>
<td>2</td>
<td>7</td>
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Travel Agency Booking Pace for Future Arrivals
Canada

<table>
<thead>
<tr>
<th>Month</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
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<td>917</td>
<td>76</td>
</tr>
<tr>
<td>February</td>
<td>1,788</td>
<td>825</td>
<td>40</td>
</tr>
<tr>
<td>March</td>
<td>1,267</td>
<td>594</td>
<td>67</td>
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Travel Agency Booking Pace for Future Arrivals
Korea

<table>
<thead>
<tr>
<th>Month</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>61</td>
<td>3</td>
<td>5</td>
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<tr>
<td>February</td>
<td>64</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>March</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Global Agency Pro as of 12/25/21
Kauaʻi by Month 2022 (cont.)

Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 12/25/21
Kaua‘i by Quarter 2022

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>
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Canada

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<tr>
<th>Quarter</th>
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<th>2021</th>
<th>2022</th>
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<tbody>
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<td>129</td>
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<td>64</td>
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Japan

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<th>2022</th>
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<td>4</td>
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<td>Qtr 3</td>
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Korea

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<tr>
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<tr>
<td>Qtr 3</td>
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<tr>
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Source: Global Agency Pro as of 12/25/21
Travel Agency Booking Pace for Future Arrivals

Australia

Source: Global Agency Pro as of 12/25/21

<table>
<thead>
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<th>Bookings</th>
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<tbody>
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</tr>
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</table>

2020 | 2021 | 2022

Kaua‘i by Quarter 2022 (cont.)
Hawai‘i Island by Month 2022

Travel Agency Booking Pace for Future Arrivals

**U.S.**

- **January**: 19,580
- **February**: 13,119
- **March**: 9,433

**Japan**

- **January**: 4,466
- **February**: 1,455
- **March**: 1,010

**Canada**

- **January**: 3,793
- **February**: 3,043
- **March**: 1,147

**Korea**

- **January**: 712
- **February**: 134
- **March**: 41

Source: Global Agency Pro as of 12/25/21
Travel Agency Booking Pace for Future Arrivals

Australia

Bookings

<table>
<thead>
<tr>
<th>Month</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
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<tbody>
<tr>
<td>January</td>
<td>475</td>
<td>1</td>
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<td>February</td>
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<tr>
<td>March</td>
<td>184</td>
<td>0</td>
<td>4</td>
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</table>

Source: Global Agency Pro as of 12/25/21
Hawai‘i Island by Quarter 2022

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>
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<td>2,379</td>
<td>5,610</td>
<td>9,346</td>
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<tr>
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<td>250</td>
<td>308</td>
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**Japan**

<table>
<thead>
<tr>
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<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
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<td>27</td>
<td>54</td>
</tr>
<tr>
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<td>51</td>
</tr>
<tr>
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**Canada**

<table>
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<tr>
<th>Quarter</th>
<th>2020</th>
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<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>1,124</td>
<td>41</td>
<td>117</td>
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<tr>
<td>Qtr 3</td>
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<tr>
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<td>17</td>
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**Korea**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2020</th>
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<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2</td>
<td>231</td>
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<tr>
<td>Qtr 3</td>
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Source: Global Agency Pro as of 12/25/21
Travel Agency Booking Pace for Future Arrivals
Australia

Source: Global Agency Pro as of 12/25/21