



# COVID-19 INDUSTRY UPDATE

AS OF MARCH 27, 2020



# COVID-19 INDUSTRY UPDATE



**Håfa Adai from the Guam Visitors Bureau Team:**

**Please find the first of GVB's weekly COVID-19 Industry Update. Each week, we will be sharing important information from our teams in the markets as well as local developments that affect our number one industry.**

**The COVID-19 pandemic has affected global tourism, and we are still trying to understand its economic impact. We are seeing changes daily on island and in our major source markets. Your GVB team is working to understand its impact, support local businesses, and be a voice for the industry as we navigate this crisis.**

**In this report, you will find market intelligence from our offices in the region, which we welcome you to use and share with your team. Additionally, we included an account of our social listening in Guam's key markets. We have been using this information to understand the chatter about Guam online and to help mitigate any negative information. We continue to maintain awareness for Guam on all digital channels.**

**Lastly, we invite you to visit our updated Guam websites. We have included helpful information for travelers at the [visitguam.com](http://visitguam.com) site and created a robust repository of COVID-19 resources for industry stakeholders at our corporate site -- [guamvisitorsbureau.com](http://guamvisitorsbureau.com).**

**At the end of this report, we list an email address and link to how you can send us your feedback or questions. We'd like to hear from you.**

**Si Yu'os Ma'ase'!**

# MARKET INTELLIGENCE REPORT

*Please note that all information provided in this update is as of March 27 as is subject to change.*

# JAPAN



# JAPAN

- Japan Implements Enhanced Screening and Quarantine Measures for Travelers from the United States
- The government of Japan has [implemented enhanced screening and quarantine measures](#) to reduce the spread of COVID-19. Effective March 26 through April 30, 20 all travelers arriving from the United States, including Japanese citizens, will be asked to self-quarantine for a period of 14 days at a designated facility or residence.
- All arriving passengers, including Japanese, are not able to use public transportation.
- Japan's Prime Minister Shinzo Abe and International Olympic Committee President Thomas Bach announced the postponement of the [Tokyo Olympics](#) until 2021.
- On March 23, 2020, the governor of Tokyo warned that a lock-down of the capital may be possible if it saw an explosive rise in virus cases.
- Several Theme Parks have decided to extend their closures due to the spread of the virus.
- JR Tokai cancelled bullet trains between Tokyo and Shin Osaka with up to 27 trains per day.
- ANA and JAL have been forced to cancel more domestic flights due to demand drying up. ANA announced 2224 cancellations and JAL more than 3000.
- Govt. urging residents to avoid going out and to work from home.
- United Airlines is currently the only airline offering service between Guam and Narita, Japan. (UA 196/197)

**Confirmed  
COVID-19**

**CASES:  
1,193**

**DEATHS:  
43**

# JAPAN MARKET: COVID-19 ECONOMIC IMPACT

- The outbreak of the new coronavirus is expected to cut spending by foreign travelers to Japan by 981.3 billion yen (\$9 billion), which is revising upward from its earlier estimate of a contraction of 624.4 billion yen.
- Resona Research Institute amended its forecast and expect the virus will impact on inbound spending from February to June. Its rapid spread now across more than 120 countries, which has led to curbs on travel and the Japanese government to impose tighter border controls.
- The institute estimated for the period between February and June, sales at department stores and drugstores, popular especially among Chinese visitors for duty-free products, will decrease by 397.6 billion yen, and that revenues at accommodation facilities will shrink by 259.6 billion yen.
- Eateries and transportation sectors will be hit by falls of 197.7 billion yen and 90.5 billion yen, respectively, it said in its March 11 report.
- The Japan National Tourism Organization estimates there were about 1.08 million arrivals for the month of February, down 58.3 percent from a year earlier. Inbound tourism has been down for 5 months in a row. The number of visitors from mainland China fell 87.9%. For South Korea, it was down by 79.9%.



- Hiroshi Tabata, Japan Tourism Agency Commissioner (Head of Japan Tourism: The first thing we need to do in Japan is get the spread of the virus under control. That's the best way to support the tourism industry.
- There is no guarantee that travelers from Japan can enter the country.
- Many countries are strengthening restrictions on entry and control of immigration for Japanese.
- For the time being, people will refrain from traveling overseas.

## **Japan Airlines has changed its international flight plan on March 12.**

- Narita-Honolulu, JL784/783 flights 7 times a week are suspended on March 18 and 20.
- JL786 / 785 flights that are suspended on March 15, 6 and 23.
- Narita-Honolulu route operates four round trips a day, but during the period there are only three round trips a day.
- Narita-Kona route will be reduced to 4 times a week from daily operation.

## **ANA will launch a two-story super large aircraft Airbus A380 "FLYING HONU" from June 1 on all flights between Narita and Honolulu.**

ANA had initially planned to launch 2nd A380 from July 1 but will move one month ahead of schedule and operate all 14 round trips a week on the A380.

## **Hawaiian Airlines will cut approximately 40% of flights in April due to the decrease in demand.**

- Haneda-Honolulu route: 3 flights a day operation plan will be postponed until April 29.
- Haneda-Kona route will be suspended from March 29 to April 29.
- Sapporo-Honolulu route will be closed from April 2 to July 20.
- Kansai-Honolulu route will be operated 6 times a week from April 2nd to 28th.
- Fukuoka-Honolulu route will be reduced to three times a week from April 5 to June 1.
- The Narita-Honolulu route operates as usual.

# KOREA



## COVID-19 in South Korea

- **The number of new confirmed patients in South Korea is 76 as of March 24. Overall, the number of patients in quarantine is decreased. Daily confirmed numbers remain double digit and tend to decrease.**
- Exporting companies in Korea are struggling by the economic downfall caused by COVID-19. According to Export Business Survey Index (EBSI) done by Korea International Trade Association (KITA) with 915 exporting companies in Korea, the EBSI number is down to 79.0 first time in the past 7 years and 3 months to go down below 80.

## Effects on Travel to Guam

- **As COVID-19 blocked the way for overseas travel, increased number of users are looking for travel-related content on TV. According to the LG U+, the usage rate of travel content increased 1.6 times in February compared to previous month. Increased travel contents includes travel documentary programs as well as entertainment travel programs.**
- Due to COVID-19, all airlines suspended flight services to Guam.

**Confirmed  
COVID-19**

**CASES:  
9,137**

**DEATHS:  
126**



South Korea in recent weeks has been focusing on stemming imported viruses



As the number of virus patients increases quickly in the United States, from March 27th all passengers coming from the United States are required to undergo a two-week quarantine regardless of symptoms



South Korea also issued a “special travel advisory” calling on its citizens to cancel or postpone their trips abroad. (March 23, 2020 for 4 weeks)

## FLIGHT SITUATION

**Flight services between Guam and Korea were suspended.**

### Incheon to Guam

- Korean Airlines KE113 – Cancelled from March 23, 2020
- Jeju Airlines 7C3102 - Cancelled from March 20 - April 27, 2020
- Jeju Airlines 7C3106 – Cancelled from March 8, 2020
- Jin Air LJ641 – Cancelled from March 12, 2020
- T’way Air TW301 – Cancelled from March 19, 2020 – April 28, 2020
- Air Seoul – RS103 – Cancelled from March 1, 2020 – April 24, 2020

### Busan to Guam

- Jeju Airlines 7C3154 - Cancelled from March 14, 2020
- Jin Air LJ647– Cancelled from March 11, 2020
- Jin Air LJ649 – Cancelled from March 2, 2020
- T’way Air TW301 – Cancelled from March 19, 2020 – April 28, 2020
- Air Busan BX614 – Permanently cancelled from March 5, 2020

HAWAII





Hawaii Governor David Ige has asked visitors to postpone their trips to Hawaii to give the state the opportunity to address the COVID-19 health crisis



Hawaii Governor Ige has mandated a 14-day quarantine for all visitors and residents entering the state effective on March 26



The [Go Hawaii](#) site noted that the islands' mayors have instituted home lockdowns except for essential personnel



The mandated 14-day quarantine applies to all visitors and residents entering the state

## FLIGHT SITUATION

United Airlines flights 200 & 201 servicing connections between Guam and Honolulu are still operating daily

United Airlines has adjusted its Island Hopper flight between Guam and Honolulu (via stops through FSM/MI) to Mondays from March 22, 2020 through May 3, 2020

# THE PHILIPPINES



# THE PHILIPPINES

-  30-day enhanced community quarantine across Luzon (mainland, where Manila is located) until April 14.
-  Lockdown of the entire metro Manila region continues until April 14, 2020.
-  Other cities have been placed under extreme community quarantine.
-  Stricter windows to go out to do necessary tasks. Curfew from 8:00 PM – 5:00 AM.
-  No public transportation
-  Schools are closed
-  Residents encouraged to work from home

**Confirmed  
COVID-19**

**CASES:  
636**

**DEATHS:  
38**

**RECOVERED:  
26**

AS OF MARCH 26, 2020  
FROM WHO

# PHILIPPINES - AIRLINE UPDATES



PAL suspended international and local flights from 26 March 26 - 14 April 2020

PAL decided it could no longer sustain the limited number of international flights due to strict travel and entry restrictions by more countries, a collapse in travel demand and challenges in staffing the Manila airport hub.



United Airlines has suspended flight service between Guam and Manila until May 2, 2020.

United Airlines has suspended flights between Manila and Guam/Koror from March 22 through May 3.

**72-hour travel window has been lifted**

**Foreigners/Travelers in the Philippines are being assisted by the Department of Tourism so they could go back to their home countries**

**Inbound flights are only open to Filipino citizens or permanent residents**

**All domestic flights have already ceased as of March 17, 2020**

TAIWAN





Travelers without a Taiwanese passport or ARC will be denied entry to Taiwan.



All passengers entering Taiwan must be quarantined for 14 days.



Coronavirus quarantine violators could be sentenced up to two years in prison or a fine of NT\$2 million (US\$65,950).



Taiwan raised a level three travel warning to 98 countries, including the United States. Those who travel to these destinations without a legitimate reason will face consequences.



China Airlines canceled all flights from Taiwan to Guam from March 24 - April 29.

CHINA





Imported COVID-19 cases are being reported as some travel has opened up



The United States has suspended the issuance of new U.S Visas (no confirmed date on when these issuances will resume)



China issued a travel warning to the United States on February 24



China has ordered all travel agencies to suspend sales of domestic and international tours as part of an effort to contain the spread of COVID-19



All three major American airlines have suspended flights to/from China until the end of April

## FLIGHT SITUATION

No direct flight between Mainland China and Guam

Connecting flights have been suspended:

Korean Airlines suspends flights from Beijing to Incheon  
March 28 - April 25, 2020.

Remaining Philippine Airline international flights are suspended  
March 26 - April 14, 2020.

 Public transportation has partially resumed in Wuhan, the center of the epidemic

 Three airlines resume flights between China and San Francisco

- Air China resumed flights between Beijing and San Francisco on March 21, 2020 with a limited schedule
- China Eastern will resume flights between Shanghai and San Francisco on March 28th with daily departures
- China Southern will resume flights between Guangzhou and San Francisco on March 29th with multiple departures per week

 3,714 tourist sites (30% of the total) in 28 provinces, autonomous regions and municipalities have reopened as of March 16

*The China Tourism Academy and Trip.com surveyed 15,000 surveyed, mostly aged from 18-45, from close to 100 cities nationwide. The report showed that half of the respondents expect to travel by the end of June if the COVID-19 issue comes to an end. More than 90% of the respondents would choose domestic tours.*

# HONG KONG



# HONG KONG

 Hong Kong is starting to ban entry of most non-residents and has suspended all airport transit services for two-weeks starting on March 25th.

 A 14-day quarantine will be placed on Hong Kong residents starting on March 25th.

 A second wave of coronavirus infections brought in by citizens rushing home to beat the deadline.

 Schools to be suspended until further notice

 Civil servants will have a special working arrangement, government would only provide urgent and essential public services.

**Confirmed  
COVID-19**

**CASES:  
411**

**DEATHS:  
4**

**RECOVERED:  
102**

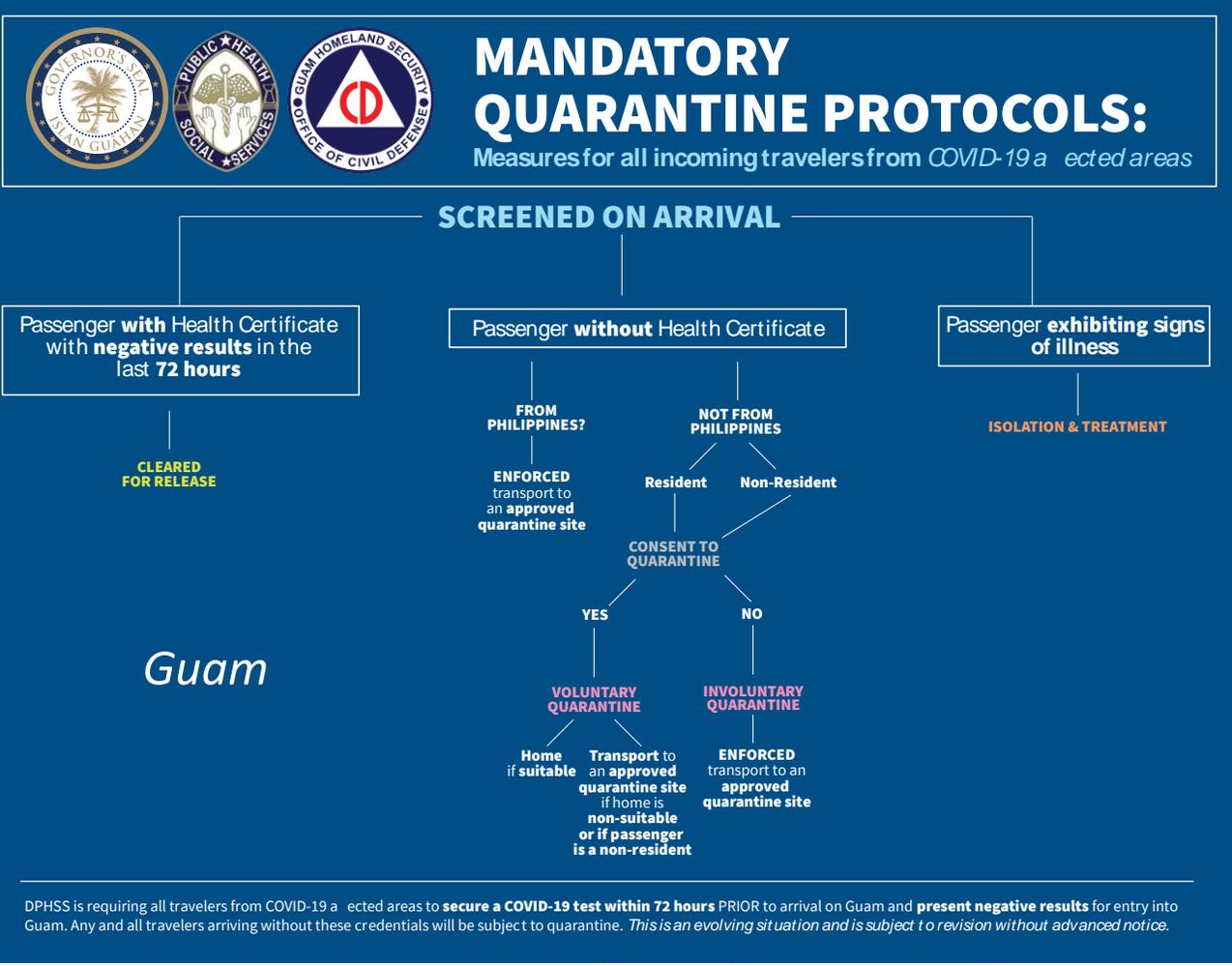
# HONG KONG

***There is no direct flight between Hong Kong and Guam.***

<u>Carrier</u>	<u>Route</u>	<u>Remarks</u>
Philippine Airlines	Hong Kong – Manila – Guam	<ul style="list-style-type: none"><li>• Travel ban applied</li><li>• PR suspended the flight between Hong Kong and Manila until 14 Apr</li></ul>
Korean Air	Hong Kong – Incheon – Guam	<ul style="list-style-type: none"><li>• Travel ban by Hong Kong</li><li>• KE suspended the flight between Hong Kong and Incheon until further notice</li><li>• Korean Air is making exception for flights to Hong Kong until March 31</li></ul>
ANA + United Airlines	Hong Kong – Narita – Guam	<ul style="list-style-type: none"><li>• Non-US citizen haven't been to China within 14 days could still visit Japan and transfer flight to Guam</li><li>• 14 days quarantine applied</li><li>• United Airlines extended the suspension between U.S. and Hong Kong operations until April 24, 2020.</li></ul>
China Airlines	Hong Kong – Taipei – Guam	<ul style="list-style-type: none"><li>• Taiwan suspended all airport transit services</li></ul>

- For inbound travel, The Hong Kong Tourism Board (HKTB) on 24 March predicted the city will see “zero visitors” over the coming months after the government announced a ban on entry to non-residents.
- For outbound travel, Hong Kong government advocated a “stay at home” and urged the public to avoid all non-essential travel outside Hong Kong.

<b>Palau</b>	The Republic of Palau has canceled flights to the island nation in order to prepare a quarantine site.
	The scheduled flight for April 2 will be canceled. Palau will discuss with United how to proceed with scheduled flights starting April 9.
	United had adjusted its flight schedule to have a weekly flight to Palau from Guam every Thursday before the recent mandate.
<b>Yap</b>	United flight to Yap will operate on Sundays through May 3.
<b>Saipan</b>	United is operating its Saipan service two-times weekly on Thursdays and Sundays.



CENTER FOR DISEASE CONTROL AND PREVENTION (CDC)	US DEPARTMENT OF STATE TRAVEL ADVISORIES
<p><b>United States</b> (Level 2) (issued 14 March 2020)</p>	<p><b>Global</b> Level 4: Do Not Travel (issued 19 March 2020) The Department of State advises U.S. citizens to avoid all international travel due to the global impact of COVID-19.</p>
<p><b>China</b> (Level 3)</p>	<p><b>China</b> Level 4: Do Not Travel (issued 02 Feb 2020)</p>
<p><b>South Korea</b> (Level 3)</p>	<p><b>South Korea</b> Level 3: Reconsider Travel (issued 29 Feb 2020)</p>
<p><b>Japan</b> (Level 3)</p>	<p><b>Japan</b> Level 2: Exercise Increased Caution (issued 22 Feb 2020)</p>
<p><b>Hong Kong</b> (Level 1)</p>	<p><b>Hong Kong</b> Level 2: Exercise Increased Caution (issued 20 Feb 2020)</p>

# SOCIAL MEDIA



# SOCIAL MEDIA - MAINTAINING AWARENESS FOR GUAM



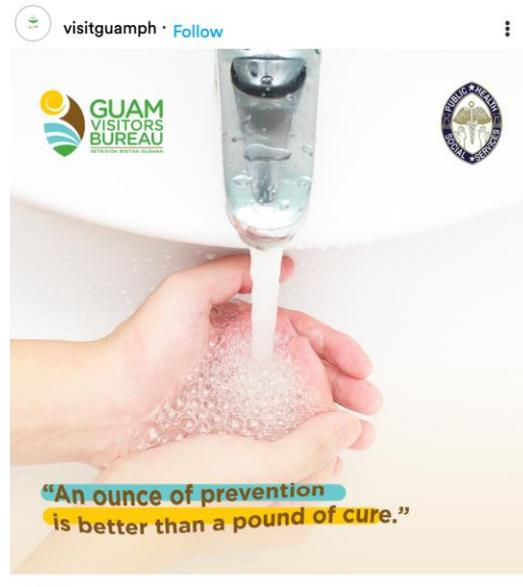
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30 March



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*The marketing teams have been continuing to post appropriate information and helpful content about the COVID-19 situation. The goal is to position Guam as a "top-of-mind" destination for when the COVID-19 outbreak resolves.*

*The teams are maintaining the awareness to prepare for when we can appropriately create excitement and interest in Guam. Furthermore, the interest these posts can generate will be helpful in making travelers more receptive to new messaging.*

# SOCIAL MEDIA LISTENING

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING - JAPAN



<p><b>Wednesday 3/25</b></p>	<p>Channel: Line news</p> <p>Summary- HIS, the biggest tour company in Japan stopped all trips to Guam until April 15th which made people disappointed.</p>	
<p><b>Tuesday 3/24</b></p>	<p>Channel: Twitter</p> <p>Summary - People got disappointed that United airlines stopped flights until May 4th."</p>	
<p><b>Monday 3/23</b></p>	<p>Channel: Twitter</p> <p>Summary - Japanese people have been sharing and discussing that Guam now has 27 confirmed cases in just one week.</p>	<p>Channel: Yahoo</p> <p>Summary - T'way Air, the airline company launched a promotion that offers 50% discounted tickets to travel to Guam from April 3rd to 28th.</p>
<p><b>Sunday 3/22</b></p>	<p>Channel: Twitter</p> <p>Summary - A lot of Japanese commenting that they hope coronavirus will end soon.</p>	<p>Channel: Yahoo</p> <p>Summary - The Japanese government decided that all Japanese are not allowed to go to the US until the end of April.</p>

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING - JAPAN



<b>Saturday 03/21</b>	Channel: Twitter  Summary - There were many disappointing comments on Twitter. One of the posts mentioned that "I canceled my wedding ceremony which is supposed to held in Guam this July."	
<b>Friday 03/20</b>	Channel: Twitter  Summary - JAL, the airline company decided to postpone all flights to Guam and Hawaii until the 30th of April. Many tours and flights from Japan to Guam were canceled by the government and travel agencies because of the COVID - 19. Most people changed their travel plans from visiting Guam to Okinawa. One person commented that the Japanese are not taking coronavirus issues seriously enough.	
<b>Thursday 03/19</b>	Channel: Twitter  Summary - Guam is a very popular destination for wedding ceremonies among Japanese people. Some people shared that they planned weddings during the "Golden Week" (Holiday in May) half a year ago and they have already invited their family and friends. However, due to the coronavirus cases found in Guam, they had to cancel their weddings which were a huge disappointment.	Channel: Yahoo  Summary - No new articles have been mentioned

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING - JAPAN



<b>Wednesday 3/18</b>	Channel: Twitter  Summary - On Twitter, many people have been asking for an explanation about the current situation in Guam. Also, some people canceled their trips in May and June. The tour agency- JTB haven't decided if they should postpone the travel schedules or not.	Channel: Yahoo  Summary - The H.I.S (Tour agency) decided that some of the tours during the "Golden Week" (the holiday in May) will be canceled and customers will be given a full refund.
	Channel: Facebook  Summary- Local tourism agents in Guam announced on their page saying "Please pay attention if you are transiting from Guam" to remind the travelers that they won't be able to transit from Guam.	
<b>Tuesday 3/17</b>	Channel: Twitter  Summary - One person on Twitter mentioned when they did airport check-in, the airline company didn't allow them to get in. Many Japanese people have been asking to get the English version of the certificate proving that they are not infected by coronavirus so that they can enter Guam. However, it's impossible to do so under the current situation in Japan.	Channel: Instagram  Summary - H.I.S (Tour agency) made an announcement that all Guam trips from March 19th to 31st will be canceled and customers will get a full refund. The person who posted this notification email from H.I.S said that she is very disappointed and lost all her plans for Spring vacation. However, people who already entered Guam before the COVID-19 outbreak have been posting their lovely vacation experience and they seemed to be relaxed.

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING - KOREA



<p><b>Wednesday 3/25</b></p>	<p>Channel: Naver cafe</p> <p>Summary- There was one post sharing that Guam has 37cases so far and it's getting worse.</p>	<p>Channel: Naver blog</p> <p>Summary- One blog post mentioned that there were 300 COVID-19 testing kits that should be arrived from the mainland US, but the condition of the hospital in Guam is not ready to take all COVID-19 infected patients. One person commented that a lot of travel bloggers are depressed because of the current situation and she hopes to go on vacation in the summer.</p>
<p><b>Tuesday 3/24</b></p>	<p>Channel: Naver blog</p> <p>Summary - One blogger shared an emotional post about the current situation in Guam saying that there are 26 confirmed cases and 1 death. She also mentioned that Guam is very small and 26 confirmed cases is a huge number. People are still partying, gathering even without wearing masks and gloves. It's quite selfish.</p>	
<p><b>Monday 3/23</b></p>	<p>Channel: Naver blog</p> <p>Summary - One person commented that there are 29 cases in Guam so far and it's spreading out very fast.</p>	<p>Channel: Instagram</p> <p>Summary - People are sad that they had to cancel their trip to Guam because of coronavirus and they hope that it ends soon.</p>

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING - KOREA



<b>Sunday 3/22</b>	<p>Channel: Naver blog</p> <p>Summary - There's fake information that made Korean SNS users angry. It mentioned that nobody should go out after 11:40 PM and stay at home, close all windows and doors because there're 5 helicopters spraying disinfectants into the air to eradicate the coronavirus in Guam. Also, one person commented that it's early to decide whether to travel or not until April, also adding that the government of Guam is handling the coronavirus outbreak very well.</p>	<p>Channel: Naver cafe</p> <p>Summary - One person commented that he hopes that coronavirus' outbreak in Guam will end soon.</p>
<b>Saturday 3/21</b>	<p>Channel: Naver blog</p> <p>Summary - Not so many discussions were seen on Naver blogs. One blog post mentioned that passengers who got quarantined in Guam complained about laundry. He also said that majority of people who got quarantined were Filipinos.</p>	<p>Channel: Twitter</p> <p>Summary - One user mentioned that he doesn't think it'd be safe to go to Guam even in May. Another one said he canceled all his trips, including the Guam trip as well.</p>

*Social media users shared the information about the Guam government moved quarantined Manila travelers from Days Inn to the Pacific Star Resort & Spa on Monday night. The bus transferring travelers to the hotel allowed for close contact and hotel staff interacted with quarantined passengers upon arrival.*

<p><b>Friday 3/20</b></p>	<p>Channel: Naver blog</p> <p>Summary - One blog post shared empty streets of Guam. And only one blog post got commented by the user saying that though days are continuing but we will go through it, suggesting that people should be careful.</p>	<p>Channel: Naver cafe</p> <p>Summary - There were not so many mentions on Naver cafe today. One person who lives in Guam commented that even though the virus is spreading in Guam, the weather is still nice. Another user blamed China by mentioning "Even Guam is dangerous now because of China."</p>
	<p>Channel: Instagram</p> <p>Summary - After finding out that there are some confirmed cases in Guam, people commented that it's not worth to stop all flights since there are not too many cases</p>	<p>Channel: Facebook</p> <p>Summary - People got mad at Dusit Thani because when they asked Dusit to cancel their reservations they replied and said: "The only thing we can do for you now, is to change the reservation date." People said that it's uncertain when they can travel as nobody knows when Corona will be gone and all flights are canceled.</p>
<p><b>Thursday 3/19</b></p>	<p>Channel: Naver blog</p> <p>Summary - People commented saying that they hope things will be getting better by May in Guam.</p>	<p>Channel: Instagram</p> <p>Summary - People shared pictures of Guam saying that they miss Guam so much and they want to travel to Guam after the outbreak ends. There were no postings about Guam's restrictions for tourists.</p>

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING - KOREA



<b>Wednesday 3/18</b>	<p>Channel: Naver blog</p> <p>Summary - There were many negative comments expected from people who postponed their trips to Guam or even got quarantined there. However, most people are expressing their emotions by supporting each other. For example, one Korean who lives in Guam shared empty streets and beach pictures of Guam, where Koreans commented saying “We can overcome this together, fighting (Good luck in Korean)”.</p> <p>Some Naver blogs shared general information about all coronavirus cases in the world including Guam. Koreans discussed Italy under this blog post saying now it has the most confirmed cases among other countries. Furthermore, one blog post said that non-US residents cannot enter Guam until coronavirus slows down.</p>	
<b>Tuesday 3/17</b>	<p>Channel: Naver blog</p> <p>Summary - On Naver blogs, only a few people shared their past experience in Guam and two people who visited mentioned that they postponed their trips to Guam to Autumn around Thanksgiving time. Thanksgiving has been very special for Koreans when they go on trips with their family and friends. Especially they see Guam as one of the best places to travel during these days.</p>	<p>Channel: Facebook</p> <p>Summary - Some restaurants owned by Koreans in Guam posted that they will be closed due to coronavirus. Visit Guam’s Korean account hasn’t posted anything about corona yet, either. Travel Factory which is a huge travel community in Korea posted regarding travel news related to coronavirus including the very first 3 cases confirmed in Guam (03/17/20 8pm).</p>

Tuesday 3/17

Channel: Instagram

Summary -

A few Koreans found out that Guam has 3 positive cases of coronavirus. However, when searching for #괘, which means Guam in Korean, many people are currently in Guam and it seems like they don't really know about the confirmed cases in Guam. @visitguam\_kr (The official Instagram of the Guam Visitors Bureau) hasn't posted anything about coronavirus yet.

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING – GREATER CHINA (TW, CN, HK)



<p><b>Wednesday 3/25</b></p>	<p>Channel: Weibo</p> <p>Summary- One Chinese who has his own tourism company in Guam and Saipan said that he was disappointed with the execution of the US government's response to coronavirus. Even the US military camps in Guam have new confirmed cases. Not only it's impacting the tourism of Guam but also local peoples' lives.</p>	<p>Channel: Instagram</p> <p>Summary- A woman who lives in the US said that her long-awaited trip to Guam got canceled because of the current situation.</p>
<p><b>Tuesday 3/24</b></p>	<p>There are no new public mentions on social media.</p>	
<p><b>Monday 3/23</b></p>	<p>Channel: Weibo</p> <p>Summary - Someone shared photos of his previous trips to Guam and mentioned that the trip was amazing. He hopes to visit Guam again when the epidemic is over.</p>	<p>Channel: Instagram</p> <p>Summary - A post mentioned that the number of confirmed cases in Guam has now reached 28, which is terrifying</p>

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING – GREATER CHINA (TW, CN, HK)



<p><b>Sunday 3/22</b></p>	<p>Channel: Weibo</p> <p>Summary - One person on Weibo mentioned that the situation in Guam is like during martial law, similar to China 's city closure. No one is out and about and it lost its the lively atmosphere.</p>	<p>Channel: Instagram</p> <p>Summary - Flight attendant of China Airlines posted that recent reduction of flights to Guam made the airlines reduce their meal plans. According to him, all inflight meals of long-distance flights have been reduced to one choice only. And all inflight meals of specific short-distance flights are now being served as a lunch box without alcohol or other soft drinks. They're also seeing several passengers not showing up for their flights.</p>
<p><b>Saturday 3/21</b></p>	<p>Channel: Weibo</p> <p>Summary - One Chinese who lives in Guam shared current updates of coronavirus in Guam, stating that there are 12 infected people in Guam, also mentioning that majority of infected people were the passengers who came from the Philippines.</p>	
<p><b>Thursday 3/19</b></p>	<p>Channel: Weibo</p> <p>Summary - There were only a few posts on Weibo today. One post mentioned that the number of confirmed cases reached to 12 in Guam. It also mentioned that there are still flights from Guam to South Korea, Japan, Hawaii and other destinations that have confirmed cases of COVID - 19.</p>	<p>Channel: PTT</p> <p>Summary - A post on PTT listed out the "Level 3" countries announced by the Taiwanese government as a warning to inform the people that it's not safe to travel to these destinations. The list of countries also included Guam. However, there weren't any comments about Guam under the post.</p>

# COVID-19 GLOBAL SOCIAL MEDIA MONITORING – GREATER CHINA (TW, CN, HK)



<p><b>Wednesday 3/18</b></p>	<p>Channel: Weibo</p> <p>Summary - There are not many new mentions on Weibo today either. But in #Guam's forum, travel bloggers continued to send and share general information about Guam.</p>	<p>Channel: Instagram</p> <p>Summary - There was only one post on Instagram about Guam. It mentioned that the Japanese tourists' plans were canceled because of the virus outbreak in Guam. But the company will plan another trip when it slows down.</p>
<p><b>Tuesday 3/17</b></p>	<p>Channel: Weibo</p> <p>Summary - One Chinese who lives in Saipan mentioned that people have been panicking and buying a lot of things. She also mentioned that her trip to Guam got canceled because of the confirmed cases which was very disappointing for her.</p>	<p>Channel: Facebook</p> <p>Summary - There was an official announcement made by Guam Tourism Board saying that there won't be any tourists coming into Guam. People who come from the countries with confirmed coronavirus cases will be quarantined, unless they hold an official certificate recognized by Government of Guam Department of Public Health and Social Services, proving that they don't have coronavirus</p>
	<p>Channel: Instagram</p> <p>Summary - American Chocolate Factory posted on their Chinese Instagram accounts to announce the latest update regarding the virus outbreak in Guam. The factory will be closed from 3/16-29.</p>	

# WEEKLY UPDATES & NEW DEVELOPMENTS



# LOCAL UPDATES & NEW DEVELOPMENTS



## EXECUTIVE ORDERS IN PLACE

- Governor Lou Leon Guerrero announced that she would be extending the public health emergency for another 14 days beyond March 30, 2020. The current Executive Order 2020-05, calling for the shutdown of non-essential businesses and mandating social isolation, still stands. The governor also included the mandate that all public beaches and parks be closed, effective immediately. The only exception to this mandate is individual use for purposes of either physical or mental exercise, subject to the social distancing requirements. The updated mandate requires residents to take social isolation more seriously to help contain the spread of COVID-19.

### [Executive Order No. 2020-06](#)

- In the newest executive order, Gov. Leon Guerrero established the COVID-19 Unified Response Effort (CURE) Healthcare System. This will allow our government to use all the medical facilities and resources available on the island to fight COVID-19 while still providing regular medical care. Read the order on GVB's corporate website.

### [Executive Order No. 2020-05](#)

- [Social Isolation Directive Guidance](#)
- [EO 2020-05 Relative to Mandating Social Isolation, Lifting Restrictions on Health Care Licensure, and Clarifying Status of Non-Essential Government of Guam Operations](#)

## LINK TO STORIES THAT MAY IMPACT YOUR BUSINESS

- [DOL Seeks Federal Support for Unemployment Benefits](#)
- [SBA Low-Interest Loans Available](#)
- [The Department of Revenue and Taxation Extends Tax Filing Date to July 15, 2020](#)
- [GDOE Grab-N-Go School Meals](#)

# RESOURCES & HELPFUL INFORMATION



# REPUTABLE SOURCES OF INFORMATION



All COVID-19 official notices and the most up-to-date information can be found through these websites:

- [Centers for Disease Control and Prevention](#)
- [Department of Public Health and Social Services](#)
- [Guam Homeland Security/Office of Civil Defense](#)
- [Gov. Lou Leon Guerrero's Facebook Page](#)
- [Guam Visitors Bureau COVID-19 Resource Page \(Website Repository\)](#)

# HELPFUL CONTACT INFORMATION



## **MEDIA INQUIRIES SHOULD BE DIRECTED TO:**

Joint Information Center

(671) 478-0208/09/10

Monday through Friday, 8 a.m. to 5 p.m.

## **GVB'S [TOURISM VOICE BOX](#) FOR COMMENTS AND QUESTIONS:**

Express your concerns, ask questions, request assistance, and send feedback on how you, your team and your business are navigating COVID-19. Your insight can help us to have a more unified and industry-focused voice with our island's leaders. ([Click here.](#))

## **GVB'S COVID-19 COMMUNICATIONS CHANNEL FOR TOURISM INDUSTRY:**

communityrelations@visitguam.org