



COVID-19 INDUSTRY UPDATE

MAY 30, 2020



NEW DEVELOPMENTS



GOVERNOR LEON GUERRERO ANNOUNCES REOPENING OF TOURISM ON JULY 1

During a press conference on May 27, Gov. Lou Leon Guerrero issued [Executive Order 2020-16](#) and announced the following developments:

- Additional and updated guidance for dine-in restaurants, places of worship, nonprofit organizations, and group fitness/exercise lessons effective May 29.
- The Government of Guam will reopen on Monday, June 1.
- Gov. Leon Guerrero also announced during the press conference the tentative opening of tourism. Guam can begin to receive visitors from Japan, South Korea and Taiwan on July 1, 2020.
- The emergency period was also extended another 30 days through June 30.

LOCAL UPDATES & NEW DEVELOPMENTS

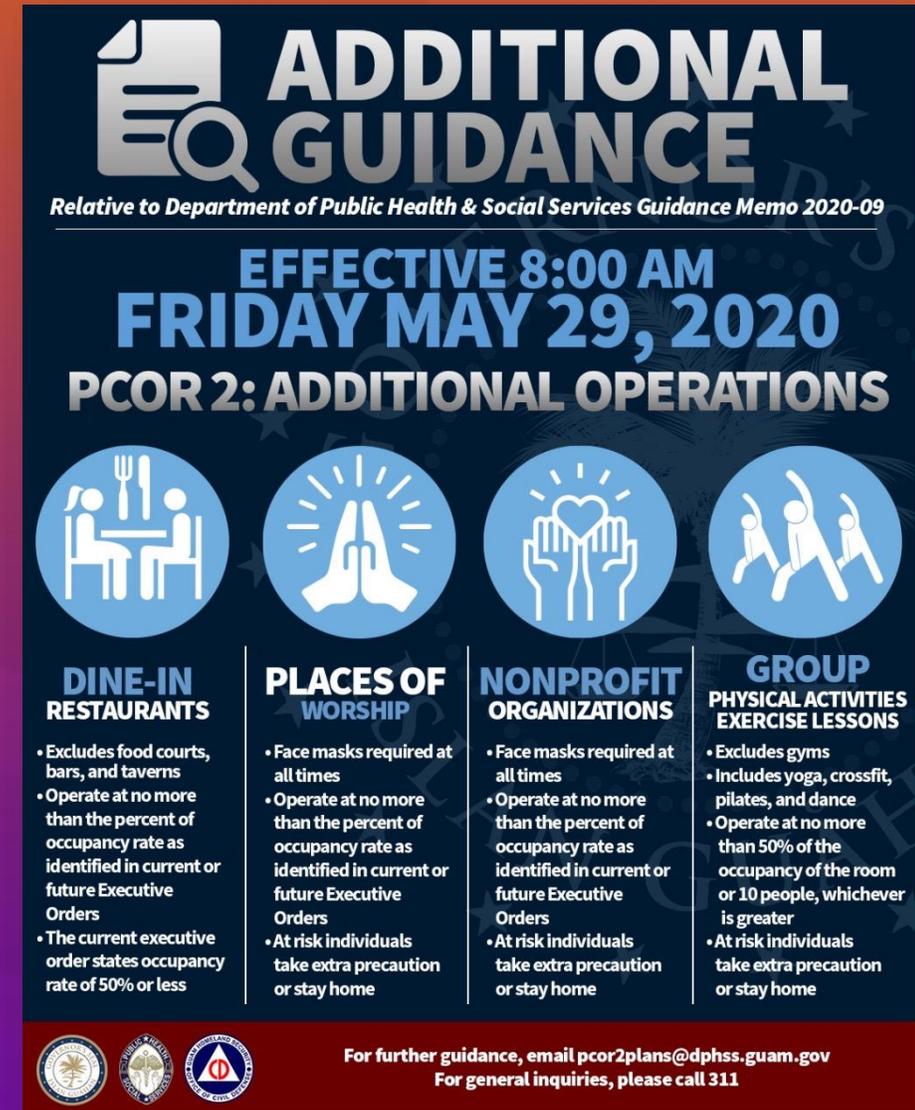
THE DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES RELEASES [GUIDANCE MEMO 2020-10](#)

DPHSS announced that the following additional businesses and organizations are allowed to operate during PCOR 2:

- Eating and Drinking Establishments to include dine-in services (with the exception of food courts and bars and taverns)
- Places of Worship at no more than the percent of occupancy rate as identified in current or future Executive Orders and face coverings required to be worn at all times.
- Non-Profit Organization operations limited to similar business activities that are already authorized in this or previous DPHSS Guidance Memoranda; and
- Noncontact Physical Exercise Lessons/Classes to include crossfit, yoga, Pilates, and dance.

SEE INFOGRAPHIC AT RIGHT, OR CLICK [HERE](#) FOR MORE DETAILS

For additional questions, please contact the Division of Environmental Health at 300-9579 from 8:00 a.m. to 5:00 p.m., Monday through Friday



ADDITIONAL GUIDANCE

Relative to Department of Public Health & Social Services Guidance Memo 2020-09

**EFFECTIVE 8:00 AM
FRIDAY MAY 29, 2020**

PCOR 2: ADDITIONAL OPERATIONS

 DINE-IN RESTAURANTS	 PLACES OF WORSHIP	 NONPROFIT ORGANIZATIONS	 GROUP PHYSICAL ACTIVITIES EXERCISE LESSONS
<ul style="list-style-type: none">• Excludes food courts, bars, and taverns• Operate at no more than the percent of occupancy rate as identified in current or future Executive Orders• The current executive order states occupancy rate of 50% or less	<ul style="list-style-type: none">• Face masks required at all times• Operate at no more than the percent of occupancy rate as identified in current or future Executive Orders• At risk individuals take extra precaution or stay home	<ul style="list-style-type: none">• Face masks required at all times• Operate at no more than the percent of occupancy rate as identified in current or future Executive Orders• At risk individuals take extra precaution or stay home	<ul style="list-style-type: none">• Excludes gyms• Includes yoga, crossfit, pilates, and dance• Operate at no more than 50% of the occupancy of the room or 10 people, whichever is greater• At risk individuals take extra precaution or stay home

For further guidance, email pcor2plans@dphss.guam.gov
For general inquiries, please call 311



GVB UPDATES



ROAD TO RECOVERY PLAN

As Guam prepares to reopen to receive its first visitors beginning on July 1, there are some obstacles that the industry will need to address before we are able to market Guam and truly open:

1. Continue to manage the number of confirmed cases on Guam
2. Work with source markets to cancellation travel alerts
3. Secure airline seat capacity
4. Share information about Guam's health and safety protocols in the source markets

On May 29, Guam Visitors Bureau sent a news release to the travel trade and stakeholders in the source markets to announce the opening of our borders for travelers from Japan, South Korea and Taiwan.

The release also announced that the mandatory quarantine measures and testing requirements have been lifted.

RESEARCH SATELLITE OFFICE RELOCATES TO GVB

GVB's Research division has completed the relocation of the satellite office to its Tumon headquarters. The mini conference room has been converted into Research's temporary scanning and auditing room for all customs arrivals forms. GVB is working in collaboration with Guam Customs on logistics for a routine schedule to ensure a smooth transition to the new location.



GUAM EVENTS UPDATES

GVB has announced the cancellation of the following Guam events due to ongoing COVID-19 concerns:

- *Ko'ko' Kids Festival (March 22)*
- *40th APL Smokin' Wheels (April 17-19)*
- *Guam Micronesia Island Fair (May 1-3)*
- *76th Liberation Parade & Carnival (June-July)*

GVB IMPROVEMENTS

GVB PREPARES FOR REOPENING

GVB has stepped up efforts to prepare for reopening. We have increased our trash removal and landscape maintenance services at the beaches, parks, and along the sidewalks.

The GVB Destination Management committee has completed the Fujita Ponding Basin project, which removed 150 cubic yards (equivalent to 25 full size dump truck loads) of silt and two dump truck loads of garbage (plastic furniture, tree branches, furniture parts, cans, and bottles). As a result, the water within the basin dropped 2.5 feet.

We are actively cleaning out the culvert, which should be completed before the rainy season.

FUJITA PONDING BASIN



Project completed

CULVERT CLEANING



Project to be completed in July

INDUSTRY UPDATES & OFFERS



HOTELS SHARES MESSAGES OF HOPE



THANK YOU FOR SHARING YOUR HAFSA ADAI SPIRIT WITH OUR COMMUNITY!

Westin Resort Guam



Guam Reef Hotel



Lotte Hotel Guam



SPECIAL OFFERS THIS WEEK

YA MON
SERIOUS SERVICE
TO YOUR CAR
 @ Tumon & Dededo Branches

JAMAICAN GRILL
RELIEF DEAL OFFER
Ja-MANGO BBQ Ribs
with Rice \$25
 (feeds 4-6 persons)

ORDER & PAY ONLINE!
 JAMAICANGRILL.COM
 Download our FREE APP
 App Store | Google Play

CALL IN & PAY
 with credit card
TUMON | **DEDEDO**
 647-3000/4000 | 633-3000/4000
 Walk up also welcome



CLASS
OF
2020
Giveaway





CALVIN KLEIN

gpaguam • Follow
 Guam Premier Outlets

gpaguam Enjoy up to 60% OFF entire store at Calvin Klein! Promotion is valid from May 21 - May 29. *Exclusions Apply*
 #ShopatGPO #guampremieroutlets #gpoguam #shopGuam #guamshopping #guamtrip #グアム旅行 #グアム大好き #グアムショッピング #グアム #guamstagram #instaguam_cp #guamtrip #genic_guam

1w

arifreak_Cool!
 1w Reply

35 likes
 7 DAYS AGO

Add a comment... Post



grill plates - your choice \$10.99
 *No additional discounts apply.

FIESTA PLATE
 Baby back ribs, Huli Huli Chicken Kebab, two scoops of red rice and kim chee. Served with finadene.

HALF SLAB RIB PLATE
 1/2 slab of baby back ribs, two scoops of red rice and kim chee. Served with finadene.

11AM - 7PM | (671) 989-7327
 Curbside Service (Recommend parking at the Dust Thani Garage, 1st - Red Level)
 Located in The Plaza Shopping Center in Tumon | EATSTREETGRILL

989-7327

THREE WINNERS
WILL BE SELECTED ON
JUNE 5

TWO WINNERS
WILL WIN :

HOCO B55 BLUETOOTH SPEAKER,
 GPO POP SOCKET, CHAIR, & UMBRELLA,
 & A \$20 GIFT CERTIFICATE TO SBARRO

ONE WINNER
WILL WIN:

POPCLIK EVOLO EARPHONES,
 GPO POP SOCKET, CHAIR, & UMBRELLA,
 & A \$20 GIFT CERTIFICATE TO SBARRO



gapguam • Follow

gapguam Now more than ever, we're into stuff that feel as good as they look! BUY 1, GET 1 FREE on Tops on May 27 - June 7, 2020 at Gap Micronesia Mall! Valid on selected regular-priced tops only.

1d

1 like
 1 DAY AGO

Add a comment... Post

TO PARTICIPATE, SEND YOUR SPECIAL OFFERS TO HAFADA@VISITGUAM.ORG

BOOST YOUR ONLINE PRESENCE

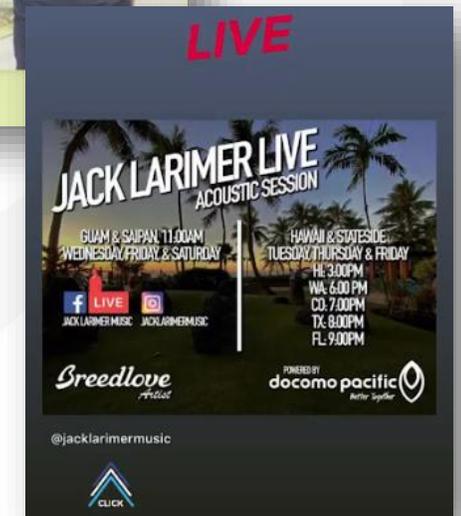
Let's safely share unique Guam experiences TOGETHER!

As industry partners, we know there's a lot more happening on island that many residents and visitors may not be aware of!

Share, tag or contact us so we can help support your LIVE features and events.

Send us content that we can share locally and in the source markets:

- Recreational and fitness activities
- Nature
- Cultural topics
- Food and Beverage videos
- Virtual tours



TO PARTICIPATE, SEND YOUR SPECIAL OFFERS TO [HAFAADAI@VISITGUAM.ORG](mailto:hafaadai@visitguam.org)

WE ARE GUAM – WE ARE SAFE!

Share your business protocols and safety measures with us!

GVB is working on communication tools to showcase how Guam is ready to welcome visitors. The goals of the content are:

- Showcase what Guam is doing to prepare for visitors' arrival
- Provide reassurance to those concerned about traveling to Guam
- Highlight Guam communities already implementing proper processes and protocols

Preferred specs for videos:

- File Format: MP4
- Aspect Ratio: 1920 x 1080 for wide; 1080x1920 for portrait [Wide is preferred]
- Resolution: 1080p/2K/4K



TO PARTICIPATE, SEND YOUR SPECIAL OFFERS TO HAFADA@VISITGUAM.ORG

SUBMIT YOUR GUAM VIDEOS!

Share a moment with us and help promote our island!

GVB is looking for video content to include on various social media and digital platforms.

Here's what we're looking for:

- Behind the scenes of frontline workers caring for others
- People making masks
- Point of view shots
- Camera approaches a front desk. At first glance it looks empty, but then a host appears from behind the counter

The preferred specs for videos:

- File Format: MP4
- Aspect Ratio: 1920 x 1080 for wide; 1080x1920 for portrait [Wide is preferred]
- Resolution: 1080p/2K/4K
- Size of the file can vary -depending video length and resolution



TO PARTICIPATE, SEND YOUR SPECIAL OFFERS TO HAFADA@VISITGUAM.ORG

AIRLINE & TRAVEL NEWS





AIRLINE UPDATES

This week:

Health protocols are being announced by airlines

Cleanliness and sanitation are topics of discussion in the industry

Social distancing on airplanes will impact seat capacity

- JAL and other airlines announced that certain seats may be unavailable for booking
- United will notify customers when flights are 70% full to give them the option to rebook at no charge

SOCIAL DISTANCING: IATA

Where IATA stands

IATA recommends mandatory face-coverings for passengers and masks for crew as one of several actions to further reduce risk of contracting COVID-19 on board the aircraft.

IATA does NOT support mandating social distancing measures that would leave middle seats empty.

Even if making the middle seat vacant, the average seat width is less than 50 cm, so it is not possible to keep the distance of 1-2 meters recommended for maintaining a social distance.

Measures to Reduce the already low risk of onboard transmission

- Temperature screening of passengers, airport workers and travelers.
- Boarding and deplaning processes that reduce contact with other passengers or crew.
- Limiting movement within the cabin during flight.
- More frequent and deeper cabin cleaning.
- Simplified catering procedures that lower crew movement and interaction with passengers.

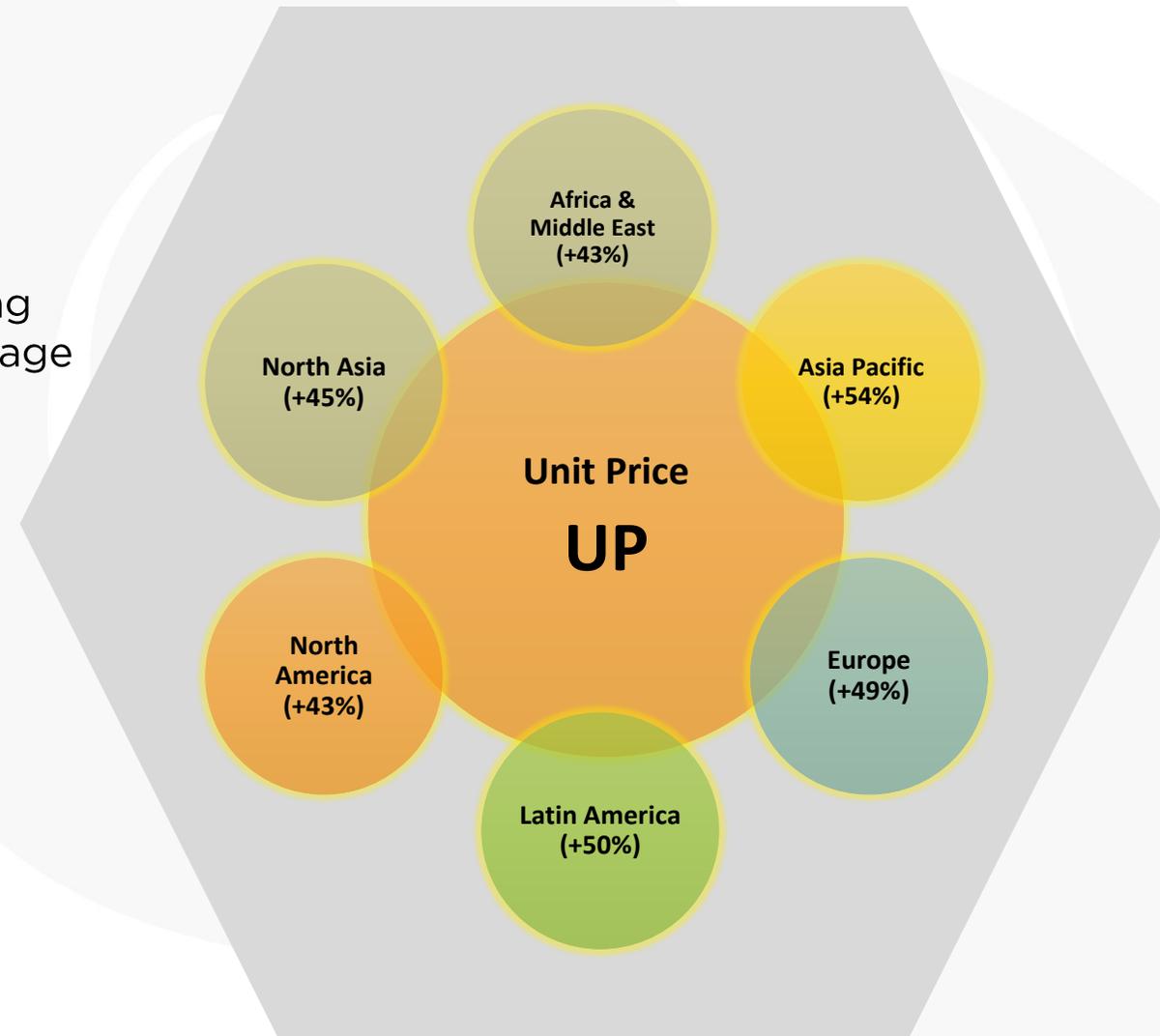


The Economic Impact of Social Distancing

Calls for social distancing measures on aircraft would fundamentally shift the economics of aviation by slashing the maximum load factor to 62%. That is below the average industry breakeven load factor of 77%.

With fewer seats to sell, unit costs would rise sharply.

Compared to 2019, air fares would need to go up dramatically, between 43% and 54% depending on the region.



MARKET INTELLIGENCE REPORT

Please note that the information provided in this update is as of May 28 and is subject to change.

JAPAN



JAPAN COVID-19 SITUATION

JAPAN LIFTS STATE OF EMERGENCY NATIONWIDE

- Prime Minister Abe Shinzo has declared the lifting of the emergency in the last five of the country's 47 prefectures. The final five were Tokyo and three surrounding prefectures, as well as the northernmost island of Hokkaido.
- Every three weeks, the government evaluates the infection situation and the risk of spread of infection and gradually reduces restrictions on going out and restrictions on holding events.



**Confirmed
COVID-19**

**CASES:
16,719**

**DEATHS:
874**

AS OF MAY 30, 2020

worldometer

JAPAN COVID-19 SITUATION

JAPAN LIFTS STATE OF EMERGENCY NATIONWIDE

The government evaluates the infection situation and the risk of spread of infection and gradually reduces restrictions on going out and restrictions on holding events.

GOING OUT

- Avoid unnecessary and urgent movement across prefectures within the month of May.
- For the period of June 1 to 18, allowing cross-prefecture travel, but refrain from travel to Tokyo, Kanagawa Saitama, Chiba and Hokkaido.
- No restrictions from June 19.

EVENT

- Concert and exhibitions are allowed to be held with limited number.
- Professional sports like baseball, J-league will start from June 19 with no audience.
- From August 1, the event will be held regardless of scale, but the capacity is less than half.

**Lifted Nationwide
Emergency**

DOMESTIC TRAVEL

- Travelling domestically will be gradually restarted from May 25 within prefecture.
- Outside of prefecture from June 19.
- No restriction from August 1.

ENTERTAINMENT BUSINESS

- For the time being, entertainment venues like clubs are still under consideration.

JAPAN COVID-19 SITUATION

TOKYO'S ROADMAP TO REOPENING BUSINESSES

- Tokyo Governor has announced a plan for reopening business after the state of emergency expires.
- Tokyo residents need to follow a new social behavior.



JAPAN COVID-19 SITUATION

DEVELOPMENTS AFTER LIFTING A STATE OF EMERGENCY



Lifted a state of emergency nationwide.
New social behavior.

May 25



Roadmap to restart business in Tokyo. (Phase 0 to 4)
Tokyo is now in phase 1.

May 26



Level 3 for 111 countries and regions. (Inbound & outbound)

May 22



Recovery campaign is planned to start from late July.

July



Spain will resume accepting foreign tourists from July.
Taiwan plans to accept foreign tourists from October.
Greek government will accept foreign tourists from 20 "convergent countries" such as Germany, Bulgaria, Cyprus, and Israel. (June 15)

May 25



Finnair resumes flights from Narita, Kansai and Chubu from July.

July



Air Busan plans to resume flights from Busan & Incheon to Narita, Kansai and Chubu etc.

July



PCOR 2

May 27

JAPAN - TRAVEL RESTRICTIONS

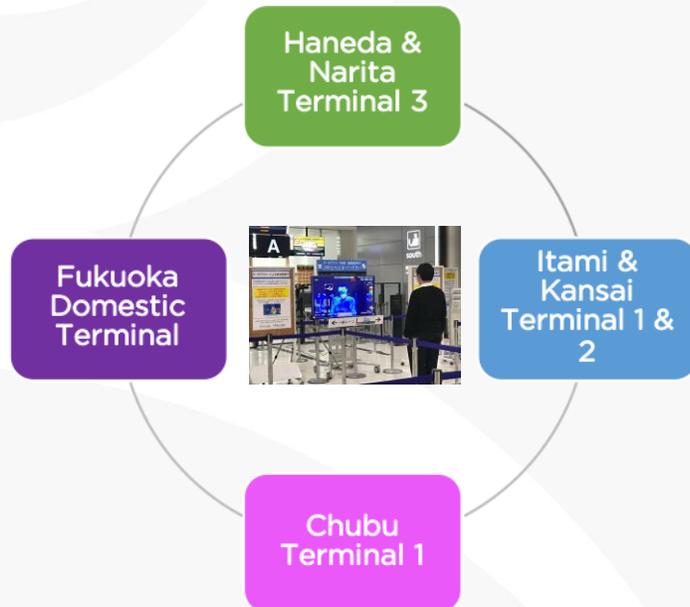
ROADMAP TO STARTING A RECOVERY PLAN: CHALLENGES



JAPAN – TRAVEL TRADE NEWS

AIRPORT SCREENING FOR DOMESTIC TRAFFIC

- The Civil Aviation Bureau of the Ministry of Land, Infrastructure, Transport and Tourism (JCAB) is conducting the body temperature by thermography at 6 airports.
- Entrance of the security checkpoint at each airport.
- Passengers with a body temperature of 37.5 degrees or higher may be handed a leaflet created by MLIT and refuse to board.



【国土交通省からの要請】
 ・緊急事態宣言が全国に発出されています。不要不急の帰省や旅行など、都道府県をまたぐ移動については、厳に控えていただきますよう、お願いいたします。
 ・特に、発熱などの症状がある方は、航空便の利用を厳に慎んでいただきますようお願いいたします。

【国土交通省・厚生労働省からのお知らせ】
 ・中部空港では、航空機に搭乗する方に対して、サーモグラフィーによる体温の確認を行っています。
 ・体温が37.5℃以上と測定された方には、チラシをお渡ししております。チラシを受け取った方は、ご自身の体調について、以下の点を参考にご確認ください。

※感染症が疑われる方については、航空会社各社が運送約款に基づき、ご搭乗を拒絶する場合があります。

新型コロナウイルス感染症が心配なとき

1. 以下のいずれかの症状がある方（下記に該当する）

- ① 発熱（37.5℃以上）
- ② 呼吸器症状（咳、痰、息苦しさ、声のかすみ、喉の痛み、鼻水、鼻づまり、のどの痛み、嗅覚・味覚障害）
- ③ 嗅覚・味覚障害（嗅覚・味覚障害）

※ 発熱は、必ず37.5℃以上と測定された方です。体温計の種類や測定方法により、若干の誤差が生じる場合があります。

※ 発熱がなくても、嗅覚・味覚障害がある場合は、必ず体温測定を受けてください。

※ 発熱がなくても、呼吸器症状がある場合は、必ず体温測定を受けてください。

※ 嗅覚・味覚障害がある場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか1つでも当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか2つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか3つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか4つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか5つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか6つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか7つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか8つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか9つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか10つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか11つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか12つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか13つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか14つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか15つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか16つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか17つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか18つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか19つ以上当てはまる場合は、必ず体温測定を受けてください。

※ 発熱、呼吸器症状、嗅覚・味覚障害のいずれか20つ以上当てはまる場合は、必ず体温測定を受けてください。

SOCIAL DISTANCING MEASURES



All Nippon Airways will make it mandatory for passengers to wear a mask aboard planes and at the airport, starting in June. ANA cabin attendants and ground staff wear masks, gloves and other forms of protective clothing.

1. From June 1, ANA staff will be required to wear a mask at all times on planes and at the airport, including at security checkpoints and boarding gates.
2. ANA may deny boarding to people not wearing a mask or showing symptoms of illness, including fever. Exceptions will be made for small children and certain cases.
3. ANA does not block the middle seats at time of booking.
4. All aircraft cabins are equipped with the latest filters to ensure that all air in the cabin is refreshed approximately every 3 minutes.



SOCIAL DISTANCING: JAL

Japan Airlines' shares new seat allocation in the cabin:

- If there are two seats next to each other, you cannot make reservations for the aisle.
- If there are three seats next to each other, you can't book in the middle.
- If there are four seats next to each other, you will not be able to reserve the middle 2 seats.



JAPAN AIRLINES

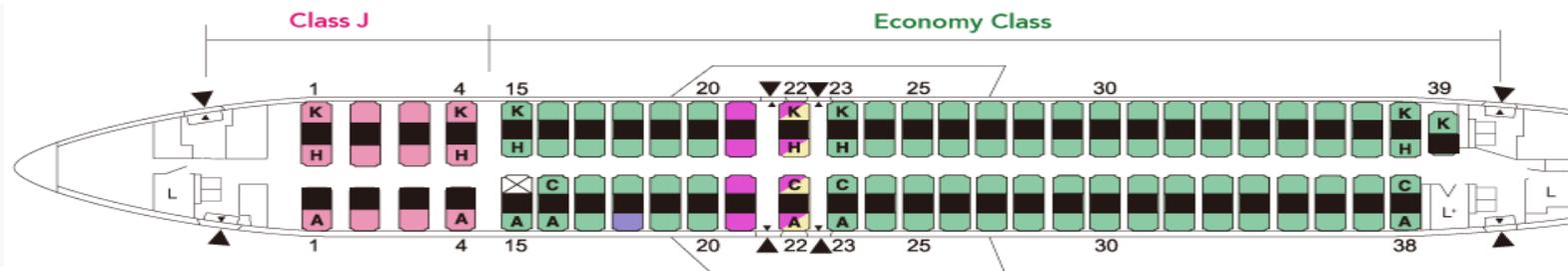


Boarding Process

- Passengers will now be requested to wear a face mask when traveling on JAL Group flights.

Example : 737 (V32)

■ : Unavailable Seat



JAPAN - TRAVEL TRADE NEWS

MAJOR WHOLESALERS EXTEND CANCELLATIONS FOR GROUP TOURS UNTIL JUNE 30

WHOLESALER	CANCELED TOUR DATES
	through June 30



KEEP SELLING FROM JULY ONWARD



JAPAN – SOCIAL MEDIA

People miss the great activities available in Guam. People shared their hopes to visit Guam soon.



SOCIAL MEDIA LISTENING Total mentions this week: 4

We have seeing some Japanese companies canceling their employee trips to Guam due to COVID-19. One person in Japan shared that his employee trip to Guam got cancelled due to the pandemic.



SOUTH KOREA



KOREA COVID-19 SITUATION

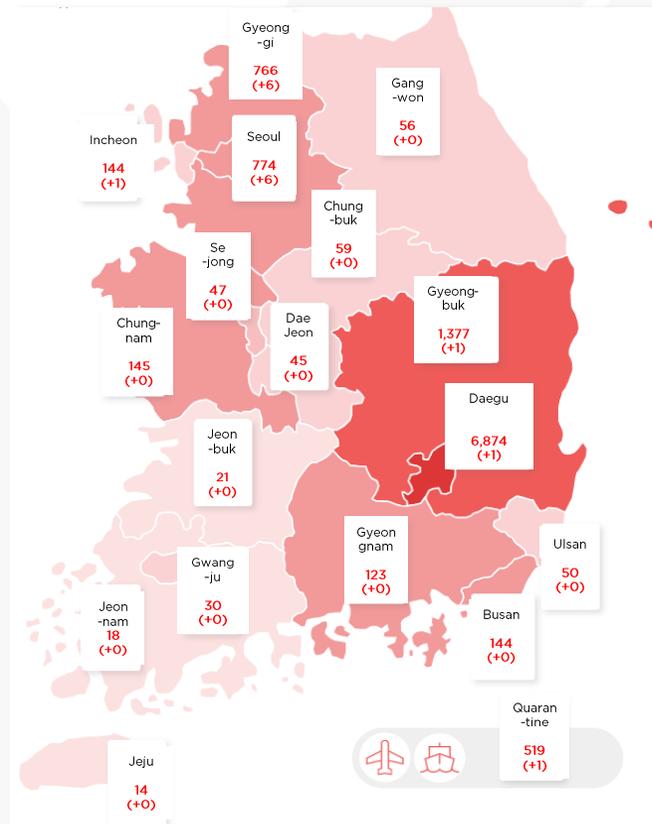
On 22 May 2020, 20 new cases of coronavirus (COVID-19) were reported in South Korea. As of that date, 215 new infections were related to cluster infections that occurred in some clubs at Itaewon, an entertainment district in Seoul. Authorities announced that they would strengthen the restrictions and conduct over 10 thousand tests to clubgoers and their families/immediate contacts.

Schools have been reopened for high school seniors on May 20.



High school students eat lunch at a cafeteria with plastic screens on the table as schools reopen in Daejeon, South Korea, May 20. Yonhap/via REUTERS

STATUS OF CONFIRMED CASES BY REGION



Korea (Cities & Provinces) Based on KCDC website updates; as of 26 May 2020

Seoul	783
Gyeonggi-do	768
Incheon	147
Gangwon-do	56
Sejong	47
Chungcheongbuk-do	60
Chungcheongnam-do	145
Daejeon	45
Jeollabuk-do	21
Jeollanam-do	18
Gwangju	30
Gyeongsangbuk-do	1,378
Daegu	6,875
Gyeongsangnam-do	123
Ulsan	50
Busan	144
Jeju	14
Others	521
TOTAL:	11,225 Confirmed
	10,275 Recovered 269 Deceased

Confirmed
COVID-19

CASES:
11,441

DEATHS:
269

AS OF MAY 30, 2020

KOREA – MEDIA MONITORING



Guam Airport Beefs Up Safety to Prepare for Tourists' Return; The Guam Daily Post; May 26



- As Guam expects to welcome visitors as early as July 1, Guam International Airport Authority (GIAA) is preparing the airport into a virus-free environment.
- Additional thermal screening cameras and sneeze guards, and stationed nurses were added to the airport. Sneeze guards at counters, protection booths and inspection booths are planned to be installed. Plus, \$500,000 was set aside for unidentified needs in the future.

Some people shared their shopping experience in Guam and content of attractions in Guam which received very good engagement where people commented saying they want to visit Guam soon. Apart from that, the "Give us a moment" video was shared in different groups and forums.

NAVER

SOCIAL MEDIA LISTENING:
Total mentions this week: 9

"Give Us A Moment" received great engagement. Korean people postponed their trips until August. There was some information about Guam Reef Hotel providing a discount for family platters for the Memorial Day.

Most of the social media buzz about visiting Guam were found in Taiwan and South Korea. Blogs and discussion forums shared the "Give Us A Moment" video.



SOCIAL MEDIA

- The "Staystrong Campaign" has been launched by Ministry of Foreign Affairs. It is spreading through social media. The campaign is to spread the message of solidarity to overcome the "COVID-19" around the world.
- It is a relay campaign that posts a logo containing cheerful messages on social media. People have all worked together to overcome COVID-19.



Stay Strong Campaign; May 26



Consumer Sentiment to Rise in 4 Months; Money S News; May 26

CONSUMER

- South Korea's consumer sentiment index (CCSI) came to 77.6 in the month, up 6.8 points from a month earlier when the index dropped to the lowest level since December 2008, according to Bank of Korea.
- Bank of Korea advised that the slowdown of COVID-19 cases in Korea outlooks for the whole economy conditions to improve, causing increasement in CCSI.



TRAVEL TRADE

- According to the country's largest LCC by sales Jeju Air, it will resume operation of Incheon-Manila route once a week from June 6. The operation is due to the demand from Korean residents living in the Philippines.
- Also, Jeju Air is internally discussing when to resume international flights.



Jeju Air To Resume A Int'l Service To Manila Next Month
Yonhap News; May 22



EUROPE TO LIFT RESTRICTIONS

Some Europe countries such as Spain, Greece, and Portugal announced plans to lift entry restrictions for tourists (including tourists from South Korea)

In July.

- Spain will reopen to overseas tourists from July. Also Spain's soccer league will restart the season at the beginning of next month.
- The Greek government announced that the country will accept the international tourists from June 15. Hotels will open and international air services will be allowed. Beginning July 1, direct international flights will be operated gradually.
- Portugal's tourism will be reopened from July.



Spain, Greece & Portugal Announced Its Lifting Restrictions From July: TTL News: May 26

KOREA – AIRLINE UPDATE

AIRLINE UPDATE (KOREA TO GUAM)

1. INCHEON-GUAM

AIRLINES	FLIGHT #	DAYS	SEAT CAPACITY PER MONTH
Korean Air	KE113	WED/FRI/ SAT/SUN	0
Jeju Air	7C3102	Daily	189
	7C3106	Daily	0
Jin Air	LJ641	Daily	0
T'way	TW301	Daily	0
Air Seoul	RS103	Daily	0
TOTAL			189

2. BUSAN-GUAM

AIRLINES	FLIGHT #	DAYS	SEAT CAPACITY PER MONTH
Jeju Air	7C3154	Daily	0
Jin Air	LJ647	Daily	0
	LJ649	Daily	0
Air Busan	BX614	Daily	0
TOTAL			0

*As of May 26



AIRLINE SERVICE CHANGE DUE TO COVID-19

ICN-GUM

- KE113 canceled from Mar 23
- 7C3102 canceled from March 20 to June 30
(charter flight service to transport Korean residents back to Korea scheduled May 7)
- 7C3106 canceled from March 8 to June 30
- LJ641 canceled from March 12 to June 30
- TW301 canceled from March 19 to June 30
- RS103 canceled from March 1

PUS-GUM

- 7C3154 canceled from March 14 to June 30
- LJ647 canceled from March 11 to June 30
- LJ649 canceled from March 2
- BX614 permanently canceled from March 5

*(*No flight service from March 23)*

KOREA – AIRLINE UPDATE

KOREA AIRLINES: OUTBOUND DEPARTURE STATUS

CARRIER	DESTINATION	FLIGHTS
Korean Air	Atlanta, New York, Taipei(x2), Detroit, Tokyo, Jakarta, Bangkok, Manila, LA	10
Asiana Airline	Doha, Tokyo, Hong Kong, Taipei(x2), New York, LA(x2), Manila, Ho Chi Minh, Bangkok	11
Jeju Air	Osaka	1
Jin Air	Bangkok	1
Air Seoul	n/a	
Air Busan	n/a	
T'way	n/a	
Eastar Jet	n/a	
TOTAL		23

**As of May 26*

**All codeshares are included*

***Cargo flights are excluded*

KOREA – CRISIS MANAGEMENT

PROMOTION OVERVIEW

- ~Jan


 - Paradise Guam
 - Guam's environment
 - Shop Guam e-Festival
 - InstaGuam spot
- Jan 20- Feb17


 - Clean destination Guam
 - Guam's environment
 - Guam has no COVID-19 confirmed case yet
- Feb 18- Mar 10


 - Clean destination Guam
 - Detailed information on travel restrictions and COVID-19 Safety information
- Mar 10-14


 - Paradise Guam
 - Guam's environment
 - Clean and safe Guam
- Mar 15~


 - Quarantine Protocol and FAQs for consumers
 - Official Information source links
 - Posted FAQs for Governor Mandatory Quarantine & Executive Order 2020-04 and 2020-05 on Official website
- Mar 31~


 - Uploading Guam's beach travel course to the Korean public could feel Guam indirectly with beautiful photos.
- Apr 1


 - Posted Revised FAQs for Executive Order 2020-04 and 2020-05 on SNS account.
 - Uploading Guam's beautiful images taken by local people.

- Apr 11


 - Daily Guam Project: GVB Korea exposed Guam to the public and consumers with online travel content
 - Online Guam Travel: GVB Korea introduced Guam by posting online travel to potential travelers who are looking to travel abroad but cannot physically escape.
- Apr 21


 - GVB Korea office shared GVB photo assets to Naver Travel Plus (Meail Economy) for this content.
URL: https://blog.naver.com/PostView.nhn?blogId=the_trip&logNo=22192111750&redirect=Dlog
- May 4


 - GVB Korea office shared #GiveUsAMoment video asset on SNS Accounts (FB/IG/NB/Kakao)
- May 11


 - Launched Where Do You Wanna Go challenge from May 11 to 24 in line with #GiveUsAMoment campaign on Instagram.
- May 18


 - GVB Korea uploaded a series of Guam-related quiz on IG story: What is the Guam local food in the picture?
1) Red Rice
2) Kelaguen
3) Chamorro BBQ

GVB Korea will continuously promote Guam as an Ultimate Travel Destination.

TAIWAN



TAIWAN COVID-19 SITUATION

TAIWAN DONATES MASKS TO GUAM

On 14 May, Guam received a donation of 200,000 surgical masks from Taiwan. Governor Lou Leon Guerrero has claimed Taiwan to be “a leader in COVID-19 response” on her Facebook appreciation post.



Chief Advisory on Economic Development, Nat'l & Int'l Affairs of Office of the Governor of Guam, Jeffrey Tomas Marchesseault has also expressed his appreciation on his personal Facebook account and also addressed each and every contact person from Taiwan.



On May 19, the CECC announced that the ban on all overseas tours will now extend until end of June.

The government has declared that in total they would be spending T\$1.05 trillion (\$35 billion) including a second round of measures, as an assistance to fight the virus.

Confirmed
COVID-19

CASES:
442

DEATHS:
7

AS OF MAY 30, 2020

TAIWAN – SOCIAL MEDIA

TAIWAN DONATES MASKS TO GUAM

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People shared their past trips and experiences in Guam mentioning that they miss Guam very much.



SOCIAL MEDIA LISTENING
Total mentions this week: 11

Most of the mentions were related to Taiwan-Guam relations mentioning that Guam promotes a visa-free program and plans to give priority to Taiwan. Mentions also included Guam’s plan to work with Taiwan to reopen the borders this summer.

Mentions from Greater China came from past visitors discussing their previous trips to Guam.

Taiwan mentions included past experiences in Guam and expressions of desire to visit Guam again soon.

Most of the social media buzz about visiting Guam were found in Taiwan and South Korea. Blogs and discussion forums shared the “Give Us A Moment” video.

MEDIA FEATURES

On 05/19, two reporters from different TV stations visited GVB TW and interviewed Felix regarding Guam to prioritize Taiwan when tourism market reopens.

Campaign with materials of #GiveUsAMoment and the idea how Guam is looking forward to prioritize Taiwan when tourism industry is ready to restart were delivered.



(5/19) TVBS News clip playing #GiveUsAMoment video



(5/19) GVB TW representative Felix Yen interviewed by EBC.

PREVIOUS HIGHLIGHTS



Restriction on gatherings above 100 pax indoor, and 500 pax outdoor can be bypassed if the host or organizer thoroughly carry out measures to test body temperature, sterilize, etc.



Taiwan is looking into the opportunity to join "Trans-Tasman Bubble" safe travel zone if and when Australia and New Zealand decide to set it up.



Professional baseball game with 2000 audience

Taiwan reopened professional baseball game to 1000 audience on 8 May and 2000 audience on 16 May. As of 14 May, there has not been a domestically infected case in Taiwan for 32 consecutive days.

TAIWAN – AIRLINE UPDATE

China Airlines

- CI07 (TPE-LAX, 5/5 & 5/19)



Eva Air

- TPE to LA, Seattle, San Francisco, Chicago, New York (one flight per week)
- TPE to Houston (one flight every two weeks)



Starlux Airlines

- All routes (Macau, Da Nang, Penang) are suspended until 5/31; and aircrafts are currently being operated as cargo aircrafts
- Starting from 6/1, Macau route will recover to 3 flights/week, Penang to 1 flight/week, and numbers of flight will be adjusted according to the pandemic
- Might add South-east Asia and Japan route during 3rd – 4th season if pandemic gets better.



China Airlines has canceled all CI025 and CI026 flights from March 24, 2020 until September 2020.

Month	Forecast Pax	2019 Actual Seats provided by GVB	% Change	Seat Forecast 2020	Seat Data '19	% Change Seats
May	0	2,448	-100%	0	3,100	-100%
June	0	2,952	-100%	0	3,410	-100%
July	0	2,550	-100%	0	3,410	-100%
August	0	2,730	-100%	0	3,410	-100%
September	0	2,154	-100%	0	3,255	-100%
October	1,674	2,131	-21.45%	2,790	3,255	-14.29%
November	1,488	2,023	-26.45%	2,480	2,790	-11.11%
December	1,674	2,004	-16.47%	2,790	2,635	5.88%

RESOURCES & HELPFUL INFORMATION



PCOR 2 REOPENING RESOURCES



START HERE: DPHSS PANDEMIC CONDITION OF READINESS LEVEL 2 (PCOR2): SUBMITTING BUSINESS PLANS

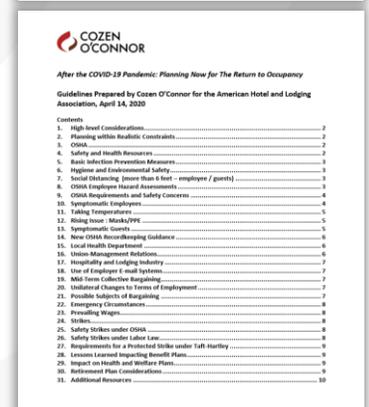
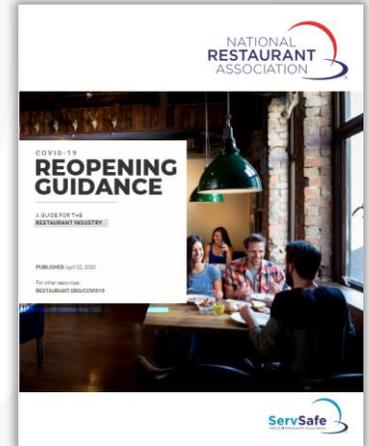
THEN GO HERE:

REOPENING RESOURCES FROM THE GUAM CHAMBER OF COMMERCE AND THE WOMEN'S CHAMBER OF COMMERCE

1. [RECOMMENDED OPENING GUIDELINES FOR BUSINESSES & NGOS](#)
2. [A VIRTUAL TOWN HALL THAT HELPS TO ANSWER SPECIFIC QUESTIONS ABOUT REOPENING](#)

LINK TO RESOURCES FROM GHRA:

1. [CDC GUIDANCE - SANITATION AND DISINFECTION](#)
2. [EPA LIST OF EFFECTIVE DISINFECTANTS FOR USE AGAINST SARS-COV-2](#)
3. [OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION'S \(OSHA\) GUIDANCE FOR ALL WORKERS AND EMPLOYERS](#)
4. [NATIONAL RESTAURANT ASSOCIATION AND AMERICAN HOTEL & LODGING ASSOCIATION'S RE-OPENING GUIDELINES](#)
5. [NATIONAL RESTAURANT ASSOCIATION'S COVID-19 REOPENING GUIDANCE FOR RESTAURANTS](#)





[Employer Registration Module Available Now!](#)

FOR MORE INFORMATION:
Guam Department of Labor
DOL.GUAM.GOV

Other GDOL Resources:

- [PUA Factsheet](#)
- [PUA Eligibility](#)
- [PUA FAQs](#)
- [Employer HireGuam](#)
- [Registration Infographic](#)
- [HireGuam Employer Guide](#)
- [PUA's Earnings Disregard Explained - Video](#)

EMPLOYERS!

HELP YOUR
EMPLOYEES
GET THEIR
BENEFITS BY
REGISTERING
ON
HIREGUAM.COM

(IT'S THE LAW!)



FOR MORE
INFORMATION
DOL.GUAM.GOV



EMPLOYEE/SELF-EMPLOYED **SUGGESTED** DOCUMENT CHECK LIST



*NOT ALL ARE REQUIRED, BUT MORE WILL STRENGTHEN YOUR APPLICATION!

- PHOTO ID (I.E. PASSPORT, DRIVER'S LICENSE)
- MOST RECENT PAY STUB(S)
- LETTER FROM EMPLOYER
- CURRENT BUSINESS LICENSES, PERMITS, CONTRACTS, INVOICES, OR BONAFIDE CERTIFICATIONS (SELF-EMPLOYED)
- BANK RECEIPTS SHOWING DEPOSITS
- 1099S (SELF-EMPLOYED)
- BILLING NOTICES OR STATEMENTS PROVIDED BY YOUR CUSTOMERS (SELF-EMPLOYED)
- RECENT ADVERTISEMENTS FOR SERVICES & ARTICLES (SELF-EMPLOYED)
- MAYOR/ CLIENT VERIFICATION (SELF-EMPLOYED)

FOR MORE INFORMATION

DOL.GUAM.GOV

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](#)
- [World Health Organization](#)
- [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 \(Website Repository\)](#)

Resources for businesses:

- [Guam Economic Development Authority](#)
- [Small Business Administration - Coronavirus \(COVID-19\): Small Business Guidance & Loan Resources](#)
- [Department of Revenue and Taxation online services](#)

ADDITIONAL GVB RESOURCES

[Weekly Industry Updates](#)

[GVB'S Weekly Tourism Works Column \(PDN\)](#)

Social media pages that share GVB Members' content:

[Facebook](#)

[Instagram](#)

HELPFUL CONTACT INFORMATION

MEDIA INQUIRIES SHOULD BE DIRECTED TO:

Joint Information Center

(671) 478-0208/09/10

Monday through Friday, 8:00 a.m. to 5:00 p.m.

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

Express your concerns, ask questions, request assistance. We want to know how your business is navigating through the effects of the COVID-19 pandemic.

([Click here](#))

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

communityrelations@visitguam.org



COVID-19 INQUIRIES
DIAL 311

311 MENU OPTIONS

1 MEDICAL QUESTIONS REGARDING COVID-19	2 INQUIRIES ON PUBLIC WELFARE BENEFITS	3 REPORT BUSINESSES VIOLATING GUAM'S SOCIAL ISOLATION DIRECTIVE	4 REPORT INDIVIDUALS VIOLATING GUAM'S SOCIAL ISOLATION DIRECTIVE
5 FOR BUSINESS OWNERS WITH QUESTIONS ABOUT ECONOMIC RELIEF	6 INQUIRIES ON EMPLOYMENT GUIDANCE	7 TO ACCESS THE COUNSELING HOTLINE	8 FOR GENERAL INQUIRIES

 Menu options subject to change after 5PM.

Si Yu'os Ma'åse'

