



COVID-19 INDUSTRY UPDATE

JUNE 5, 2020



NEW DEVELOPMENTS



GUAM QUARANTINE UPDATES

DPHSS ISSUES NEW GUIDANCE ON QUARANTINE REQUIREMENTS FOR GUAM

The Department of Public Health and Social Services (DPHSS) has issued DPHSS Guidance Memo 2020-11 relative to the new protocol for the quarantine of travelers into Guam effective Monday, June 1, 2020. For questions regarding quarantine requirements, visit [the DPHSS page](#).

TRAVELER	GUAM INBOUND PROTOCOLS (AS OF JUNE 1, 2020)
RESIDENTS	Current, returning, and intended residents of Guam, persons who are essential healthcare or other essential workers as defined in DPHSS Guidance Memo 2020-11 , or persons who traveled to Guam because of an emergency or personal hardship situation may be allowed to complete the 14-day quarantine requirement at their home residence or rented lodging location. They must provide valid Guam ID, mayor's verification, OR sign a declaration of residency upon arrival.
NON-RESIDENTS	Non-residents will still be subject to quarantine at the GovGuam designated quarantine facility. A polymerase chain reaction (PCR) test, with the nasopharyngeal swab taken at most one week prior to arrival, is still necessary to self-quarantine at a non-government quarantine facility, such as their rental lodging.

SOURCE MARKETS - QUARANTINE UPDATES

INBOUND PROTOCOLS AS IT RELATES TO GUAM	JAPAN	KOREA	TAIWAN
Foreigners traveling from U.S. are denied entry	X		X
Resident: 14-Day Quarantine required when traveling from US	X	X	X
Health Declaration & Travel Record form		X	X
Residents: Quarantine at government facility	X		
Residents: Quarantine at home with negative result	X	X	X
Foreigners: Quarantine at Government facility		X	
PCR Testing of returning residents	X	X	
PCR Testing of all inbound passengers	X	X	
Install the Self-Quarantine Safety Protection or Self-Diagnosis App		X	

OUTBOUND FOR COUNTRY NATIONALS	JAPAN	KOREA	TAIWAN
Temperature Check upon arrival at airport (Entry to terminal)		X	
Temperature Check upon departure area		X	X
Temperature Check at the Gate		X	X
Travel survey and Exit Screening Station for US Bound travelers		X	
Wearing a face mask (without masks will be denied boarding)		X	
Planned opening date for International Travel	Borders open	Borders open	Oct 1-Dec 31

GUAM DEPT. OF LABOR NEWS



GDOL RELEASES UPDATED CONTACT INFORMATION REGARDING PUA

The Guam Department of Labor has added more ways to address any inquiries regarding unemployment assistance.

- For email inquiries regarding login issues such as username and password reset, contact webadmin@dol.guam.gov. Additionally, for inquiries regarding claims or weekly certification issues, contact pua.hotline@dol.guam.gov.
- The public is advised to call 311 or (671) 735-0527/28/29/30/31/32. Social media updates regarding PUA are also posted on GDOL's Facebook (@guamdol) and Instagram (@dolguam).
- Due to the high volume of calls and inquiries, GDOL asks for the public's continued patience and understanding as it stands up its processing center and training for the Pandemic Unemployment Assistance program. More information will be announced.

\$924M
SUPPLEMENTAL BUDGET
ACCEPTED BY U.S. DEPARTMENT
OF LABOR FOR GUAM

\$276M
FIRST ALLOTMENT
RECEIVED BY GUAM DOL
AS OF MAY 23, 2020

- \$174 MILLION (FPUC)
- \$102 MILLION (PUA)

WEBADMIN@DOL.GUAM.GOV
USE THIS EMAIL FOR LOGIN ISSUES,
INCLUDING LOST USERNAME AND/OR
PASSWORD, OR INABILITY TO ACCESS
ACCOUNT.

PUA.HOTLINE@DOL.GUAM.GOV
USE THIS EMAIL FOR ANY CLAIM OR
WEEKLY CERTIFICATION ISSUES,
INCLUDING TECHNICAL ERRORS AND
CLAIM CORRECTIONS OR EDITING.

TO SPEAK TO A PROCESSING CENTER REPRESENTATIVE
CALL 311 OR 735-0527/28/29/30/31/32



[Employer and Employee
Registration Modules
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](#)

PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA)

TIPS TO GET YOUR MONEY FASTER!



1. CONSIDER OPTING FOR DIRECT DEPOSIT BY OPENING UP A CHECKING ACCOUNT AT YOUR BANK OF CHOICE.



2. HAVE YOUR BANK'S ROUTING NUMBER AND ACCOUNT NUMBER HANDY.



3. WHEN YOU APPLY FOR PUA ON HIREGUAM.COM, MAKE SURE TO SIGN UP FOR THE DIRECT DEPOSIT OPTION.

SUGGESTED DOCUMENT CHECK LIST

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

EMPLOYEES:

- ✓ PHOTO ID (I.E. PASSPORT OR DRIVER'S LICENSE)
- ✓ MOST RECENT PAY STUB(S)
- ✓ LETTER FROM EMPLOYER

SELF-EMPLOYED:

- ✓ CURRENT BUSINESS LICENSES, PERMITS, CONTRACTS, INVOICES, OR BONAFIDE CERTIFICATIONS
- ✓ BANK RECEIPTS SHOWING DEPOSITS
- ✓ 1099S
- ✓ BILLING NOTICES OR STATEMENTS PROVIDED BY YOUR CUSTOMERS
- ✓ RECENT ADVERTISEMENTS FOR SERVICES & ARTICLES
- ✓ MAYOR/ CLIENT VERIFICATION

WHEN APPLYING FOR YOUR CLAIM, IT'S IMPORTANT TO KNOW WHAT THE DEFINITION OF UNEMPLOYMENT MEANS.

IF YOU ARE NOT WORKING FULL TIME, OR MAY BE WORKING PART TIME WITH REDUCED HOURS AS A DIRECT RESULT OF THE COVID-19 PANDEMIC, YOU ARE CONSIDERED UNEMPLOYED UNDER THE PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA) PROGRAM. THIS INCLUDES THOSE THAT HAVE BEEN FURLOUGHED.

AS LONG AS YOU'RE NOT BACK TO REGULAR WORKING HOURS WHEN YOU FILE YOUR WEEKLY CLAIM CERTIFICATIONS, PLEASE NOTE YOU WILL MAINTAIN THAT UNEMPLOYMENT STATUS.



WARNING!



REPORTING FALSE INFORMATION IN ORDER TO RECEIVE UNEMPLOYMENT BENEFITS COULD RESULT IN A DETERMINATION OF FRAUD.



TO REPORT ANY PERSON COMMITTING FRAUDULENT ACTIVITY, CALL 311 (OPTION 6)



For more information, visit GDOL.GUAM.GOV

COVID-19 COMMUNITY TESTING



DPHSS EXPANDS COVID-19 COMMUNITY TESTING

COVID-19 drive-through testing is scheduled for the following dates and locations:

- Tuesday, June 9, 2020, 9 a.m.-12 p.m. at the DPHSS Southern Regional Community Health Center parking lot, Inarajan (Free and open to Inarajan residents)
- Wednesday, June 10, 2020, 9 a.m.-12 p.m. at the Mongmong-Toto-Maite Community Center, Aragon St., across Toto church (Free and open to Mongmong-Toto-Maite residents)
- Thursday, June 11, 2020, 9 a.m. - 12 p.m. at the Merizo Senior Center (Free and open to Merizo residents)
- Tuesday, June 16, 2020, 9 a.m.-12 p.m. at the Piti Mayor's Office (Free and open to Piti residents)
- Wednesday, June 17, 2020, 9 a.m.-12 p.m. at the Santa Rita Senior Center (Free and open to Santa Rita residents)
- Thursday, June 18, 2020, 9 a.m.-12 p.m. at the St. Anthony Church grounds, Tamuning (Free and open to Tamuning and Tumon residents)

Anyone experiencing symptoms consistent with COVID-19, should call their healthcare provider. If a patient does not have a regular health care provider, they can call 311 (Option 1), any of the Community Health Centers, or the DPHSS Medical Triage Hotline phone numbers listed below to report symptoms and obtain guidance from clinicians.

*(671) 480-7859 | (671) 480-6760/3 | (671) 480-7883
(671) 687-6170 (ADA Dedicated Number)*

NEW DEVELOPMENTS

USS THEODORE ROOSEVELT THANKS GUAM IN A MOVING TRIBUTE FOR OPENING ITS DOORS AND HEARTS



Read the letter from CAPT Carlos Sardiello, Commanding Officer, USS THEODORE ROOSEVELT (CVN 71) on the [TR's Facebook page](#).



"Thank you. Thank you all for everything you've done for TR and the embarked staffs to get us where we are today. This video is our tribute to you."

Watch the heartwarming video that went viral [here](#).

GVB & INDUSTRY UPDATES



GVB ANNOUNCES ISLANDWIDE BEAUTIFICATION EVENT

GVB invites all agencies, businesses, and residents to join the islandwide cleanup event the “Give Us A Moment #GUAM Island Pride Beautification Event”

The COVID-19 pandemic presented challenging times for our island, bringing our lives and the economy to a complete standstill. As we worked as a community to battle the invisible enemy and hoped for signs for when we could reopen our economy, the Guam Visitors Bureau launched an awareness campaign to ask our residents and visitors to “Give Us A Moment (#Guam)”. Through the collective efforts of our people, the island has been given the chance to slowly reopen, but our work has just begun.

Gov. Lou Leon Guerrero has announced the tentative reopening of Tourism on July 1. We are ready to get to work to safely revive our island and its number one economic driver, and we need your help.

GVB is spearheading an islandwide beautification initiative, the “Give Us A Moment #GUAM Island Pride Beautification Event” on June 27 AT 8:00 a.m. and welcomes participation from all government agencies, business sectors, branches of military and villages. The underlying goal of this cleanup event is to instill a sense of unity, responsibility, and pride throughout our island.

We are actively reaching out to our partners in the public and private sectors to ask for their support. If your agency, business, organization, or family would like to participate, send an email to HafaAdai@visitguam.org, visit GVB’s social media pages, or [sign up to become a volunteer](#).

Give Us A Moment

#GUAM Island Pride
Beautification Event

SIGN UP TO BECOME A VOLUNTEER





“With the July 1 go-ahead, Guam’s tourism industry will now reset itself. It will no longer be the same. We won’t be operating, marketing Guam’s diverse offerings, or welcoming guests like we used to. I hope the hard lessons we are learning from the shutdown of our number one economic driver teaches us to no longer take our tourism industry for granted. Let’s not take our environment for granted either. The old habits of leaving trash at parks, beaches, and on our streets for someone else to take care of has to stop. Guam is so diverse. Let’s embrace a renewed Guamanian pride.”

*GVB Chairman Peter “Sonny” Ada
Tourism Works Column, Pacific Daily News*

GVB CALLS OUT FOR RESIDENTS TO SPRUCE UP GUAM

GVB is calling for an islandwide cleanup effort. To support the June 27 beautification event, GVB is asking business owners and residents to join the islandwide Give Us A Moment #GuamCleanUpChallenge and spruce up their properties -- by cleaning, water blasting, landscaping and painting. We also encourage neighbors to work together to clean up their streets. GVB hopes to inspire unification through island pride and help residents to feel good about the condition of our island as we prepare to welcome visitors back to Guam.

GVB is also doing its part 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 has removed truckloads of silt, garbage, and debris. We are actively cleaning out the culvert ahead of the rainy season.

There is much to do, and we can achieve great things with your support. More details will be announced via GVB’s social media channels and the media.

Give Us A Moment

#GUAM Island Pride
Beautification Event

SIGN UP TO BECOME A VOLUNTEER



For more information, visit GVB’s social pages or email HafaAdai@visitguam.org.

GUAM CHAMBER OF COMMERCE BRINGS BACK ANTI-LITTER BEAUTIFICATION PROGRAM TO SUPPORT REOPENING OF TOURISM

For many years, the Guam Chamber of Commerce recognized individuals, organizations and companies that made a difference through island beautification. It has become exceedingly important to bring the program back as Guam prepares to reopen tourism.

GVB is proud to support The Chamber's efforts to rally our community to clean up and prepare for the reopening of tourism. The Chamber is calling on its members and the island's residents to make Guam more beautiful by sprucing up their homes, neighborhood, village, businesses, and other areas throughout the island. The Chamber will be recognizing businesses that have accepted the challenge.

Na' La' Bonita Guam, Make Guam More Beautiful,



is one of many beautification programs that GVB is supporting as part of our islandwide clean-up. We invite industry businesses to participate by sprucing up and nominating businesses that are doing their part to make our island a more beautiful place to live, work and visit.

The mission of the Na' La' Bonita Guam Award Program is a community anti-litter and beautification program that creates education, pride, excitement and community involvement amongst the Chamber, the Government of Guam and our local community.

The Chamber is now accepting [nominations](#) that recognize individuals, businesses or organizations that are improving the quality and beauty of our island by sprucing up and maintaining public areas, business establishments and/or private properties. Download the [nomination form](#) [here](#).

*For more information:
Guam Chamber of Commerce
info@GuamChamber.com.gu
(671) 472-6311*

DUSIT THANI ANNOUNCES THE OPENING OF DUSIT BEACH RESORT GUAM

Dusit International expands with management of beach resort and shopping center beginning June 1

Dusit International, one of Thailand's leading hotel and property development companies, announced that it has expanded its management agreement with Tanota Partners to operate the deluxe Dusit Beach Resort Guam and adjoining luxury shopping center, The Plaza.

The partnership marks the newest additions to its Guam portfolio consisting of the luxury Dusit Thani Guam Resort, which opened in 2015 and which also adjoins The Plaza. The property, formerly the Outrigger Guam Beach Resort for more than 20 years, has been renamed as Dusit Beach Resort Guam and welcomed the existing employees into the Dusit family.

The 604-room property with a variety of restaurants, cafes, bars and Spa, is currently undergoing renovation projects which will showcase an all-new contemporary look and feel. Dusit Club guests can access upgraded amenities and services enjoyed in the exclusive Dusit Club Lounge. The resort also recently completed the installation of an all-new splash pad attraction for families. The Plaza is home to over 60 boutiques, cafes, bars and restaurants, including some of the world's most exclusive luxury brands.

Guests will be able to indulge in authentic CHamoru cuisine while learning about Guam's vibrant history and language, and experience cultural immersion at its best with performances by indigenous dance groups and lively demonstrations.



For more information, contact Marissa Borja, Dir. of Marketing & Communications at marissa.borja@dusit.com or visit dusit.com/dusitthani/guamresort

MARKET INTELLIGENCE REPORTS

Please note that the information provided in this update is as of June 4 and is subject to change.

TOURISM RECOVERY PLAN



STRATEGIC DEVELOPMENT FRAMEWORK



THE VISION

A digitized destination trusted in delivering unique visitor experience that is grounded in health security, hygiene, and physical safety.

THE GOAL & STRATEGY

Setting the stage & restoring the viability of an important economic sector along four (4) key initiatives:

1. Maintaining or intensifying destination visibility in key markets
2. Creating “Covid-19 safe” attractions that encourage visitor dispersals
3. Enforcing “supplier” health safety, hygienic & spacing protocols
4. Adopting new technologies, such as time ticket admissions, to manage crowd densities at airport, local attractions, restaurants, & shops

THE PROCESS

- Convene top-level cross section of key stakeholders & engage with government agencies critical to the vision
- Reach agreement on approach, guidelines, funding, & participants
- Adopt plan of action and layout time & action calendar
- Collaborative execution & advocacy between & among key drivers of plan



STRATEGIC DEVELOPMENT FRAMEWORK

KEY DELIVERABLES

1. Safe & Seamless Visitor Experience

- Health, safety, & hygiene protocols in compliance at all “touch points” of visitors end to end experience.
- Articulate the “new normal” operating environment before and after vaccine. availability including holistic supply sector issues on employee job functions, digitization, health security and hygiene details.

2. Mapping Out Milestones

Create Guam destination specific quantitative and qualitative travel and tourism data dashboard to monitor sector by sector progress and adjustments as needed.

3. Sharing & Learning

From experiences, success stories and best practices can enhance the resilience of sectors from lessons learned and celebration of successes.

PLANNING MATRIX

Issues to address fall into three categories:

- Project management and mitigation
- Rekindling and accelerating recovery
- Sustaining recovery trajectory



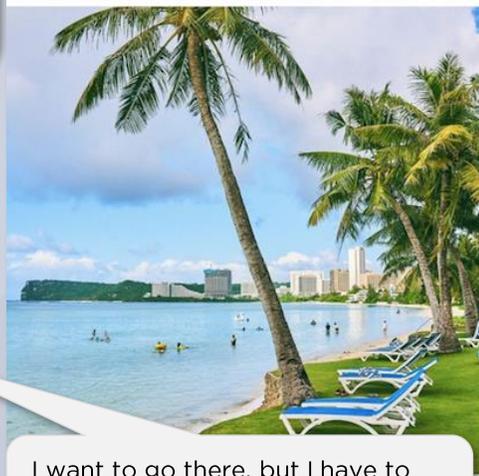
JAPAN



JAPAN COVID-19 SITUATION



While there is excitement about Guam's reopening July 1, being quarantined when visitors return to Japan seems to be a concern.



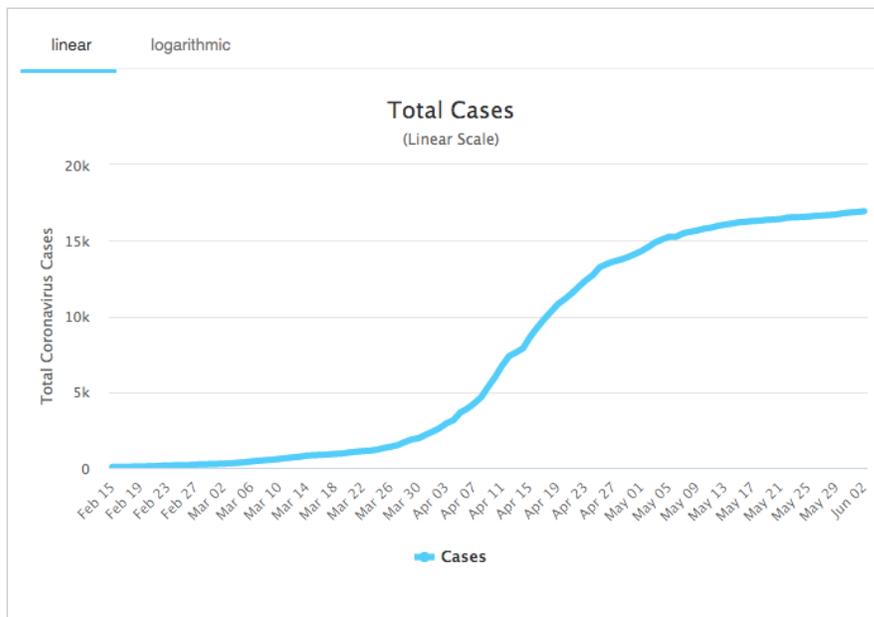
I want to go there, but I have to refrain for two weeks after returning to Japan 🙄🙄

What happens to the quarantine after returning to Japan? I can enter the country and return on the 14th, quarantine? In July,

Reply: Guam Tourism Office will keep you informed about the details of entering Guam on our website. www.visitguam.jp



Prime Minister Shinzo Abe removes his face mask as he starts a news conference to announce the lifting of the state of emergency nationwide on May 25



Confirmed COVID-19

CASES: 17.018

DEATHS: 903

AS OF JUNE 5, 2020

JAPAN – SOCIAL DISTANCE

SCHEDULED AIRLINES ASSOCIATION OF JAPAN

Face Mask in the Cabin

GUIDELINE FOR COVID-19 INFECTION MEASURES:

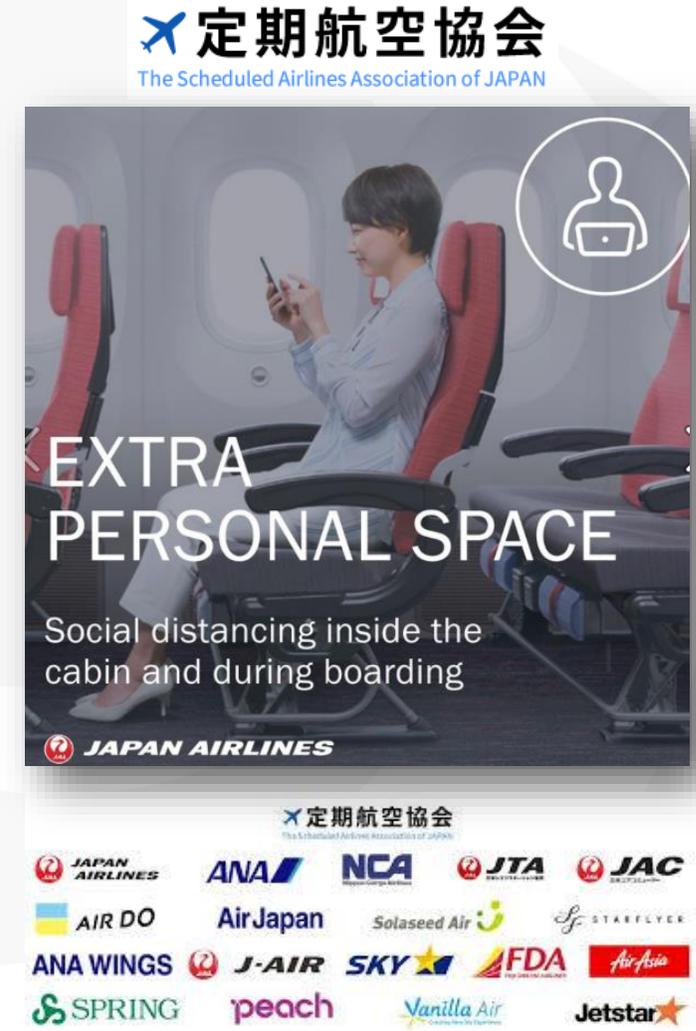
- The Scheduled Airlines Association of Japan has announced on May 14 the guidelines for preventing new coronavirus Infection in the Aviation industry.
- Notify passengers in advance through airlines website.

FACE MASK:

- Strongly request passengers to wear masks on board.
- Wearing a mask is not "mandatory" like overseas airlines.
- Boarding without wearing a face mask may possibly cause some trouble between passengers.

CABIN:

- Minimize communication activities.
- Cabin crew must wear face masks and gloves.
- Simplify in-flight service (meals and beverages) to minimize contact with passengers.
- Notify the aircraft cabins are equipped with the latest filters to ensure that all air in the cabin is refreshed approximately every 3 minutes.



定期航空協会
The Scheduled Airlines Association of JAPAN

EXTRA PERSONAL SPACE

Social distancing inside the cabin and during boarding

JAPAN AIRLINES

定期航空協会
The Scheduled Airlines Association of JAPAN

JAPAN AIRLINES ANA NCA JTA JAC
AIR DO AirJapan Solaseed Air STARFLYER
ANA WINGS J-AIR SKY FDA AirAsia
SPRING peach Vanilla Air Jetstar

JAPAN – SOCIAL DISTANCE

SCHEDULED AIRLINES ASSOCIATION OF JAPAN Face Masks in the Cabin

AIRLINES		MAY	JUNE
	Japan Airlines	requested	requested
	All Nippon Airways	requested	mandatory
	Skymark	requested	requested
	STARFLYER	requested	requested
	AIR DO	mandatory	mandatory
	Solaseed Air	no operation	mandatory
	Peach	requested	requested
	Jetstar	mandatory on/after May 20	
	Spring	mandatory on/after May 31	
	Air Asia	no operation	not decided
	Fuji Dream Airlines	mandatory on/after May 18	

定期航空協会 The Scheduled Airlines Association of JAPAN

- The face mask requirements and requests vary by airline.
- IATA supports the wearing of face masks during flights.

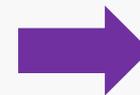
JAPAN – AIRLINE UPDATE

AIRLINE	SCHEDULE
	<p>Japan Airlines has officially decided to suspend Narita - Guam - Narita route up to June 30</p> <ul style="list-style-type: none"> • For the period of July to beyond, the company has not yet finalized their route plan. • Aircraft upgrade project (March 29 to September 30, 2020) : under review • Double daily project (July 1, 2020 to March 27, 2021) : under review.
	<p>United Airlines has suspended flights between Guam and Japan.</p> <ul style="list-style-type: none"> • Narita (UA828/UA827) will operate from 4 Aug. • Narita (UA873/UA874) will operate from 4 Aug. • Narita (UA196/UA197) June : 2, 4, 6, 9, 11, 13, 16, 18, 20, 23, 25, 27, 30 only (13 flights) • Narita (UA196/UA197) July : 2, 4, 7, 9, 11, 14, 16, 18, 21, 23-31 only (18 flights) • Kansai (UA151/UA150) will operate from 8 Sept. • Chubu (UA137/UA136) will operate from 3 Aug. • Fukuoka (UA165/UA166) will operate from 25 Oct.
	<p>TW311/312 Kansai - Guam - Kansai: suspended until end of June</p>
	<p>7C3174/7C3173 Kansai - Guam - Kansai : suspended until end of June</p>

JAPAN - TRAVEL TRADE NEWS

MAJOR WHOLESALERS EXTEND CANCELLATIONS FOR GROUP TOURS

WHOLESALER	CANCELED TOUR DATES
	through July 15
	through June 30
	through July 15



SELLING PRODUCTS DEPARTING FROM MID JULY AND ONWARD



SOUTH KOREA



KOREA COVID-19 SITUATION

SCHOOL REOPENING: PHASE 2

- Second phase of reopening are the 1st & 2nd elementary students, kindergarten students, 3rd year middle school and 2nd year high school students.
- More than 2 million more South Korean students returned to school on May 27. About 2.7 percent of the schools were remained closed. Most were in Seoul; Bucheon, Gyeonggi Province; and Gumi, North Gyeongsang Province.
- Despite the concern, education authorities are adamant that the phased reopening of schools will go ahead as planned.



Confirmed
COVID-19

CASES:
11,668

DEATHS:
273

PHASE	REOPENING DATE	HIGH SCHOOL	MIDDLE SCHOOL	ELEMENTARY SCHOOL
Pre	May 20 (Wed)	Grade 3	-	-
Level 1	May 27 (Wed)	Grade 2	Grade 3	Grade 1-2, Kindergarten
Level 2	June 3 (Wed)	Grade 1	Grade 2	Grade 3-4
Level 3	June 8 (Mon)	-	Grade 1	Grade 5-6

AS OF JUNE 5, 2020

PEST UPDATE



ECONOMIC

- 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.
- CCSI improved with the **government's cash relief handout contributing to the rebound**. Also the index was able to improve in May as the spread of the coronavirus has been slowing.



ECONOMIC

- South Korea's 'Korea Super Sale Week' to start from June 26 to July 12, 2020. This plan is implemented for the first time to boost consumer sentiment on SMEs. Special sales, online sale and coupons will be distributed.



SOCIAL

- South Korea will now require places like **nightclubs and bars to use QR codes to log customer's visit** starting June 1, 2020. It is one of the responses to COVID-19 contact tracing efforts after cluster of COVID-19 cases appeared from a nightclub in Itaewon.



SOCIAL

- From May 26, South Korean government **made mandatory for citizens to wear masks on public transportation nationwide**.
- From June, individuals will need to use their smartphones QR codes to register themselves before entering bars, clubs, gym, karaoke rooms and concert halls, so they can be tracked down easily.

KOREA – AIRLINE UPDATE

AIRLINE SCHEDULE / STATUS MONITORING – JUNE

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	189
T'way	TW301	Daily	0
Air Seoul	RS103	Daily	0
TOTAL			378

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 June 1



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 on June 5*)
- 7C3106 canceled from March 8 to June 30
- LJ641 canceled from March 12 to June 30 (*charter flight service on June 5*)
- 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 – TRAVEL INDUSTRY TREND

TRAVEL INDUSTRY TREND

Re-run of Korean LCC to Guam

KOR-GUM	Reservable Date (from)	Route	Planned Schedule
Jeju Air	July 1	ICN-GUM (x3) PUS-GUM	Daily (x4)
Jin Air	July 1	ICN-GUM PUS-GUM	Daily (x2)
Air Seoul	July 1	ICN-GUM	Daily
T'way	July 24	ICN-GUM	Daily



- Korean LCC airlines opened ICN-GUM / PUS-GUM routes sales for July 2020 on their app & websites (as of May 28 / subject to change).
- Korean Air has not opened its sales and schedule for Guam route as of May 28. However, the airline has been resuming its international routes gradually considering the easing of each country entry restriction.
- The Ministry of Land, Infrastructure and Transport convened a meeting on May 19 to discuss the resumption of international flights with Korea airline companies. The ministry is very active in supporting airlines to reopen suspended international routes.

KOREA – TRAVEL INFORMATION

MOFA TRAVEL ADVISORY

March 23, 2020

- Issued a “special travel advisory” on all countries
- Valid for the four weeks

April 21, 2020

- Extended “special travel advisory” until **May 23, 2020**

May 21, 2020

- Extended “special travel advisory” until **June 19, 2020**

June 20, 2020

- Advisory to be lifted automatically

- **Special travel advisory:** equivalent to between level 2 and level 3 under the four-tier advisory system.
- **The ministry said its decision is based on the fact below:**
 - Global spread of the virus is continuing
 - Many countries are still applying entry restrictions on foreigners.
 - Commercial airlines around the world have suspended flight operations.
- As “special travel advisory” can be maintained for **up to 90 days**, this is the **last extension** and the government plans to establish an alternative advisory through legal review if the situation of COVID-19 does not improve by June.

1 Exercise Increased Caution

2 Reconsider Travel

3 Advised Cancel the Travel

4 Do Not Travel

Special Travel Advisory

KOREA GOVERNMENT RESPONSE Mask Policy for Public Transport

South Korea Government is requiring those riding public transportation are required to have their masks on.

Transportation operators and staff will refuse entry of passengers without masks. However, the measure is not legally binding.



Flight

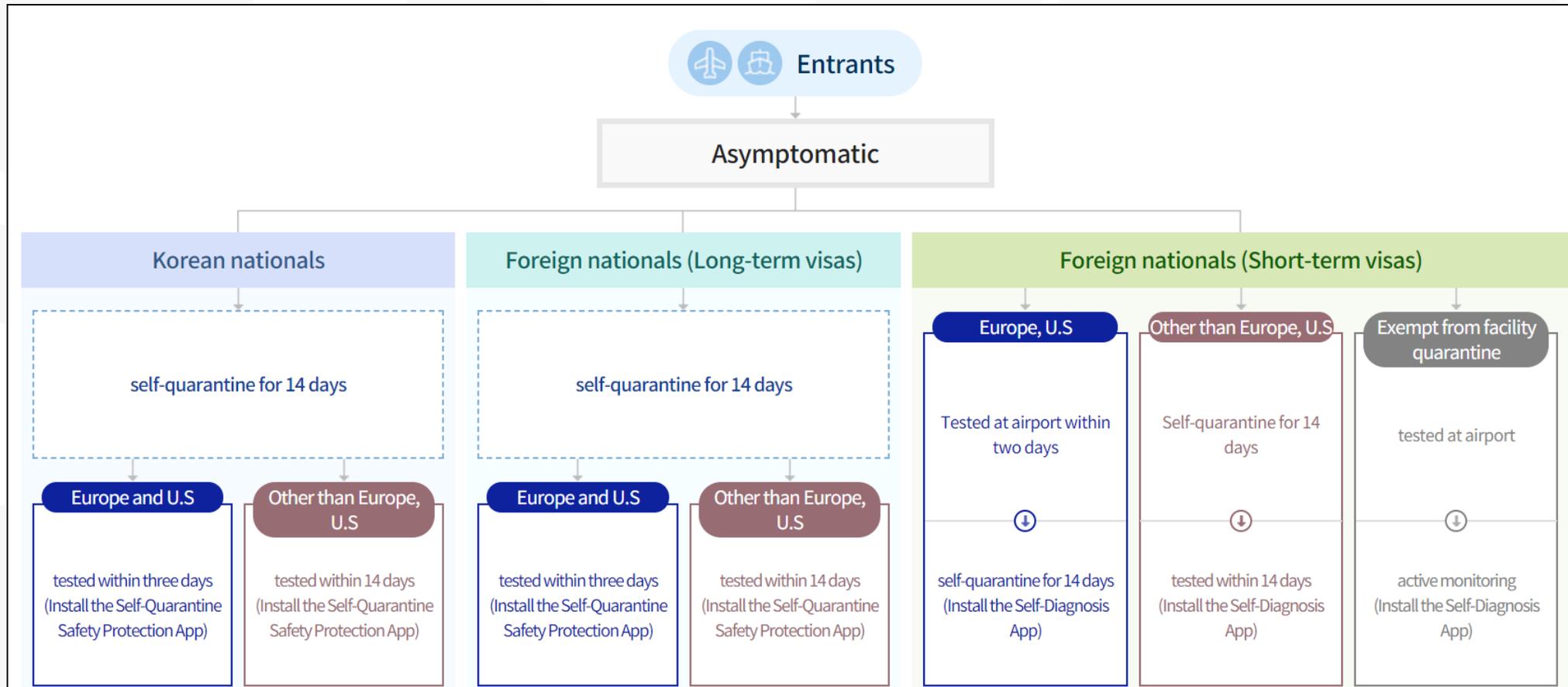
- Starting May 27
- Airline passengers on board all domestic and international flights will be instructed to wear masks
- Those without masks will be denied boarding



KOREA – TRAVEL INFORMATION

KOREA GOVERNMENT'S RESPONSE

Arrival Process: Inbound travelers



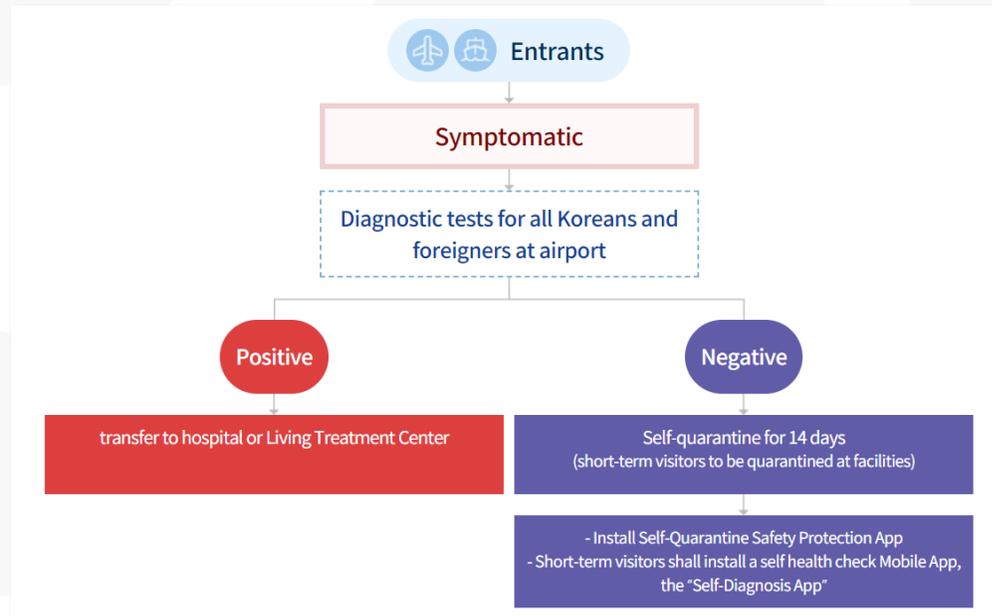
KOREA – TRAVEL INFORMATION

KOREA GOVERNMENT'S RESPONSE

Arrival Process: Inbound travelers

Special Entry Procedure

- Starting from March 19
- Korean government applying the Special Entry Procedure to all passengers entering Korea
 1. Temperature screening and fill out the Health Questionnaire and Special Quarantine Declaration
 2. Allowed to enter the nation after contact information and domestic address of residence are checked to be reached in Korea
 3. Install either the “Self-Quarantine Safety Protection App” or a self health check Mobile App, the “Self-Diagnosis App” on their phones to monitor if they have symptoms during their stay in Korea.



Departing Process: Outbound travelers

Three-stage temperature check

- Starting from March 9
- All departing Passengers must follow and pass through a 3-step body temperature checkpoint procedure:
 - (Stage 1) Entry to Terminal
 - (Stage 2) Departure Area
 - (Stage 3) Gate
- Passengers who show signs of fever (body temperature measuring above 37.5°C) can be denied boarding.

Passenger departing to US

- Starting from March 11
- Requiring passengers to visit the Exit screening station & verify health before they can begin the boarding process.



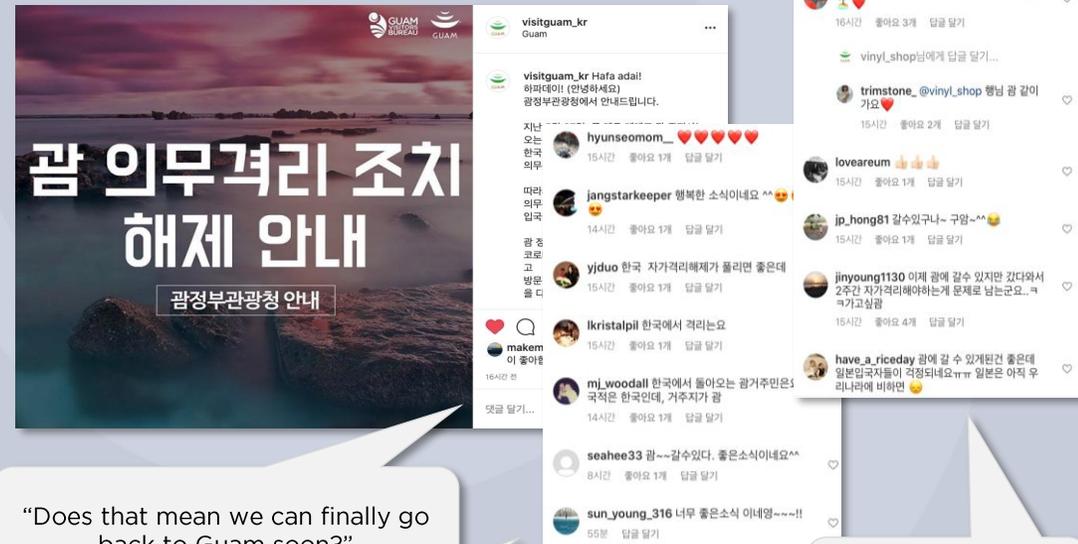
KOREA – SOCIAL MEDIA

GIVE US A MOMENT CAMPAIGN – JUNE Main Content

Period	<ul style="list-style-type: none"> June Week 1 (TBD)
Posting Channel	<ul style="list-style-type: none"> Instagram / Naver Blog / Facebook / Kakao Friends
Give Us a Moment Video Update	<ul style="list-style-type: none"> To indirectly promote Guam travel to potential travelers. Expose Guam as a 1st travel destination after COVID-19 pandemic eased.
COVID-19 Update / Re-open Guam Announcement	<ul style="list-style-type: none"> To promote Guam travel to potential travelers. Announce Guam's latest news about Re-opening Guam travel on July. Expose Guam as a 1st travel destination after COVID-19 pandemic eased.



We received many happy comments about Guam's reopening July 1. Some users tagged their friends and family to plan a trip to Guam.



“Does that mean we can finally go back to Guam soon?”

“But the problem is we will be quarantined in Korea after we come back (sad face)”

“I’m so happy to hear such news! Can’t wait to go to Guam!”

“Yes! This is the news I wanted to hear!!”

TAIWAN



TAIWAN COVID-19 SITUATION

- On May 19, the Central Epidemic Command Center (CECC) announced that the ban on all overseas tours will now be extended until end of June.
- As of June 1, Taiwan isn't included in one of the regions considered to lift travel restrictions by Japan.
 - May influence Taiwanese travelers' privilege to transfer from Japan to Guam.
- On May 26, the CECC said that if local cases and community infections can continue to be prevented until June 7, the equivalent to four incubation periods, many more epidemic prevention regulations can be loosened.
 - Crowd control on all domestic activities will be lifted – crisscross seating patterns at movie theater, baseball games, public transportation, and others will also be cancelled.
- There has been heavy focus on Taiwan media regarding Guam's removal of quarantine policy for Taiwanese travelers starting from July. However, CECC Taiwan would like to have further discussions since travelers will still have to go through 14-day-quarantine after returning.



Taiwan's Health Minister Chen Shih-chung (陳時中)

Confirmed
COVID-19

CASES:
443

DEATHS:
7



Starting from June 1, the ban on the commercial sale of masks will be lifted while rationing plan remain in effect, according to Ministry of Economic Affairs Deputy Minister Wang Mei-hua (王美花). Masks can be traded freely including exporting to other countries, and more.

AS OF JUNE 3, 2020

TAIWAN – SOCIAL MEDIA

#GiveUsAMoment Social Media Operation Strategy



GVB Taiwan continues to create interactive posts to keep our consumers interested in visiting Guam again.

Give Us A Moment June Content Calendar

	June 1, 2020	June 2, 2020	June 3, 2020	June 4, 2020	June 5, 2020	June 6, 2020
Week 5	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		UGC		UGC		"Remembering" Beautiful Sight
Week 6	June 7, 2020 SUNDAY	June 8, 2020 MONDAY	June 9, 2020 TUESDAY	June 10, 2020 WEDNESDAY	June 11, 2020 THURSDAY	June 12, 2020 FRIDAY
		"Remembering" Beautiful Sight		Second Give Us A Moment Video		GVB Member's Content
Week 7	June 14, 2020 SUNDAY	June 15, 2020 MONDAY	June 16, 2020 TUESDAY	June 17, 2020 WEDNESDAY	June 18, 2020 THURSDAY	June 19, 2020 FRIDAY
		UGC		UGC		E.g. UGC
Week 8	June 21, 2020 SUNDAY	June 22, 2020 MONDAY	June 23, 2020 TUESDAY	June 24, 2020 WEDNESDAY	June 25, 2020 THURSDAY	June 26, 2020 FRIDAY
		"Remembering" Beautiful Sight		E.g. Beautiful Sight		GVB Member's Content
Week 9	June 28, 2020 SUNDAY	June 29, 2020 MONDAY	June 30, 2020 TUESDAY			
		"Remembering" Beautiful Sight				

- Stockholder:
- "Remembering" Beautiful Sight
- UGC
- Second Give Us A Moment Video
- GVB Member's Content



These two recent posts of Tumon at night and Guam's sunset remind our visitors of what is waiting for them when Guam reopens July 1.



It is so beautiful.

I miss Guam so much.



So beautiful....

This is incredible.

RESOURCES & HELPFUL INFORMATION



PCOR 2 UPDATES

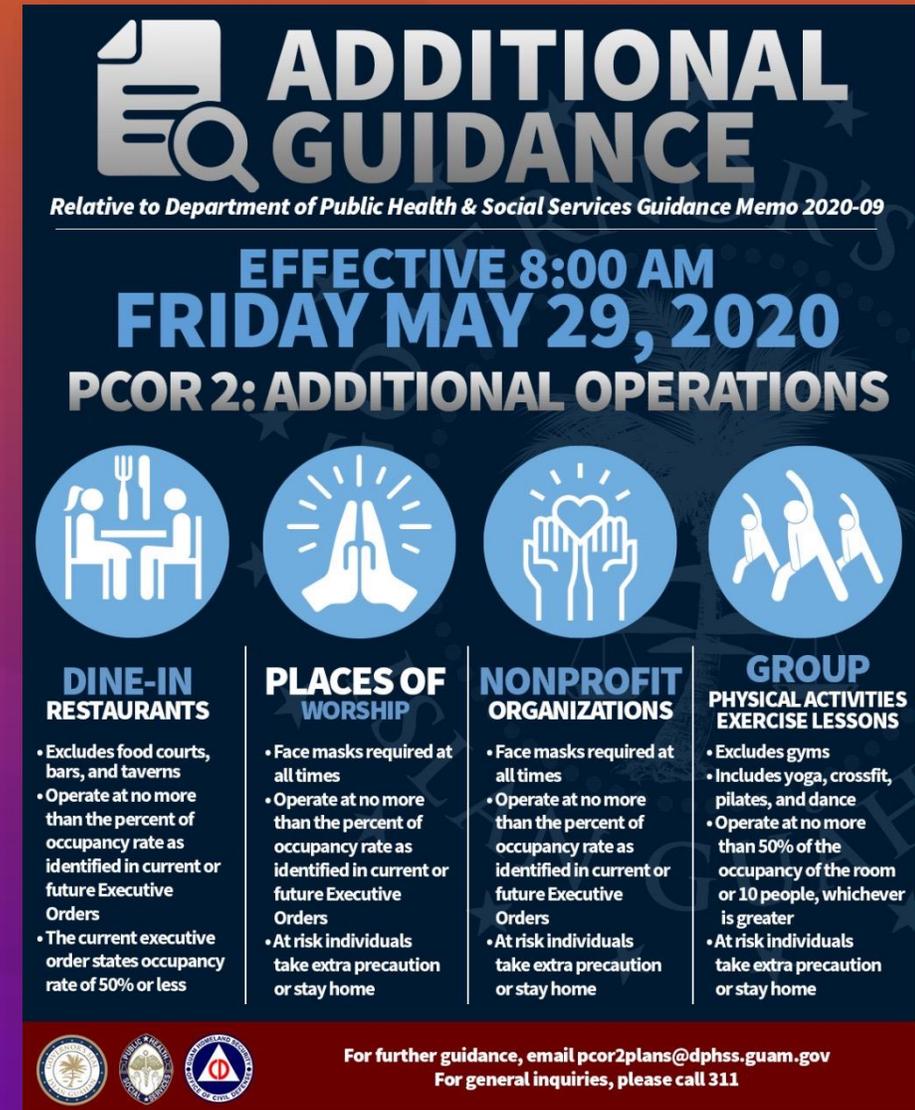
THE DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES RELEASES [GUIDANCE MEMO 2020-10](#)

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



PCOR 2 REOPENING RESOURCES



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

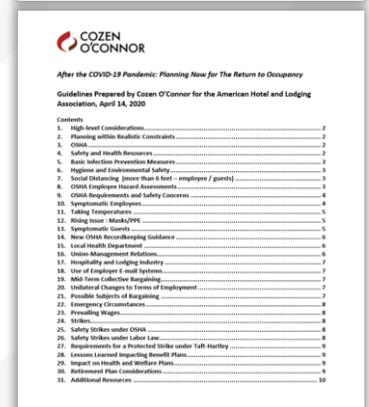
THEN GO HERE:

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](#)



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'

