



March 16, 2020

Håfa Adai GVB Members and Industry Stakeholders,

This past weekend, Governor Lou Leon Guerrero declared a state of emergency for Guam, and the Guam Department of Public Health officials confirmed the first three cases of COVID-19 (novel coronavirus) on our island.

Most of us have been planning and anticipating this moment for a while now. While we navigate through this challenging time in our island's history, please note that we are in this together. We can count on our island and our industry to pull together and emerge stronger and more unified.

First and foremost, GVB thanks Governor Lou Leon Guerrero, her team and the leaders in the private sector for working to prioritize the health and safety needs of our community. We are relying on all government and private sector entities to unite in this effort to slow the spread of the coronavirus and to keep our residents and more than 21,000 industry workers as safe as possible. This is our top priority.

This is a critical time to open our channels of communication as an industry. Looking ahead, your visitors bureau will be sharing news and information as it relates to our tourism and the changes we are experiencing in the industry. We welcome your feedback on what type of news and information you are interested in receiving from us. Please send your email to communityrelations@visitguam.com.

TOURISM UPDATES

We have temporarily closed our office in Tumon to be in line with Governor's 14-day suspension and to support Department of Public Health and Social Services (DPHSS) and the Centers for Disease Control and Prevention (CDC) direction to mitigate and investigate the spread of COVID-19.

Our island will be navigating through uncharted territory for an undetermined amount of time. We are actively handling the impacts of the coronavirus pandemic on all fronts and in every sector of business and throughout our community. What is typically a very strong tourism month for Guam has also been completely overshadowed by COVID-19.

In saying that, we continue to gather data and assess the long-term impact on our local economy. The GVB Board of Directors has developed a coronavirus task force to mitigate the effects and address the concerns of the tourism industry. The task force is comprised of members of the Board of Directors, the Guam Hotel and Restaurant Association, A.B. Won Pat International Airport Authority, as well as GVB management and staff. The task force continuously monitors source markets and communicates with overseas partners.

The bureau has also adjusted how it does business in this current climate. Travel shows, sales missions, and events have been postponed, as we've seen with other major events around the world. We've had to rely on virtual engagements with our stakeholders in the source markets and encourage you to consider ways to conduct business and reduce risks.

GVB has also established a COVID-19 Visitor Industry Impact Survey at guamvisitorsbureau.com. We'd like to ask our industry partners to participate so we can better understand and assess the impacts.



This information is crucial and may be used for potential assistance and mitigation efforts. We will respect the sensitivity of the information provided and only report results in totality.

You may scan the QR code below to go to the impact survey:



TRAVEL RESTRICTIONS

Governor Lou Leon Guerrero signed an executive order today imposing the following travel restrictions:

Effective immediately, non-resident travelers seeking entry into Guam who have spent a week or more in jurisdictions affected by COVID-19 will be subject to mandatory quarantine. The mandatory quarantine will be applied unless the traveler possesses a certified document recognized by the Department of Public Health and Social Services (DPHSS) that attests he or she is not infected with COVID-19. This document can be issued from their physician or lab.

We have attached a Voluntary Self-Quarantine Letter from DPHSS Director Linda Unpingco DeNorcey with further details.

We understand the inconvenience this may cause for future travel to Guam. This decision was not made lightly on the Governor's part, but was done to protect the health and safety of all visitors and island residents.

HELPFUL RESOURCES

Because this situation is dynamic and quickly changing, we are encouraging industry stakeholders to obtain updated and accurate information from the following sites:

- Guam Department of Public Health and Social Services
- Center for Disease Control and Prevention
- World Health Organization
- Guam Homeland Security / Office of Civil Defense

For industry-related resources and visitor arrival information:

- Current Arrivals Summary on GVB's Storyboards
- COVID-19 Visitor Industry Impact Survey

On behalf of our entire GVB team, thank you for the wonderful work that you do to support our island's number one industry. Let's continue to work together for a stronger and healthier Guam.

Senseramente,

PILAR LAGUAÑA
President and CEO