



April 1, 2020

Attn:  
Business Owner / Manager

## HAWAII NEIGHBOR ISLAND PRINT DISTRIBUTION PROGRAM BROCHURES — SERVICE SUSPENSION NOTICE

Aloha,

The Hawaii Neighbor Island Airport Print Distribution Program (PDP) has become significantly impacted by the COVID-19 pandemic, Hawaii Government proclamations and the Hawaii Tourism collapse. We understand how this crisis has also seriously affected nearly all of our customers, with many businesses being forced to implement massive layoffs and temporary shut downs. The crisis is deeply affecting us all, requiring immediate cost-saving actions as we ride this out together and focus on survival.

In the past couple of weeks, we have received massive cancellation requests from our PDP customers and we expect nearly all publishers and businesses participating in the program will end up needing to cancel or pause due to the crisis.

In response to these harsh realities, Hawaii Airport Advertising recently requested permission from the State of Hawaii Department of Transportation, Airports Division (DOTA) to immediately suspend the PDP program. Without this permission, we are required to follow the State contract and the previously approved Policies & Procedures for the Brochure services (which requires us to charge set fees to all clients, without exception or preference).

Today, April 1, 2020, we received written approval from State of Hawaii DOTA, granting us permission to immediately suspend the program until further notice.

Effective today, April 1, 2020, the Hawaii Airport Advertising Print Distribution Program is officially suspended, until further notice. We will be working closely with the State of Hawaii DOTA and HTA to monitor flight traffic and the return of Hawaii Tourism as the COVID-19 pandemic unfolds. Once any relevant updates regarding the PDP BROCHURE program become available, you will be notified.

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**IMPORTANT INFORMATION & NEXT STEPS**

- Because you have already pre-paid for 1 year service and this is a non-refundable payment, you will receive the exact amount of time this suspension lasts on the end of your contract. For example, if the brochure distribution program resumes on May 1st, 2020, you will receive 1 month credit of service and therefore will not pay for the month of April 2020.
- Because it is not possible for any of us to be certain the exact date Hawaii Tourism will resume, we cannot predict precisely when the brochure distribution program will reactivate.
- We will send you a notification once we are set to resume this brochure distribution program and inform you of the exact amount of days that will be credited on your account, at that time.
- If there are any billing questions please contact us at: [billing@hawaiiairportadvertising.com](mailto:billing@hawaiiairportadvertising.com)
- As it relates to brochure storage, or to organize return of your brochures, please contact Maui Circulation at: [ahren@mauicirculation.com](mailto:ahren@mauicirculation.com)

Wishing you safety and Aloha during this trying time for us all,

A handwritten signature in black ink, appearing to read "Jack Dugan".

Jack Dugan  
Director, Hawaii Airport Advertising