

From: Hamish Saxton <hamish@hawkesbaytourism.co.nz>
Sent: Tuesday, February 21, 2023 6:23 PM
To: Hamish Saxton <hamish@hawkesbaytourism.co.nz>
Subject: Hawke's Bay Tourism Update #3 - what you need to know today

Kia ora koutou,

It has now been more than a week since Cyclone Gabrielle arrived in our region and our thoughts are with all those who continue to battle the devastating impacts she wrought.

I acknowledge there will be some operators still without power and/or reliable connectivity and therefore unable to receive this communication, however, for those who can, here is what we'd like you to know, today.

INDUSTRY AUDIT

If you haven't already heard from one of our team directly, please expect to do so.

Hawke's Bay Tourism, along with iSITE teams, the Chamber of Commerce and Business Associations, has begun calling members, stakeholders and other key operators to discover current operating conditions, immediate needs and any specific challenges you may be facing.

If you would prefer to respond via email (or would just like to have a think in advance), we are hoping to discover:

- a) Are you taking bookings?
- b) Do you require immediate assistance of any kind?
- c) If applicable, how are you managing cancellations?
- d) What challenges/concerns are you facing?
- e) What specific business support are you looking for?

ASSISTANCE WITH MESSAGING

Attached to this email you will find some FAQs (frequently asked questions) that have been developed to support you with any queries you might receive from members of the public and/or trade.

Developed in the form of quick Q&As, this is a *living document* that will be consistently updated and reshared in order to adapt to the fast pace of change and the messaging needs from our five councils, Civil Defence, Waka Kotahi and, most importantly, you.

If you do not feel represented in these FAQs, please do reach out to one of the team to discuss. Additionally, if there are additional FAQs you would like to see developed, please do let us know.

OUR USAGE

As your Regional Tourism Organisation, we are consistently asked for comment and thoughts from media and travel agents. These FAQs will form the basis of our communication moving forward from tomorrow morning, until such time they are updated/amended.

isite update

- Napier to announce opening details in the next day/s

- Hastings isite open 10.00am to 2.00pm for the rest of this week. Havelock North will remain closed. Our team is currently fully engaged in supporting the community response. Also, Akina is running a community hub and the Tama Huata Room is open as a community workspace/charging location 10-2 this week also.
- Wairoa – to be advised

Finally, we are so heartened to hear the many, many stories of our industry peers pitching in to help one another in these challenging times. Thank you once more, for your kindness and generosity to date.

Ngā mihi,
Hamish