

From: Hamish Saxton

Sent: Friday, 24 February 2023 3:38 pm

To: Hamish Saxton <hamish@hawkesbaytourism.co.nz>

Subject: Hawke's Bay Tourism Update #4 - what we would like you to know today

Kia ora koutou,

As our region begins to move from response to recovery after the devastating impacts of Cyclone Gabrielle, our thoughts remain with those most affected.

As many of you now know, our team has been calling our members in recent days to check on your safety, welfare and how you might be placed in the coming days, weeks and months.

To our relief, we discovered that more than 80 percent of you are not only safe and well, but operational. However, we have also heard the requests for financial aid loud and clear from all.

The Hawke's Bay visitor economy is the third largest industry contributor to the region's GDP and accounts for 9-10 percent of Hawke's Bay's job market. Our industry will be critical in the economy's recovery from Cyclone Gabrielle.

This week, Hawke's Bay Tourism board chairman George Hickton travelled to the region. We met with regional leaders and also witnessed some of the devastation and incredible work being done by amazing people – many from our tourism sector. It was a jarring, humbling, and impressive experience all at same time.

I acknowledge there might 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.

CRUISE UPDATE

The cruise ship Noordam has officially cancelled its call to Napier for Monday, February 27th.

We are awaiting further updates regarding the remainder of the cruise schedule and will let you know more as soon as we do.

UPDATED Q&As

Given the ever-changing landscape, the best advice for potential visitors to our region is going to change regularly. As such, we have updated our Q&As (Frequently Asked Questions) for your usage and you can now find there here:

We have **attached** the updated Q&As to the email, but please do continue to check back online for the most up-to-date information.

UPDATE TO TRADE

Following our survey of members, travel-trade (wholesalers, inbound operators etc) have been updated about the situation in Hawke's Bay, including the fact that more than 80% of you are safe and operational.

This update ("Trade partners email") was based on our official Travel FAQs, and you can find it **attached**.

Hamish also submitted an opinion piece to Tourism Ticker to update the industry and [you can find this online here](#) or **please see attached** ("Tourism Ticker Op-Ed")

MESSAGING

Planning and checking is important for everyone. As we all take the first steps from response to recovery, you might be keen to send out communications or marketing on behalf of your businesses. You're most welcome to use the Q&As as a resource for this in the first place, and to call upon the Hawke's Bay Tourism team for support.

It is important to stick to what we know and information from official sources, so we have included a few handy links below.

[Waka Kotahi](#)

[Hawke's Bay Emergency Management](#)

INDUSTRY FACEBOOK PAGE

This is your space! Please use this for posts, call outs to discover anything you might need to know from your industry peers.

This is also a great place to share how you've fared throughout the last fortnight. Please make the most of it! You can find it here: <https://www.facebook.com/groups/587358464807097>

SPACE TO HOT SPOT

Hawke's Bay Tourism has spare desks available for our members to use as required (availability allowing).

If you are in town for work, or simply need to check in briefly, you're welcome to pull up a chair at 19 Waghorne St, Ahuriri.

WHO'S OPEN

There is now a list on www.hawesbaynz.com that shares what operators we know are safe and operating. If your business information is incorrect, please do let us know. We need your help to keep this up-to-date.

[You can find it here](#)

OPENING HOURS

The Art Deco Trust and Napier City Council visitor experiences wish to advise their new opening hours. Please see below:

- [The Art Deco Trust](#)

Now open from 9.30am – 4pm daily until further notice.

Art Deco Walking Tours will commence at 10am and 2pm. Vintage Car Tours have also resumed.

- [Napier iSITE Visitor Centre](#)

Now open from 9am to 5pm, 7 days

- [Par 2 Minigolf](#)

Open 9:30am to 4:00pm FREE ENTRY until Sunday 26th February

- [Bay Skate](#)

Open today. FREE ENTRY from today until this Sunday 26 Feb.

- [Napier Conferences & Events](#)

Reopens February 27 for local conferences and events only.

- [MTG Hawke's Bay](#)

Reopen 6 March.

- [National Aquarium of New Zealand](#)

Reopens March 6.

- [Kennedy Park Resort Napier](#)

Not currently taking bookings.

- [Faraday Museum of Technology](#)

Closed until further notice.

If you have amended opening hours you would like to be shared with the wider industry, please do reach out to the team at Hawke's Bay Tourism, or post on the [Industry Facebook Page](#)
As always, our team is here to support so please do reach out with queries,

Ngā mihi,
Hamish

Hamish Saxton
CEO | Hawke's Bay Tourism