



Japan Fact Sheet

Japan Overview

Japan is Hawai'i's largest international market and dynamic plans are being launched to grow interest in our islands. Hawai'i continues to thrive in an increasingly competitive travel environment. Instead of dropping prices and standards, HTJ is elevating its strategy. The organization is coming up with unique marketing campaigns to draw in new corporations to promote Hawai'i. They also nurture established travel partners in Hawai'i and Japan to ensure Hawai'i remains a preferred vacation destination for Japanese travelers.

2017 Quick Facts¹

Visitor Expenditures: \$2.22 billion
 Primary Purpose of Stay: Pleasure (1,298,083 vs. MCI (103,417)
 Average Length of Stay: 5.94 days
 First Time Visitors: 34.9%
 Repeat Visitors: 65.1%

	2015	2016	% Change 2016 vs 2015	2017 Forecast (Aug. 2017)	% Change 2016 vs 2017 Forecast	YTD Dec. 2017P	YTD Dec. 2016	% change YTD
JAPAN MMA (by Air)								
Visitor Expenditures* (\$ Millions)	2,052.7	2,095.9	2.1%	2,281.5	8.9%	2,218.3	2,095.9	5.8%
Visitor Days	8,685,616	8,722,235	0.4%	9,315,588	6.8%	9,322,747	8,722,235	6.9%
Arrivals	1,482,304	1,487,979	0.4%	1,568,750	5.4%	1,568,609	1,487,979	5.4%
Per Person Per Day Spending* (\$)	236.3	240.3	1.7%	244.9	1.9%	237.9	240.3	-1.0%
Per Person Per Trip Spending* (\$)	1,384.8	1,408.6	1.7%	1,454.3	3.2%	1,414.2	1,408.6	0.4%
Length of Stay (days)	5.86	5.86	0.0%	5.94	1.3%	5.94	5.86	1.4%

*Excludes supplemental business spending

Contact Information

Hawai'i Tourism Authority: Chika Miyauchi, Tourism Brand Manager
 Tel: (808) 973-2262
Chika@gohta.net

Hawai'i Tourism Japan: Eric Takahata, Managing Director
 Tel: (808) 942-4114
etakahata@htjapan.jp

¹ 2016 visitor data are the final numbers and reflect data from the National Travel and Tourism Office and updated reports from airlines. 2017 data are preliminary.

Market Summary

- In 2016, growth in arrivals from Japan was flat (+0.4%) at 1,487,979 visitors. Higher daily spending (+1.7% to \$240 per person) contributed to a 2.1 percent increase in visitor expenditures to \$2.05 billion.
- In 2017, arrivals rose (+5.4%) to 1,568,609 visitors, contributing to a 5.8 percent growth in visitor expenditures to \$2.22 billion. Daily spending was down slightly (-1% to \$238 per person) compared to 2016.
- For 2016, 97% of Japanese visitors went to O‘ahu, 10% visited the island of Hawai‘i, 4% visited Maui county and 2% visited Kaua‘i. In 2017, 95% of Japanese visitors went to O‘ahu, 12% visited the island of Hawai‘i, 4% visited Maui county and 2% visited Kaua‘i.
- In 2016, 30 percent Japanese visitors were FIT who made their own travel arrangements. This was up from 28 percent FIT visitors in 2015. In 2017, the percent of Japanese FIT visitors is at 35 percent.
- In 2016, 38.2% of Japanese visitors were first timers to Hawai‘i. In 2017, 34.9% of Japanese visitors were first timers to Hawai‘i.
- For 2016, air capacity from Japan dropped 5.8 percent from 2015 to 1,835,718 seats primarily due to the aircraft changes. In 2017, air seats from Japan rose 8.3 percent to 1,988,036 seats with new service to Kona from Haneda and Narita and increased service from Honolulu.

Market Conditions

- Japan is a mature market with avid travelers who value quality over quantity and continues to hold high demand for Hawai'i with approximately 9% of all outbound travel from Japan choosing Hawai'i. Sixty percent of the travelers are also repeat visitors to Hawai'i.
- Japan's economy remains on a moderate path to recovery with unemployment at 2.7% and the exchange rate stabilizing approximately 112 JPY to USD.
- While Japan continues its focus on increasing inbound travel, they have also observed an increase on the outbound travel at 1.54 million YTD November 2017, up 4.6%.
- JATA (Japan Association of Travel Agents) Outbound Promotion Committee has expanded its activities to promote outbound travel and is in discussion on JATA's goal of 20 million outbound visitors by 2020. JATA is also working towards sending 10% of total outbound business (2 million) to Hawai'i by 2020.
- Competitive destination efforts remain strong. Travel trade destination workshops by various countries and number of commemorative anniversaries are encouraging collaboration including governmental relations.
- Safety is top priority when traveling abroad for the Japanese market. Volatile global conditions, such as terrorist activities in Europe and North Korea's missile threat to Guam, have contributed in decline of the Japanese visitors to such regions.
- Hawai'i remains the number one outbound travel destination for Japanese weddings which has grown 20% over the last 5 years, and capture 67% market share (0.5% up from previous year) with average spending of under 2 million yen (\$20,000 USD.) This is due to many consumers' strong desire to hold their wedding ceremony aboard.
- The development and use of VR goggles and island VR videos have been implemented for the Japan market's Millennial initiative VEBOSS.
- AI (artificial intelligence) is an increasingly popular digital trend use for applications such as consumer electronics, travel booking and travel concierge robots.
- Consumer and media are shifting to mobile.
- More than half of seniors use smartphone with social media usage.
- The overall trend in airline seat category for the Japan market is shifting to higher-end economy which reduces the number of seats for each aircraft, however, allows higher yield to airlines.
- Airlift for Japan market is increasing with introduction of AirAsia X's and Scoot's four-times weekly service from Southeast Asia (Kuala Lumpur and Singapore respectively) to Honolulu via Osaka, as well as relaunch of Japan Airlines' daily direct flight between Kona and Narita.
- Active collaboration with industry partners and private sectors maintains high exposure of Hawai'i within the Japan market. Some leading examples include HTJ's campaign, Gohoubi (rewards) Hawai'i, Locomoco All-stars (collaboration with McDonald, Lawson and Gusto featuring locomoco menus), Hawaiian Springs Water and Yomiuri Giants working together for ticket giveaways and Konica Minolta Planetariums Theaters featuring new Hawai'i Island.
- Some travel agents are shifting its focus from other destinations to Hawai'i as they see YOY positive results for Hawaii.
- Launch of direct air service to Kona and increase in scheduled flights as well as the charters for the first six months of the year had contributed in growth in Japan market's spending and arrivals.
- Emphasis on Hawai'i Island and neighbor island promotions continues. Some examples include the development of Island of Hawaii promotional video footage, Hawai'i destination seminars, agent FAM tours as well as active discussion with local stakeholders for the improvements of infrastructure around Kona.

Visitor Statistics

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*Excludes supplemental business spending

Distribution by Island

JAPAN MMA (by Air)	2015	2016	% Change 2016 vs 2015	YTD Dec. 2017P	YTD Dec. 2016	% change YTD
O'ahu	1,436,749	1,442,192	0.4%	1,497,294	1,442,192	3.8%
Maui County	61,003	55,225	-9.5%	58,467	55,225	5.9%
...Maui	58,941	54,298	-7.9%	57,054	54,298	5.1%
...Moloka'i	1,967	1,410	-28.3%	2,488	1,410	76.5%
...Lāna'i	1,301	1,101	-15.4%	2,082	1,101	89.1%
Kaua'i	25,702	22,977	-10.6%	26,135	22,977	13.7%
Island of Hawai'i	140,634	143,002	1.7%	187,463	143,002	31.1%

Airlift

DepCityName	2017					2016					%CHANGE				
	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
JAPAN	485,482	486,363	534,600	481,591	1,988,036	449,735	452,661	470,817	462,505	1,835,718	7.9	7.4	13.5	4.1	8.3
Fukuoka	14,690	16,265	19,874	14,464	65,293	14,916	14,690	16,950	15,127	61,683	-1.5	10.7	17.3	-4.4	5.9
Nagoya	36,651	37,363	42,817	36,402	153,233	45,204	44,315	41,777	36,778	168,074	-18.9	-15.7	2.5	-1.0	-8.8
Osaka	77,395	74,277	101,268	94,050	346,990	77,822	79,873	74,860	73,442	305,997	-0.5	-7.0	35.3	28.1	13.4
Sapporo	10,101	10,101	10,101	10,360	40,663	10,101	10,101	10,360	10,101	40,663	0.0	0.0	-2.5	2.6	0.0
Tokyo HND	96,332	73,606	71,645	70,932	312,515	76,531	78,195	72,548	75,159	302,433	25.9	-5.9	-1.2	-5.6	3.3
Tokyo NRT	250,313	274,751	288,895	255,383	1,069,342	225,161	225,487	254,322	251,898	956,868	11.2	21.8	13.6	1.4	11.8

Source: Diio Mii airline schedules, updated December 2017.

Group vs. FIT; Leisure vs. Business

JAPAN MMA (by Air)	2015	2016	% Change 2016 vs 2015	YTD Dec. 2017P	YTD Dec. 2016	% change YTD
Group vs FIT						
Group tour	349,244	315,543	-9.6%	284,484	315,543	-9.8%
True Independent	410,272	443,843	8.2%	550,603	443,843	24.1%
Leisure vs business						
Pleasure (Net)	1,196,852	1,209,988	1.1%	1,298,083	1,209,988	7.3%
MCI (Net)	111,568	126,145	13.1%	103,417	126,145	-18.0%
Convention/Conf.	23,741	18,706	-21.2%	16,399	18,706	-12.3%
Corp. Meetings	3,098	2,968	-4.2%	5,112	2,968	72.2%
Incentive	86,469	105,831	22.4%	83,752	105,831	-20.9%

First Timers vs. Repeat Visitors

JAPAN MMA (by Air)	2015	2016	% Change 2016 vs 2015	YTD Dec. 2017P	YTD Dec. 2016	% change YTD
1st timers (%)	39.3	38.2	1.1	34.9	38.2	-3.3
Repeaters (%)	60.7	61.8	-1.1	65.1	61.8	3.3

Tax Revenue

JAPAN MMA (by Air)	2015	2016	% Change 2016 vs 2015	YTD Dec. 2017P	YTD Dec. 2016	% change YTD
State tax revenue generated* (\$ Millions)	231.95	244.65	5.5%	258.94	244.65	5.8%

*State government tax revenue generated (direct, indirect, and induced)

Industry

Major Tour Operators

The table below shows the current top tour operators in Japan in relation to market share. This is based on total numbers of arrivals to Hawai'i.

- JTB
- JALPAK
- H.I.S.
- Kintetsu
- Nippon Travel Agency
- Hankyu Travel International Co., Ltd.
- Toptour Corporation
- ANA Sales Co., Ltd.
- R&C Tours