



Aloha Valued Customer

Effective November 1, we will temporarily be suspending our 'Ohana by Hawaiian passenger and turboprop cargo services within the Hawaiian Islands as we continue to confront economic challenges of low travel demand caused by the COVID-19 pandemic and quarantine restrictions.

Low travel demand caused by the pandemic and the state of Hawai'i's quarantine restrictions triggered a labor provision in Hawaiian's pilot and flight attendant contracts affecting the carrier's ability to provide 'Ohana by Hawaiian service. The provision, which is common in the U.S. airline industry, prevents Hawaiian from offering 'Ohana by Hawaiian flights – which are operated with turboprop aircraft by Empire Airlines as a third-party feeder carrier – when interisland Boeing 717 and Airbus A321neo jet flights operated by Hawaiian crewmembers are severely reduced.

President and CEO at Hawaiian Airlines stated, “While we are disappointed at being unable to avoid the service suspension, this is a difficult situation for both Hawaiian and Empire Airlines as we navigate an incredibly challenging period, and we all remain committed to returning flights to communities that rely on 'Ohana by Hawaiian”

We launched 'Ohana by Hawaiian flights with ATR-42 turboprop aircraft in the spring of 2014, followed by all-cargo service with ATR-72 aircraft in the summer of 2018.

While Hawaiian would be able to resume 'Ohana by Hawaiian service with a significant recovery in interisland travel, that is unlikely to occur anytime soon. Separately, the Air Line Pilots Association has agreed to provide relief from the contractual provision if additional PSP funding is approved by the federal government and allows Hawaiian to bring furloughed employees back to its payroll.

Mahalo for your continued support as we navigate through the Covid-19 pandemic, Hawaiian Airlines Cargo is committed to managing each situation with mālama (care) for the well-being of our partners, our employees and our community.

For more information or question, please call our Hawaiian Air Cargo Sales & Reservations Desk

Hawaiian Air Cargo Sales & Reservations
Hawaii team – 1-877-HA-Cargo (422-2746)

