



The mission of the Visitor Aloha Society of Hawai'i is to share

Aloha with visitors who are victims of crime or other adversities, and to provide follow-up assistance and support in an effort to create a positive memory of their stay in our islands.



We are funded by the Hawai'i Tourism Authority, the Aloha United Way, and the generous donations of local businesses. The Visitor Aloha

Society of Hawai'i is a 501(c)(3) nonprofit organization.

Our goal is to let visitors know that we care about them and are here to help when there is a need. By showing our Aloha, we help visitors leave Hawaii with a good feeling. The stories our visitors tell when they return home just may make the difference in whether they, or those they talk to, choose to return to Hawai'i. Please join us to help ensure that all visitors to our beautiful island home experience Hawai'i's most unique and precious gift of all - the true spirit of Aloha.

Jessica Lani Rich
President and CEO

***Testimonial**
"... Words cannot express our gratitude. During our darkest times, you were there providing assistance with everyday needs, but, most importantly, friendship. With much excitement and enthusiasm we look forward to our next visit to Hawaii."

- Mindy and Dave, North Bethesda, MD

Visitor Aloha Society of Hawai'i

Frequently Asked Questions...

Q. How does a visitor qualify for your services?

A. They must be a mainland or international visitor with a round-trip ticket who is staying here less than 60 days.

Q. How are you made aware of a visitor's need?

A. We work closely with local law enforcement, health care officials, and members of the tourism industry.

Q. What services do you offer?

A. We are a temporary lifeline to provide initial assistance with complimentary services that may include:

- Moral support
- Translation assistance
- Assistance with funeral arrangements
- Assistance with hotel accommodations.

While we do the best we can to assist visitors, we cannot guarantee that all services will be available at all times. All of our services are complimentary.

Q. What items do you offer?

A. We are a temporary lifeline to provide initial assistance with complimentary items that may include:

- Pre-paid calling cards
- Meal vouchers
- Certain gift certificates
- Ground transportation
- Gifts of Aloha such as candy, cookies, and personal items.

While we do the best we can to assist visitors, we cannot guarantee that all items will be available at all times. All of our items are complimentary.

*Our office receives hundreds of testimonials from visitors around the world.

(Questions, continued.)

Q. What services are not offered?

A. We are unable to provide the following services and items:

- Cash
- Airfare
- Reimbursement for lost or stolen jewelry, electronic equipment, or damage to cars
- Medical expenses (these are the responsibility of the visitors or their family)
- Funeral expenses
- The cost for caregivers or babysitters
- We do not offer legal, consumer, or financial advice.

Q. How long will you provide services for the visitor?



A. We provide short-term emergency assistance that is available until visitors can contact family or friends. We are not a long-term provider or insurance agency.

***Testimonial**
"...I went from feeling totally lost to feeling totally looked after. My husband was in critical condition and I didn't know what to do since we were thousands of miles away from home. Thank you so much for your support. We are now back home and doing well. We could not have gotten through this without your help."

- Margaret and Cyril, Perth, Australia

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