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Victor Lim, Government Relations Lead – McDonald's | Mail: 2909 Wai'ala'e Avenue #22, Honolulu, HI 96826

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Date: March 10, 2025

To: Rep. Scot Z, Matayoshi. Chair
Rep. Cory M. Chun, Vice Chair
Members of Committee on Consumer Protection & Commerce

From: Victor Lim, Legislative Lead

Subj: SB 102, SD2, Relating to Restaurants

The Hawaii Restaurant Association representing 4,000 Eating and Drinking Place locations in Hawaii strongly supports SB102 SD2 that prohibits third-party restaurant reservation services from listing, advertising, promoting, or selling restaurant reservations without first obtaining a written agreement from the applicable restaurant authorizing the action and establishing civil penalties.

It is only right that when a reservation service business list restaurant on their apps and websites, they are in a sense working as an agent of that established restaurant. This required authorization ensures that the restaurant description, service, and offers are accurate, and the restaurant knows and approve what this listing service provides. This helps prevent reservation piracy.

Similar legislation has also passed in many places across the United States.

Thank you for allowing us to lend our support with this Bill 102.



March 12, 2025

The Honorable Representative Scot Z. Matayoshi
Chair, House Committee on Consumer Protection & Commerce
The Thirty-Third Legislature
State Capitol State of Hawaii Honolulu,
Hawaii 96813

The Honorable Representative Cory M. Chun
Vice Chair, House Committee on Consumer Protection & Commerce
The Thirty-Third Legislature
State Capitol State of Hawaii Honolulu,
Hawaii 96813

Re: Comments in Support of SB102 S.D. 2

Dear Chair Matayoshi, Vice Chair Chun and House CPC members:

I write on behalf of Booking Holdings, Inc., and its subsidiary operating brand, OpenTable. OpenTable is a leader in restaurant technology with 55,000 restaurants and millions of diners worldwide. OpenTable is part of [Booking Holdings](#), the world's leading provider of online travel and related services, serving consumers and local partners in more than 220 countries and also includes [Booking.com](#), [Priceline](#), [KAYAK](#). We are proud to support our thousands of accommodations and restaurant partners across Hawaii—the vast majority of which are small businesses—empowering them to reach a global customer base.

OpenTable's mission is to help restaurants thrive—our goal is to help restaurants take care of their guests, their teams and their bottom line. The recent proliferation of restaurant reservation piracy negatively impacts restaurants, their employees, and diners. Restaurants run on razor-thin profit margins, and a few no-shows on any given day (often the byproduct of reservation piracy) can mean an independent restaurant is unprofitable or employees are unable to earn the income they rely on.

That's why Booking Holdings and OpenTable write to express our support for SB 102 combating restaurant reservation piracy. We thank the bill sponsors and the committee for their leadership and attention to this issue. Hawaii is part of the growing list of states working to address this issue with similar legislation, including New York, California, Nevada, Louisiana, Illinois and Florida.

We would also like to take this opportunity to suggest one change to the bill. The clause related to indemnity (Section 2. (b)) is unrelated to the matter at hand and should be omitted from the bill. It has not been included in any other state law or bill on this matter and seems a vestige of legislation in New York, the first state to address restaurant reservation piracy, related to restaurant delivery services which involve third-party independent contractor delivery workers which is not germane to this matter.

Thank you for the opportunity to share our support for legislation addressing this important issue.

Sincerely,

Zachary Russem
Head of U.S. State and Local Policy
Booking Holdings