

Frequently Asked Questions: Hilton and American Express Rooms Donation

In response to the COVID-19 pandemic, Hilton, in partnership with its owners and American Express, will donate one million room nights for frontline medical professionals in the United States. We provide the following Frequently Asked Questions (FAQs) as general guidance as the initiative is launched. These FAQs will be updated regularly.

What is Hilton offering?

Hilton, in partnership with its owners and American Express, are donating one million hotel room nights across the United States for frontline medical professionals leading the fight against COVID-19, including members of the Society of Hospital Medicine.

Which hotels are participating?

Hundreds of hotels are participating nationwide from across a variety of Hilton brands, including Hampton by Hilton, Hilton Garden Inn, DoubleTree by Hilton and others.

How do I book a room?

Rooms can be booked by our members through a link available on SHM's website, <https://hospitalmedicine.org>. The link will take you to a Hilton.com portal where you can manage your own reservation for rooms up to four weeks in advance from the time of booking. For hotels in states that have recently required bookings via phone only (e.g., New Hampshire, Vermont, Massachusetts and Maine), guests will need to call Hilton Reservation and Customer Care to make the reservations at 1-800-HILTONS.

How long can I stay in the room?

The maximum length of stay for a reservation is seven consecutive nights.

What if I want to stay for more than a week?

You can book up to seven consecutive nights per reservation at no charge, apart from incidentals. Additional reservations may be made for subsequent stays of up to seven nights (subject to availability).

How long will this program run?

The program is currently set to run through May 2020. To ensure availability, individual reservations can be made up four weeks in advance from the time of booking.

Why can't I book further out?

To best ensure availability of rooms across the United States, especially in places where they are needed most, Hilton is making it possible for guests to reserve rooms up to four weeks in advance from the time of booking. These booking windows will be updated on a rolling basis.

I can see the hotel I want has a rate available on the Hilton.com site, but not through the program booking site. Can I still get the room for free if I show up at the hotel with a valid ID?

No, the only way to take advantage of this offer is to book through the official program link, which is available on SHM's website, <https://hospitalmedicine.org>. If you book a room through the standard Hilton.com site, you will be asked to pay the rate posted.

What is Hilton doing to keep me and other guests who may be dealing with COVID-19 safe while we're at the hotel?

To ensure your safety, Hilton's already high cleaning and hygiene protocol standards have been enhanced and are now even more rigorous. In some instances, additional steps may be taken, including refraining from performing daily housekeeping during your stay, in order to protect you, other guests and Hilton's Team Members. Additionally, you will find that many hotels have had to change their policies for public spaces, including temporarily suspending restaurant services, on-property gyms and other similar amenities. While there may be alternative options in some locations, including grab-and-go food services, please be sure to confirm directly with your selected property.

Will hotels have food available?

As a result of the pandemic, Hilton has had to change many of the ways hotels offer food and beverages, including having to close a number of restaurants. Even with these changes, there may still be some grab-and-go options available to guests. Please be sure to confirm directly with your selected property.

It doesn't look like all of Hilton's hotels are available for this booking. Why is that?

Hotels that are not included may have either temporarily suspended operations or are already fully committed by the government and/or other medical teams.

Is a credit card required?

A credit card will be required for any incidental charges. A credit card guarantee will only be needed if you plan to arrive later than 6pm local hotel time. If you are arriving prior to 6pm, no credit card will be necessary to confirm the reservation.

Will parking be included?

In many instances, while parking lots are connected to our hotels, they are operated by a different company. As a result of this and other factors, parking may not always be complimentary. Please check with your selected hotel in advance.

I'm a Hilton Honors member. Am I eligible for Hilton Honors Points and Stay Credits?

Hilton Honors members will not be eligible to earn Points on room nights booked through the program, and Hilton Honors member benefits may not be available on property at this time. Hilton Honors members will earn Points on eligible incidental charges, and room nights booked through the program will count towards earning elite status.

Can I use Digital Check In and Digital Key?

Yes, and we encourage you to use Digital Check In and Digital Key for a contactless check-in.

Can I book for someone else?

Please only book your own reservation. As with any other hotel reservation, the local hotel team will be checking ID to ensure the person staying in the room matches the name on the reservation.

Can I share the Hilton.com link with other colleagues I work with?

The goal of this program is to assist members of the Society of Hospital Medicine and the others listed below. To ensure we can do that, we ask that you not share this link and instead direct others to our website (if they're members) or their association.

What Associations are eligible for this rate?

Hilton is working with relevant professional associations to offer rooms for frontline medical staff. The current list of associations includes:

- American Association of Critical Care Nurses
- American Association of Respiratory Care
- American College of Emergency Physicians
- American College of Surgeons
- American Hospital Association
- American Nurses Association
- American Society of Anesthesiologists
- American Thoracic Society
- Emergency Medicine Residents' Association
- Emergency Nurses Association
- National Association of Emergency Medical Technicians
- Society of Critical Care Medicine
- Society of Emergency Medicine Physician Assistants
- Society of Hospital Medicine

Why is this only a U.S. program?

Because of differing regulations, healthcare systems and Hilton's own supply of rooms, the company is currently focusing its efforts in the U.S. We will continue to evaluate whether we can offer similar support in other parts of the world. In the meantime, Hilton is continuing to support all communities by investing in organizations that are addressing this crisis through the Hilton Effect Foundation.