

[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 and eligible associates of NAEMT. (Eligible associates are individuals with a unique NAEMT ID number. If you do not have an NAEMT ID number, you can obtain a number by joining NAEMT [here](#).)

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 NAEMT members and eligible associates by using this [special link](#) and logging in through the Member Portal of the [NAEMT](#) website. The link will take you to a Hilton.com portal where you can manage your own reservation. For hotels in states that have recently required bookings via phone only (e.g., New Hampshire, Vermont, 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.

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](#) and logging in through the Member Portal of the [NAEMT](#) website. If you book a room through the standard Hilton.com site, you will be asked to pay the rate posted.

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

While many Hilton hotels are participating in the room donation program, some Hotels may not be participating for various reasons, such as they may have temporarily suspended operations or they are already fully committed by the government and/or other medical teams.

Why is Hilton now showing both free and discounted rooms?

Every night, thousands of frontline medical professionals are staying for free at hotels across the country thanks to the Hilton and American Express donated rooms program. Participating hotels have set aside a portion of their rooms for these healthcare workers at no charge. When those rooms are sold out, hotels are now providing a special discounted rate on additional rooms.

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.

How do I find out if the hotel I'm staying at is part of the World Central Kitchen program?

Thanks to a generous donation from American Express, José Andrés' World Central Kitchen (WCK) is providing freshly prepared meals to the frontline healthcare professionals who are staying at certain Hilton properties in cities across the United States. These hotels are currently located in Los Angeles, New York City and Washington D.C., with additional cities under consideration. Specific hotels in these markets were selected for participation based on a number of factors, including having a high number of bookings made by medical professionals through this program. Please be sure to confirm directly with your selected property if they are part of this initiative.

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.

Will ID be required?

Yes. 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. In some locations, you may also be asked to present some form of medical ID.

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

The goal of this program is to assist members and eligible associates of NAEMT and the others listed below. To ensure we can do that, we ask that you not share this link and instead direct others to the NAEMT 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 Academy of Physician Assistants
- American Association of Nurse Practitioners
- American Association of Critical-Care Nurses
- American Association of Nurse Anesthetists
- American Association of Respiratory Care
- American College of Chest Physicians
- American College of Emergency Physicians
- American College of Surgeons
- American Healthcare Association
- American Hospital Association
- American Nurses Association
- American Osteopathic Association
- American Society of Anesthesiologists
- American Thoracic Society
- Emergency Medicine Residents' Association
- Emergency Nurses Association
- National Association of Emergency Medical Technicians
- National Center for Assisted Living
- 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.