

Frequently Asked Questions: Hilton's Discounted Rooms for Frontline Medical Professionals

To continue to support frontline medical professionals who are assisting in the response to the COVID-19 pandemic, Hilton and its hotel owners will provide rooms at a significant discount through June 30. These rooms are already available for members of partner associations and can be booked via the same dedicated platform used for the room donation program.

The following Frequently Asked Questions (FAQs) provide general guidance on booking with the discount. These FAQs may be updated.

What is Hilton offering?

Following its effort with American Express to donate up to a million rooms to frontline medical professionals supporting the COVID-19 response, Hilton and its owners would like to further show their support to these healthcare heroes by continuing to offer rooms at a significant discount through June 30. This offer is available to 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?

Thousands of hotels are participating in the United States and Puerto Rico 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 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 required bookings via phone only, guests will need to call Hilton Reservation and Customer Care to make the reservations at 1-800-HILTONS. An alert will be displayed on Hilton.com for hotels where phone reservations are required.

How long can I stay in the room?

There is no maximum length of stay for reservations booked through this program, although hotel availability may vary. This discounted rate is only available for stays through June 30.

How long will this program run?

The program is currently set to run through June 30, 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 at the discount 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 the NAEMT website. 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. Additionally, to better comply with local guidance and rules regarding COVID-19, you may find that hotels have had to change their policies for public spaces, such as 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.

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

Yes, Hilton Honors members will be eligible to earn Points on room nights booked through the discount program.

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.

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. As you are receiving a rate intended only for medical professionals, 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 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 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 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.