

FAQs

OVERVIEW

In response to the COVID-19 pandemic, Hilton and American Express, in partnership with Hilton's ownership community, will donate one million rooms 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 as applicable.

GENERAL QUESTIONS

What is Hilton launching?

Hilton and American Express, in partnership with our ownership community, are donating one million hotel room nights across the United States for frontline medical professionals leading the fight against COVID-19.

Which hotels will participate?

Hotels across the country are joining this effort, including many in the most impacted cities such as New York, Chicago, Los Angeles, and more.

What groups are eligible to stay in our hotels?

We are working with relevant professional associations to offer rooms for frontline medical staff. The initial list of associations includes:

- NAEMT – National Association of Emergency Medical Technicians (EMT, Paramedics, etc.)
- ACEP – American College of Emergency Physicians
- ENA – Emergency Nurses Association
- SEMPA – Society of Emergency Medicine Physician Assistants
- EMRA – Emergency Medical Residents Assn.
- SHM – Society of Hospital Medicine
- SCCM- Society of Critical Care Medicine
- AACN – American Assn. of Critical Care Nurses
- SHM – Society of Hospital Medicine
- AHA – American Hospital Association
- ANA – American Nurses Association

How did you select these associations?

These are groups that we have existing relationships with, who represent more than 1 million of the medical workers at the front line of this crisis. We are open to other associations joining this program.

GUESTS

When and how can the rooms be booked?

The following medical associations will share information through their networks to be able to book rooms for stays beginning on April 13 and currently through May 31. Details on how to book will be provided on the following Association websites on April 13:

- NAEMT – National Association of Emergency Medical Technicians (EMT, Paramedics, etc)
- ACEP – American College of Emergency Physicians
- ENA – Emergency Nurses Association
- SEMPA – Society of Emergency Medicine Physician Assistants
- EMRA – Emergency Medical Residents Assn.
- SHM – Society of Hospital Medicine
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- AACN – American Assn. of Critical Care Nurses
- SHM – Society of Hospital Medicine
- AHA – American Hospital Association
- ANA – American Nurses Association

How long will these medical professionals be allowed to stay in the hotel for free?

Individual medical professionals will be able to book in up to seven-night increments at no charge.

What about cafeteria workers, custodians and other non-professional hospital workers who may need similar assistance?

We initially worked with medical associations we had existing relationships with. We are certainly open to working with organizations that represent other hospital workers to include them in this opportunity.

Will hotels have food available?

As a result of the pandemic we have had to change many of the ways we offer food and beverages. For example, we will no longer have buffet services at any of our hotels. We have also had to close a number of restaurants in our hotels. Even with these changes, there will still be some grab-and-go options available to guests at most locations.

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

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