



## **Hilton “Discounted Rooms for Nurses” Offer**

### **Frequently Asked Questions**

#### **Hilton “Discounted Rooms for Nurses” Offer Specifics:**

##### **What is the offer from Hilton?**

*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.*

##### **Where are hotel rooms available?**

*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.*

##### **When does the Hilton “Discounted Rooms for Nurses” offer start?**

*June 1, 2020*

##### **When does the Hilton offer end?**

*The program is currently set to run through June 30, 2020.*

##### **Do I have to be an ANA Member to take advantage of the Hilton “Discounted Rooms for Nurses” Offer?**

*No, the Hilton Room Discount Offer is available to all nurses through the reservation portal on the ANA and RN Perks website.*

##### **Do I have to be frontline nurse taking care of COVID-19 patients to take advantage of the Hilton “Discounted Rooms for Nurses” Offer?**

*No, the Hilton Room Discount Offer is available to all nurses as a thank you from Hilton. You do need to be a nurse and should expect to show a work badge to prove so, but you do not have to show you care for COVID-19 patients to be part of this promotion.*

## **What other associations is Hilton working with?**

*Hilton has partnered with 20 other associations in addition to ANA. That list 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 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*

## **Will an 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.*

## **Who can I contact at Hilton if I am having trouble with my booking?**

*Hilton's Hilton Reservation and Customer Care center will be ready to help answer any of your questions. For assistance, please contact the team at 1-800-HILTONS.*

## **What happens after the reservation is completed?**

*You will receive a confirmation email with all your details. This will include a link to download the Hilton Honors app, so you can skip the front desk and use your phone to check-in, pick your room and open your hotel room door*

**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 through the ANA and RN Perks website. If you book a room through the standard Hilton.com site, you will be asked to pay the rate posted.*

**I am 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 contact-less check-in.*

**Can I book for someone else?**

*You can only book your own reservation. At check in the hotel may ask for ID to confirm the person making the reservations is the person staying in the room.*

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

*The goal of this program is to ensure room discounts remain available to qualified medical professionals. To ensure we can do that, we ask that you not share this link and instead direct others to the ANA or RN Perks website.*

**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.*

**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.*