

Committed to You

Our commitment starts with updating our policies, services, and processes to ensure the safest and most enjoyable experience possible.

Our Initiatives

Travel looks a little different right now, but our priorities remain the same. We are still committed to providing you a safe and relaxing hotel stay at all our hotels around the world. That commitment starts with looking at our services and processes to take steps to deliver the safest and most enjoyable experience possible.

Hilton CleanStay

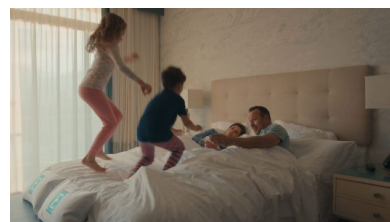
Hilton CleanStay

We're pioneering a new standard of hotel clean. We've partnered with RB, maker of Lysol & Dettol, to develop the new Hilton CleanStay program as part of our commitment to providing our guests complete peace of mind during their stay at any of Hilton's 18 brands.

[LEARN MORE](#)

Supporting All Our Guests

As many destinations begin to re-open, we are supporting your current and future travels with updated policies, new procedures and many of the same great benefits you've come to enjoy.

[LEARN MORE](#)

2021 Hilton Honors Benefits Extensions

To help you get back to making new memories – whenever you're ready to travel again – we've added even more flexibility for Hilton Honors members to enjoy their Points and Status for longer, as well as earn Elite Status and Milestone Bonuses faster.

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Hilton CleanStay

We understand that our guests' expectations for hotel cleaning and disinfecting have changed. That's why we've taken additional measures beyond our industry-leading cleaning standards by partnering with RB, maker of Lysol & Dettol, to develop our Hilton CleanStay program. This innovative program builds upon our already rigorous cleaning standards by providing enhanced training for Team Members, increased cleaning of public areas and adjusted food & beverage service, to ensure our guests enjoy a worry-free stay.

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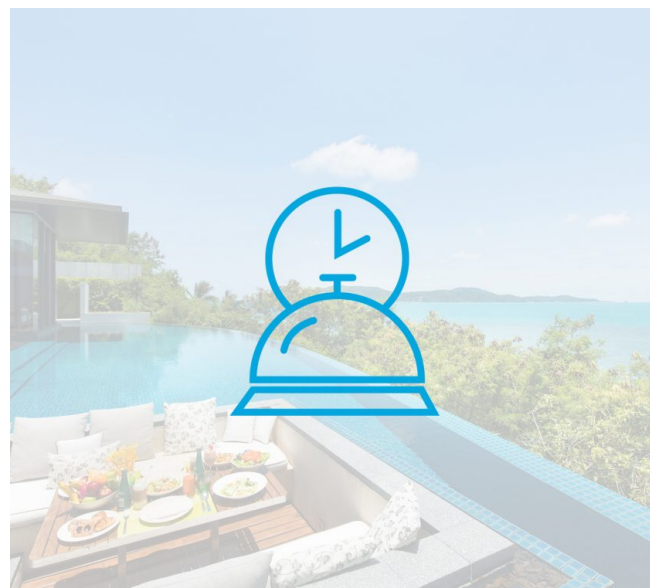


Supporting All Our Guests

Travel Plan Flexibility

All our hotels offer fully flexible booking options with free changes and cancellations. Most hotels even give you flexibility to change or cancel up to 24 hours before your arrival day*. For help, please contact the [Hilton Guest Assistance team](#).

*Some exclusions to the 24-hour window may apply. Please refer to the property's Rate Details for applicable terms or exceptions, if any, when booking or changing reservations.



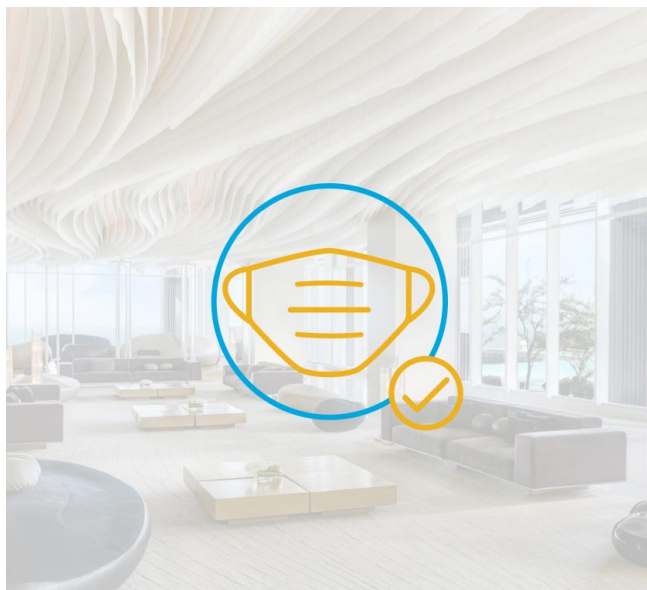
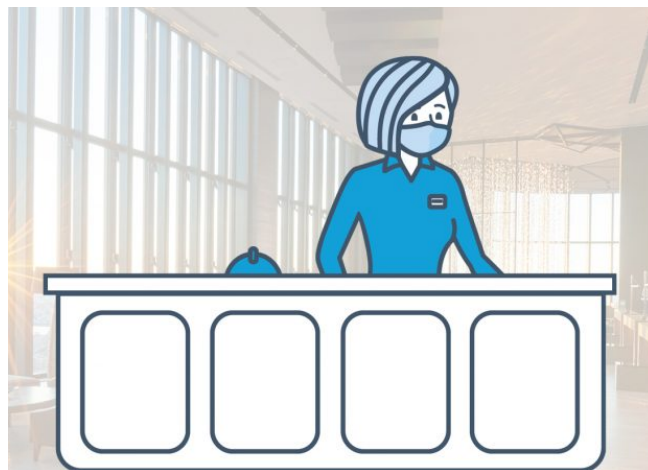
Price Match Guarantee

We know now more than ever you want to know someone has your back. That's why we continue to offer our Price Match Guarantee. If you find a lower qualified price* on another site, we will be happy to match it and give you 25% off that stay.

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Current Services & Amenities

Social distancing continues to be a recommended or required practice in public settings. For your safety, some services or amenities may be modified during your stay, including temporarily simplified breakfast



Face Coverings Are Now Required

In accordance with CDC and WHO guidelines, we are requiring face coverings in all indoor public areas of all our hotels throughout the U.S., the Caribbean and Latin America, for guests and Team Members. Additionally, we continue to encourage the use of face coverings at our hotels throughout the rest of the world. We appreciate your understanding and look forward to serving you.

[VIEW HEALTH & HYGIENE POLICIES](#)

Ready to travel? Plan your next getaway.

[BOOK YOUR STAY](#)

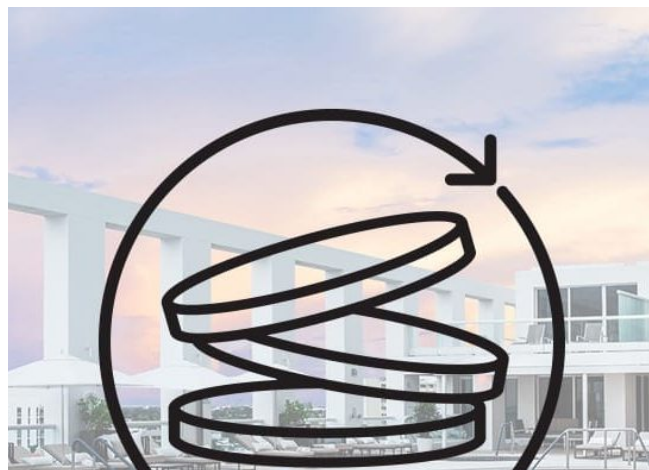
We've Got You Covered

To provide our Hilton Honors members with the most flexibility possible, we're extending your benefits again with new adjustments to our Points & Status policies.

[2021 BENEFITS EXTENSIONS FAQS](#)

Your Points Aren't Going Anywhere

We're extending Points expiration to December 31, 2021, giving you more flexibility to use your Points when you're ready to travel again.



Get to Elite Status Sooner

Starting January 1, earn Status with HALF the nights, stays or Base Points required in 2021. And as a reminder, ALL your 2020 nights will rollover to next year, giving you a head start to upgrade your Status faster in 2021.

[LEARN MORE](#)

Earn Milestone Bonuses Faster

Earn Milestone Bonuses in half the nights. Rack up 10,000 Points for every 10 nights you stay, starting at 20 nights (instead of 40) in 2021. That means more Points towards your future dream trip.

[LEARN MORE](#)

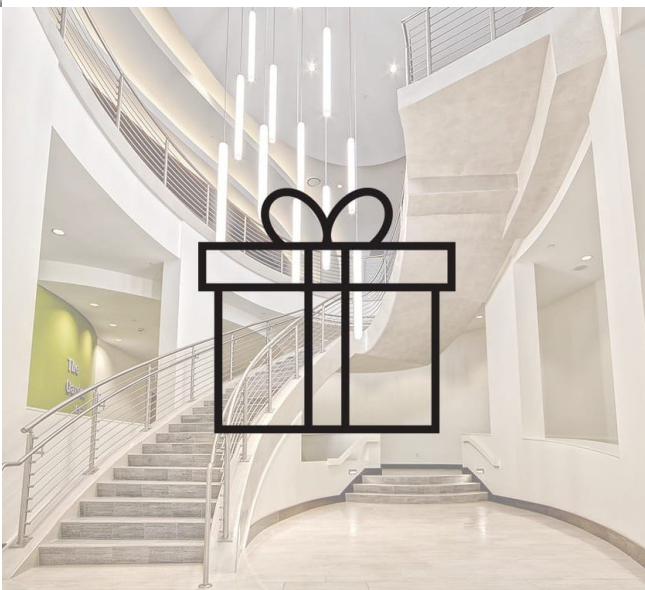
Keep Your Status & Benefits through March 31, 2022

All Elite members will now keep their current Status through March 31,



Give the Gift of Elite Status Sooner

Diamond members who stay 30 nights (previously 60 nights) in 2021 will be able to give the gift of Gold status to a family member or friend. Stay 60 nights and your gift of Gold will be upgraded to Diamond (previously 100 nights). What better way to share your favorite travel perks with your loved ones!



Enjoy More Flexibility and Value with Hilton Honors American Express Cards

Card Members now have more time to turn everyday spend into Elite Status faster and use Free Weekend Night Rewards any night of the week. [Terms Apply.](#)

[LEARN MORE](#)

The Hilton Honors App

Hilton Honors members continue to have access to more seamless and contactless experiences with the Hilton Honors App. Digital

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Hospitality in Action



1 Million Thank Yous

In partnership with American Express, we donated hundreds of thousands of room nights to frontline medical professionals so they would have a place to rest while keeping their loved ones safe. A discounted program continues to be available through participating medical associations.

[LEARN MORE](#)


World Central Kitchen

Expanding on our partnership with American Express and a \$1 million donation from them to José Andrés' World Central Kitchen (WCK), we were able to provide fresh meals to healthcare workers staying at Hilton properties during the coronavirus pandemic.

[LEARN MORE](#)


Supporting Our Communities

Throughout our 101-year history, Hilton has provided hospitality and support to communities in need. The COVID-19 outbreak is no exception. Our hotels around the world continue to amaze us with their local stories of light and warmth at this time.

[LEARN MORE](#)

Our Policy Details

We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve. We will continue to update this page with the latest information regarding booking flexibility, Hilton Honors membership Points and Status, and more.

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