



Hilton Honors Members,

On behalf of the entire Hilton team, we hope this message finds you in good health. As the world adapts to these unusual circumstances, I wanted to share what we are doing to extend your Hilton Honors benefits and to support our communities during this turbulent time.

Your Hilton Honors Status and Points

We consider it our privilege to have you as a Hilton Honors member and we want to show our appreciation by extending your benefits:

- **2019 Status Extension.** All members whose 2019 status was scheduled to be downgraded on March 31, 2020—whether it's Diamond, Gold or Silver—will automatically receive an extension through March 31, 2021.
- **2020 Status Extension.** We are extending your 2020 member status through March 31, 2022. This means you will continue to enjoy all the Diamond, Gold or Silver benefits you have access to today for the next **24 months**.
- **Points Extension.** We will pause the expiration of all Points scheduled to expire between now and December 31, 2020.
- **Weekend Night Rewards Earned on Eligible Hilton Credit Cards.** We have extended the expiration date of all unexpired Weekend Night Rewards as of March 11, 2020, and all new ones issued until August 30, 2020, through the end of next summer (August 31, 2021).

Your Travel Flexibility

We remain committed to offering you flexible booking options. Given these unique circumstances, we are making further adjustments to our individual booking policies:

- **Existing Reservations.** All reservations—even those described as “non-cancellable” (“Advanced Purchase”)—that are scheduled for arrival on or before June 30, 2020 can be changed or cancelled at no charge, up to 24 hours before your scheduled arrival day.
- **New Reservations.** Any reservations you make—even those described as “non-cancellable” (“Advanced Purchase”)—that are booked between today and June 30, 2020 for any future arrival date can be changed or cancelled at no charge, up to 24 hours before your scheduled arrival day.

If you need to adjust reservations made via the Hilton website, app or call center, you can change your reservation [here](#) or contact the Hilton **Guest Assistance** team. If you need to adjust reservations made through another travel site, please contact them for assistance.

Supporting our Communities

We are proud to support the many communities impacted by the novel coronavirus (COVID-19) around the world.

- **Health Care and First Responders.** We are partnering with federal, state and local governments to provide housing for first responders and health care workers.
- **Financial Assistance.** Our Hilton Effect Foundation has pledged financial assistance to organizations helping those impacted by COVID-19.
- **Donating Hilton Honors Points.** We have made it possible for our members to donate Hilton Honors Points to **World Central Kitchen**, **Clean the World**, **Project Hope** or **Direct Relief**. All Points donations will be converted into cash and sent directly to the organization.

COVID-19 has created unprecedented challenges for our industry, our hotels and our Team Members. While we have done all we can to limit changes for our people, without a traveling public we simply have fewer guests to welcome. As a result, we have suspended operations at many of our hotels and made the difficult decision to furlough some of our hotel Team Members. I am pleased to share that we are partnering with a number of companies looking to quickly expand their workforce, and that our incredibly talented Team Members will experience an expedited application process across many of these **temporary opportunities**.

We will continue to regularly update our **COVID-19 page** with our most up to date information. Our **team** is available to assist you day or night should you have any questions, and we look forward to welcoming you back on your next stay.

Sincerely,



Chris Nassetta
President & CEO, Hilton

