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HILTON'S COMMITMENT TO YOU, OUR GUESTS, AS WE NAVIGATE THROUGH CORONAVIRUS (COVID-19)

As it has always been, the safety and security of our guests and team members remains our highest priority. 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.

Your Travel Safety

We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed in consultation with global and local public health authorities (including the [WHO](#) and [CDC](#)) to make our cleaning and hygiene protocols even more rigorous:

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial hand sanitizers.

Your Travel Flexibility

We remain committed to offering you flexible booking options. Given these unique circumstances we are making additional adjustments to our individual booking policies to give you extra peace of mind:

- **Government Restrictions.** In regions affected by government-issued travel restrictions, we will continue to waive change fees or offer full refunds. Please see below for the latest information on region specific travel waivers.
- **Existing Reservations.** All reservations – even those described as non-cancellable (“Advanced Purchase”) – that are scheduled for arrival before April 30, 2020 can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.
- **New Reservations.** Any reservation you make – even those described as “non-cancellable” (“Advanced Purchase”) – that are booked between today and April 30, 2020 for any future arrival date, can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.

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

Your Points and Status

We know that earning Hilton Honors Points and Status is an important way we show appreciation. We also know the current travel environment may limit your ability to stay with us.

- We will pause the expiration of all points scheduled to expire between now and May 31, 2020.
- We will make updates to the requirements for earning tier status for 2021. Since the situation is still evolving, it is too early to make and

of hospitality is needed most of all. Whether you are traveling now or in the future, our team members are ready to welcome you with the Hilton hospitality you've come to expect.

Modification and cancellation waivers in place for specific regions are listed here:

- For guests traveling to, through or from China with stays from January 23–March 31, 2020.
- For guests traveling to, through or from Italy with stays from February 24–April 30, 2020.
- For guests traveling to, through or from South Korea with stays from February 24–March 31, 2020.
- For guests traveling to, through or from Saudi Arabia with stays from February 27–March 31, 2020.
- For guests traveling to, through or from Israel with stays from March 10–March 31, 2020.
- For guests traveling between the US and the following European countries from March 13 – April 12, 2020:
Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, and Switzerland.

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