

HILTON HONORS MILITARY POINTS DONATION FREQUENTLY ASKED QUESTIONS



1 HILTON HONORS MILITARY

WHAT IS HILTON HONORS MILITARY?

The Hilton Honors Military Program was created to provide support to veterans and their families as they secure civilian employment. In partnership with the National Association of State Workforce Agencies (NASWA) and individual State Workforce Agencies, Hilton Honors is donating points to eligible* transitioning service members, veterans, and military spouses. By becoming an Honors Military member, you may be eligible to receive a 100,000 lifetime point donation to support employment-related travel.

2 GETTING STARTED

HOW DO I KNOW IF MY STATE IS PARTICIPATING IN THE PROGRAM?

Refer to the Participating States list at <https://www.naswa.org/partnerships/hilton-honors> to determine if your state or the state you are traveling to is participating.

HOW DO I LOCATE AN AMERICAN JOB CENTER?

Locate the American Job Center closest to you by visiting www.careeronestop.org/LocalHelp/

3 HONORS ACCOUNT SET-UP AND MANAGEMENT

Once approved by the designated staff in your local American Job Center, you must enroll in the Hilton Honors loyalty program to participate and receive benefits provided through Honors Military. Enroll in Hilton Honors at JoinHonors.com or call **1-800-4HONORS**.

HOW DO I CREATE AN HONORS ACCOUNT?

Visit JoinHonors.com to enroll online. You can also call **1-800-4HONORS**.

HOW WILL I KNOW WHEN MY HONORS ACCOUNT HAS BEEN CREATED?

You will receive an email with your Hilton Honors account number and PIN to access your account at JoinHonors.com.

WHAT IF I ALREADY HAVE A HILTON HONORS ACCOUNT?

If you have an existing Honors account, you do not need to set up an additional account. Simply provide your existing Honors account number to the veteran's representative at your local American Job Center. If you do not know your existing Honors account number, please contact Hilton Reservations and Customer Care at **1-800-4HONORS**.

4 USING YOUR HONORS POINTS

WHO IS ABLE TO MAKE RESERVATIONS USING POINTS FROM MY HONORS ACCOUNT?

Honors Reward reservations may only be used by the eligible veteran, and only for stays approved by the American Job Center.

HOW CAN I MAKE RESERVATIONS USING THE DONATED HONORS POINTS?

You can redeem Honors Points for hotel room rewards either online at JoinHonors.com or by contacting your local Hilton Reservations and Customer Care center at **1-800-4HONORS**.

WHEN DO MY POINTS EXPIRE?

Your Honors Points will never expire.

IS IT POSSIBLE TO HAVE MORE POINTS ONCE I HAVE USED THE ALLOCATED AMOUNT DONATED TO MY ACCOUNT?

Point donations are provided at the discretion of each State American Job Center. Recipients may receive up to 100,000 points over their lifetime.

* Eligibility is state specific and determined by each State Workforce Agency.

Hilton Honors membership, earning of Points and Miles and redemption of points are subject to Hilton Honors Terms and Conditions.



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