



# Escalation Guide for Agency Partners

## Assistance Required from a Hotel Regarding a Booking

(VIP requests, transfer bookings, special service requests)

### Contact Hilton Reservations & Customer Care Toll Free:

Australia	China	Hong Kong	India	New Zealand	Singapore
1300 44 58 66	800 820 0600	800 96 8391	000 800 650 001	0800 44 8002	1800 737 1818

Hilton Global Support Numbers

### Contact Hotel DOS Directly (by email or phone)

## GDS Rate Visibility Issues

(Rate not loaded, incorrect rate loaded, corporate rate not visible)

- Contact Travel Agent Help Desk at [TAHelpDesk@Hilton.com](mailto:TAHelpDesk@Hilton.com) or contact hotel directly

## Local Negotiated Rate RFP Questions\*

- To assist with hotel responses for unmanaged accounts and RFP related questions, rate audit assistance and property contact information email [Local\\_Accounts@Hilton.com](mailto:Local_Accounts@Hilton.com)

## Commission and Charge Backs Inquiries

- For commission inquiries, email [tacs@nttdata.com](mailto:tacs@nttdata.com) or call +1 703 480 6916
- For charge back inquiries, contact the hotel directly

## Hilton Honors Questions

- Call your country's dedicated Customer Care number, must have the confirmation number, phone number on booking, credit card type and last four digits, email address and Travel Agency name

## Miscellaneous Information

(Hilton information, brand websites, plan & book your own travel)

- Visit [Travel Agents.Hilton.com](https://TravelAgents.Hilton.com)
- Contact Director of Sales at specific property

\* Applies to non-commissionable negotiated rates