



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:

United States and Canada

Outside the United States

1-800-445-8667

[Hilton Global Support Numbers](#)

Contact Hotel DOS Directly (by email or by phone)

GDS Rate Visibility Issues

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

- Email Travel Agents Help Desk at TAHelpDesk@Hilton.com or call 1-800-626-6700 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

Commission and Charge Backs Inquiries

- For commission inquiries, email TACS@nttdata.com or call 703-480-6916
- For charge back inquiries, contact the hotel directly

Hilton Honors Questions

- Call 1-800-446-6677, must have the confirmation number, phone number on booking, credit card type and last four digits, email address and Travel Agency name

Unlimited Rewards Information

- Visit Unlimited-Rewards.com or contact 1-833-207-8961

Meeting and Group Planning Assistance

- Call 1-800-321-3232

Miscellaneous Information

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

- Visit TravelAgents.Hilton.com
- Contact Director of Sales at specific property

* Applies to non-commissionable negotiated rates