



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:

United Kingdom
0845 7 220055

Europe
0800 445 8682

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 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 +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