

## **Hilton Honors Event Planner Program FAQs**

**Q: What do I earn through the Hilton Honors Event Planner program?**

A: You will earn 1 Hilton Honors Bonus Point per \$1 USD spent on eligible charges.

**Q: Who is eligible to earn Hilton Honors Bonus Points through the Event Planner program?**

A: The Hilton Honors Event Planner program is available to any Hilton Honors member, including, but not limited to, individuals, professional meeting and event planners, individuals booking events on behalf of their employer (including B2B Pooled Accounts), tour operators, and travel agents/travel sellers/conference planners that book a qualifying event.

Only the individual stipulated in the contract is eligible to receive Event Planner Points. The individual that signs the contract does not need to be the individual that receives the Event Planner Points. The Event Planner Point recipient does not need to be a registered guest or attend the meeting. The Event Planner Point recipient must be a member of Hilton Honors to receive Points in connection with the event.

**Q: What does “participating hotels” mean?**

A: Starting in 2018, you can easily identify the hotels that can offer and award Event Planner Points by visiting [hiltonhonors.com/eventplanner](https://hiltonhonors.com/eventplanner). If you ask one of these participating hotels for Event Planner Points, it will award them. All Event Planner Point incentives still need to be explicitly stated in the contract in order to be awarded.

**Q: Where is a list of participating hotels located?**

A: A list of 2018 participating hotels can be found at [hiltonhonors.com/eventplanner](https://hiltonhonors.com/eventplanner).

**Q: Do I automatically receive Event Planner Points on each piece of group, meeting and event business at a participating property?**

A: No. All Event Planner Point incentives still need to be explicitly stated in the contract in order to be awarded. However; if you ask a participating hotel for Event Planner Points, it will award them.

**Q: Can I get Event Planner Points from a non-participating hotel?**

A: No. Non-participating hotels cannot offer or award Event Planner Points for new business. However, if Event Planner Points are included in a contract at a non-participating hotel that was signed prior to 2018 for an event that takes place in 2018 and beyond, the hotel must honor those terms of the contract and award Event Planner Points.

**Q: What kind of events qualify for the Event Planner program?**

A: Any event, such as a meeting, conference, wedding or room block, contracted in advance through a participating hotel’s sales or catering department. The contract can be for Guest Rooms only, Meeting Room(s) Only, or both Guest Rooms and Meeting Rooms. It must be a new event; Event Planner Points cannot be awarded on previously booked events.

**Q: Can I earn Event Planner Points on an event where attendees pay for their own rooms?**

A: Yes. You will receive Event Planner Points based on the total revenue associated with the contract (including rooms occupied and paid for in the official room block). If individual attendees pay for their own rooms, they can earn Points in accordance with Hilton Honors Terms and Conditions. If guest rooms are charged to a master bill, individual attendees can only earn Points on incidental charges.

**Q: What charges are eligible to earn Event Planner Points?**

A: If Event Planner Points are requested from a participating hotel, it must award them on Meeting Room and Guest Room charges; all other charges, including Food & Beverage, Audio/Visual, etc., are at the discretion of the hotel. The contract must include the terms of the Event Planner Points.

**Q: Is there a minimum spend for an event to qualify to earn Event Planner Points?**

A: No, all events are eligible for Event Planner Points, regardless of the value of the event.

**Q: Is there a maximum that I can earn through the Event Planner program?**

A: You can earn Event Planner Points on up to \$100,000 of business per event. There is no maximum number of Points that you can earn per event. (For example, during a 2x Point promotion, you could earn 200,000 Event Planner Points on a \$100,000 piece of business.)

**Q: How do currency conversions work for earning Event Planner Points for events held outside of the US?**

A: Points awarded will be based on local currency converted to U.S. dollars. Local currency will be converted to U.S. dollars on the day final payment is received for the event using a published rate of exchange in effect at time of conversion. This rate will be determined at Hilton Honors' sole discretion, based on standard currency conversion methods.

**Q: When will Event Planner Points show up in my Hilton Honors account?**

A: Once the event has been completed and paid for in full, the corresponding Event Planner Points will post to your account within 6-8 weeks.

**Q: Who should I contact if I'm expecting to receive Event Planner Points and they're not posted to my account?**

A: You should first contact the hotel to confirm the date that the hotel sent in the request. Once confirmed, you can call 1-800-4HONORS (in the United States) or contact your local [Hilton Reservations and Customer Care](#) center to have them research the posting.

**Q: What happened to the Event Bonus program?**

A: The Event Planner program (formerly available in the US and Canada) and the Event Bonus program (formerly available outside the U.S. and Canada) have now merged into one global program under the Event Planner name to enable an enhanced and more consistent experience for you.

**Q: Where are the Terms & Conditions for the Hilton Honors Event Planner program located?**

A: Terms & Conditions for the Hilton Honors Event Planner program can be found at [www.hilton.com/terms](http://www.hilton.com/terms).

## **Event Credits FAQs**

### **Q: What are Hilton Honors Event Credits?**

A: Hilton Honors Event Credits are vouchers that can be obtained by redeeming Hilton Honors Points, and used as a credit against a future event booked at any property within the Hilton Portfolio worldwide.

### **Q: Who can get Event Credits?**

A: Any Hilton Honors member can redeem Points for Event Credits. Starting to 2018, Event Credits are available to members globally.

### **Q: In what amounts can I get Event Credits?**

A: There are 5 levels of redemption:

- 25K Points = \$50 USD
- 50K Points = \$100 USD
- 75K Points = \$150 USD
- 125K Points = \$250 USD
- 250K Points = \$500 USD

### **Q: What charges can Event Credits be used for?**

A: At the discretion of the hotel, Event Credits can be used for any event-related charges, including meeting room rentals, guest room blocks, audio/visual, or food & beverage services provided by the hotel. Services that are provided and charged by 3<sup>rd</sup> parties, such as audio/visual, food & beverage, etc., may not be eligible.

### **Q: How do I redeem Points for Event Credits?**

A:

Step 1: Call 1-800-4HONORS (in the United States) or contact your [Hilton Reservations and Customer Care](#) center and ask to redeem your Hilton Honors Points for Event Credits.

Step 2: Within 24 hours, the Points will be deducted from your account, and you will receive the Event Credit voucher via email with a special Reward Certificate ID.

### **Q: How do I redeem Event Credits to pay for a meeting or event?**

A:

Step 1: When you book your next event, let the hotel sales team know you'd like to pay for part or all of the bill using Event Credit voucher(s). Since you may accumulate Hilton Honors Points between the date the contract is signed and the date of the actual event, it's not required to include this in the contract. However, it's recommended that you inform the hotel within a month of your event that you will be paying with Event Credit(s) so the hotel can verify the amount and expiration date.

Step 2: At the time of payment, you must email or present a physical copy of the Event Credit voucher(s) to the hotel. Multiple vouchers may be redeemed at the same time. You will then be charged the remainder of the balance of the bill. (If the event is held outside the U.S., the currency conversion will be based on the exchange rate on the day the final bill is created for the event. Conversion rates can be obtained from the hotel's finance department.)

### **Q: Can I redeem more than one Event Credit voucher for the same event?**

A: Yes, multiple Event Credit vouchers may be redeemed at the same time.

**Q: Can I redeem part of an Event Credit voucher?**

A: No, Event Credit vouchers can only be redeemed for the full amount.

**Q: If the total bill is less than the value of the Event Credit(s), will I get a refund or credit for the remaining amount?**

A: No, if the total bill is less than the value of the Event Credit(s), you will forfeit any remaining value.

**Q: Where can Event Credit vouchers be redeemed?**

A: Event Credit vouchers can be redeemed globally at any property in the Hilton Portfolio. Even if a hotel does not participate in the Event Planner program, it must still accept Event Credit vouchers.

**Q: How do currency conversions work for Event Credit vouchers for events held outside of the US?**

A: The currency conversion is based on the prevailing month-end exchange rate on the day the final bill is created for the event. Conversion rates can be obtained from the hotel's finance department.