

Hilton Hawaiian Village® Offers Guests Self-Service Hotel Check-In at Honolulu International Airport

HONOLULU, Sept. 8 2004 - Hilton Hawaiian Village® Beach Resort & Spa and the Honolulu International Airport will offer self-service kiosks that will allow Hilton guests to check into the hotel and get their room keys - before they even claim their baggage and leave the airport.

Hilton is installing four kiosks at the airport, two each in Baggage Claim areas "G" and "H," which serve United, Continental, Northwest and American Airlines. The kiosks will be readily identifiable with Hilton signage.

Hilton and IBM developed the kiosk hardware and software and began testing it in lobbies of selected hotels on the U.S. mainland in January 2004. Hilton is on target to install 100 kiosks in 45

this important leap forward in the travel and tourism industry," said Peter H. Schall, Senior Vice President of Hilton Hotels Corporation - Hawaii Region, and Managing Director of Hilton Hawaiian Village. "Cooperative efforts such as this are yet another example of the commitment by the state and the tourism industry to keep Hawaii at the forefront of customer service and technology."

The kiosks function in much the same way as airline self-service kiosks for air travelers using e-tickets. After inserting a credit card for identification purposes, guests can follow a set of simple on-screen instructions and utilize the touch screens to check into the hotel. The kiosk displays the traveler's reservation

process. Hilton's long term commitment to personal service and a warm welcome adds to the convenience, control and efficiency the kiosk check-in provides. Guest service agents will also have access to Hilton's entire technology platform OnQ™ via Xybernat Atigo wireless, handheld computers.

At the end of the stay, the traveler can check-out at a kiosk in the same fashion by reviewing and confirming their bill and printing out a receipt for their records. At check-out customers can also change their payment credit card, enter HHonors and airline frequent flier account numbers and request an email copy of their receipt.

"This is the trend of the future," said Dieter Huckestein, President - Hotel Operations, Owned & Managed, Hilton Hotels Corporation. "Seasoned travelers, whether on business or vacation, value time and convenience. At Hilton, we continue to explore new technologies to meet their needs, and we hope to roll out this technology in other locations around the country in the future."

"These kiosks are an exciting addition to an array of high-tech services we already provide our guests at Hilton Hawaiian Village," said Mr. Schall. "With high-speed internet access scheduled to be in place in all of our of guest rooms by the end of the month, wireless internet access in many of our meeting and public areas, and an impressive array of technology-based services throughout the resort, even the most tech-savvy guest can stay connected at the Village."



"Dieter Huckestein, President - Hotel Operations, Owned & Managed, Hilton Hotels Corporation and other senior Hilton executives watch the first check-in by Marsha Weinart, Tourism Liaison for the State of Hawaii."

hotels by the end of 2004. Hilton believes this is the first full service hotel kiosk in an airport. Hilton Hawaiian Village is also installing three kiosks in its Main Lobby to provide guests with an alternative to the high touch service associated with a traditional front desk check-in. The kiosks may also be used for check-out or as a private check-in solution for large groups.

"We are delighted to work with the team of the Honolulu International Airport and Hawaii Department of Transportation on

information, offers a room based on the customer's known preferences, which the customer can accept or change, issues a room key and provides printed room directions and information. The kiosks can also offer guests the opportunity to upgrade to more premium accommodations than originally reserved, should the guest desire.

Hilton guest service agents will be on-hand at the airport to answer questions and assist guests in the check-in

About Hilton Hotels Corporation

Hilton Hotels Corporation is recognized internationally as a preeminent hospitality company. The company develops, owns, manages or franchises more than 2,200 hotels, resorts and vacation ownership properties. Its portfolio includes many of the world's best known and most highly regarded hotel brands, including Hilton®, Conrad®, Doubletree®, Embassy Suites Hotels®, Hampton Inn®, Hampton Inn & Suites®, Hilton Garden Inn®, Hilton Grand Vacations Club® and Homewood Suites by Hilton®.