

Towel Donation Program

FAQs for Animal Shelters

1. How do I sign up for the Hilton towel donation program?

To participate, please sign up [here](#) by **Sunday, November 26, 2023**. You will be notified via email by December 1 whether or not your animal shelter is matched to a hotel. Shelters that register after the priority deadline will be paired on a first come, first serve basis.

2. Which products will hotels be donating?

Hotels are expected to donate clean, gently worn large towels, hand towels, bathmats, and wash cloths, and to exclude items that are significantly ripped or stained from their donation.

3. Am I guaranteed to be matched with a hotel?

There is the possibility that a shelter will not be paired with a hotel, given a lack of available hotels near the shelter or because a nearby hotel already partners with another shelter.

4. What if I already have a hotel partner?

If you already have a hotel partner, you are still able to sign up to get paired with another nearby hotel. If you would NOT like to be paired with an additional hotel, please do not complete the interest form.

5. What if I don't need as many towel products as the hotel can provide?

Please work with the hotel to determine how many terry products you need. Hotels have been informed of other ways to donate worn terry your shelter may not need.

6. Can I request other items from the hotels besides towels?

Hotels are only expected to donate their towels as part of this program. However, you are welcome to share any other product needs with the hotel to which you are matched. Please note, hotels are not able to provide financial donations as part of this program.

7. How will the hotel package the donated products?

We have asked hotels to connect with their shelter partner on the best packaging options. Hotels are also informed that all donated products need to be washed before donating. Hotels are encouraged to drop the donation off to the shelter if possible, but please confirm with the hotel directly.

8. Who can I reach out to with additional questions and concerns?

Please refer to this FAQ for all questions. If you are unable to find an answer, email Hilton's Responsible Sourcing Team at responsible_sourcing@hilton.com and they will respond as soon as possible.