

Third-Party Distribution Q4 2026 Newsletter



Updates

- Migrations from Basic to Bearer authentication via JSON Web Tokens (JWT) must be finalized by 23-Dec-2026. Please note that there is no Hilton certification requirement for this change; as soon as your development and testing are completed, you may go live in Production immediately.



Trending Topic Production Support

Refer to our [Production Support Page](#) for guidance on issue handling, questions, and other support needs:

- Follow the decision tree linked above for troubleshooting guidance.
- Find the relevant contacts to efficiently escalate your questions and issues.
- If you are experiencing a full unplanned outage, please call our helpdesk:
 - +1 (901) 748-7870
 - +44 (0) 203-467-1572
- Planned maintenance: please reach out to API_Request@Hilton.com to be added to our maintenance and planned outage notifications.



Tips and Reminders

- Our [Commonly Asked Questions](#) page is frequently updated with new entries
- Review our [Error Reference Guide](#) for common errors and troubleshooting guidance
- Review [Code Mappings](#) for Brand codes, guarantee methods, room amenities, and other property offerings.