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HILTON FAMILY OF HOTELS OUTPERFORMS COMPETITORS BY RECEIVING TWO HIGHEST AWARDS RANKINGS IN J.D. POWER AND ASSOCIATES STUDY

Hilton Garden Inn® and Homewood Suites by Hilton® Receive Highest Rankings in Respective Segments

CHARLOTTE, NC - July 27, 2004 – The Hilton Family of Hotels has received two highest-ranking awards in the J.D. Power and Associates 2004 North America Hotel Guest Satisfaction Index StudySM, outperforming all other hospitality companies in two segments, as follows:

- Hilton Garden Inn® has achieved “Highest Guest Satisfaction Among the Mid-Scale Full Service Hotel Chains” segment, and
- Homewood Suites by Hilton® has tied for the “Highest Guest Satisfaction Among Extended-Stay Hotel Chains” segment.

In addition, Embassy Suites Hotels earned second place in the Upscale Hotel Chains category, and Hampton tied for third place in the Mid-Scale Hotel Chains with Limited Food Service category.

“Being the only hotel company to receive two highest-ranking J.D. Power and Associates awards and rank highly in two additional segments is a true testament to our brands’ commitment to providing extraordinary customer service,” said Tom Keltner, president – brand performance and franchise development group, Hilton Hotels Corporation. “We applaud the team members throughout our hotels representing the top-performing brands who have contributed wholeheartedly to the Hilton Family Hotels achieving this recognition.”

Homewood Suites by Hilton Charlotte, located at 2770 Yorkmont, backs its quality with an unconditional 100% Satisfaction Guarantee, which means if a guest is not completely satisfied with their stay, that night’s stay is free. Vista Host manages the Homewood Suites by Hilton Charlotte Airport.

Homewood Suites by Hilton Ties for “Highest Guest Satisfaction Among Extended Stay Hotel Chains”

Homewood Suites by Hilton®, the national brand of more than 130 all-suite residential-style hotels, has tied for “Highest in Guest Satisfaction Among Extended Stay Hotel Chains” in the J.D. Power and Associates 2004 North America Hotel Guest Satisfaction Index StudySM. This marks the fourth year that J.D. Power and Associates has recognized extended-stay hotels as a market segment in its annual study. This year marks the third time Homewood Suites by Hilton has been awarded the honor, underscoring the brand’s unwavering focus on top quality and guest satisfaction that has translated into broad customer appeal and recognition. According to the study, Homewood Suites by Hilton scores high in the check-in/check-out, guest room, food and beverage, and hotel facilities.

“Combined with the popular Hilton HHonors® guest reward program, cross-selling among the Hilton Family of Hotels, guest recognition technology and reputation for excellent guest service, the value proposition that our brands offer dramatically increases guest satisfaction and loyalty,” according to Keltner. Cindi Obermeyer, General Manager, commented, “We are proud to be recognized by JD Powers as it adds further value for our loyal guests. Additionally, our hotels continue to be leaders within the industry as guests recognize the exceptional service equated with our strong brand reputation.”

About the J.D. Power and Associates Hotel Guest Satisfaction Study

The 2004 North America Guest Satisfaction Index StudySM is based on responses from 29,424 guests who stayed in a hotel between December 2003 and June 2004. Headquartered in Westlake Village, Calif., J.D. Power and Associates is an ISO 9001-registered global marketing information services firm operating in key business sectors including market research, forecasting, consulting, training and customer satisfaction. The firm’s quality and satisfaction measurements are based on responses from millions of consumers annually.

About Hilton Family of Hotels

The Hilton Family of Hotels implements several quality assurance programs, including substantial investment in consumer research annually. The research includes proprietary tracking studies such as Satisfaction and Loyalty Tracking and numerous custom research projects to maximize understanding of consumer trends in total hotel quality and customer satisfaction. Hilton Hotels Corporation is recognized internationally as a preeminent hospitality company. The company develops, owns, manages or franchises more than 2,100 hotels, resorts and vacation ownership properties.

About Vista Host

Founded in 1977 by Michael Harrell, Vista Host is a nationally recognized management company committed to achieving superior results in operating hotels from their ability to blend the science of hotel management with the art of hospitality. The Houston based Hotel Management Company serves owners of Hampton Inn, Hampton Inn and Suites, Holiday Inn Express, Fairfield Inn, Fairfield Inn and Suites, Residence Inn by Marriott, Hawthorn Suites, Homewood Suites, AmeriSuites, and other established hotels. To learn more about Vista Host and their other managed limited feature properties, visit www.vistahost.com.

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