

# IHG Owners Association

# FREE NIGHTS PROGRAM

*Your Free Nights Benefit Just Got Even Better*

## FREQUENTLY ASKED QUESTIONS

The following Questions & Answers will help provide insight into the Free Nights Program. All Free Nights Program reservations are subject to hotel availability. Please refer to the Program Requirements for full details.

### HOTEL QUESTIONS

#### How do I manage the free nights inventory at my hotel?

##### What is the rate category for the IHG Owners Association Free Nights Program?

The rate category is INIOA, which replaces the previous rate category (INIHI).

##### What is the minimum number of INIOA free rooms I need to allocate each night?

The room allocations are automatically set up by IHG and managed on a daily basis through HOLIDEX. No hotel action is needed. Please refer to the chart below:

Hotel Size	MINIMUM Inventory Requirement Per Night
Up to 100 rooms	1
101-250 rooms	2
251 and more rooms	3

##### Are there any exceptions to the minimum room requirements?

Yes, INIOA rooms will sell up to the minimum requirement if Best Flex Rate is selling in your hotel.

##### Are blackout dates also available?

Yes. Hotels are permitted up to 50 blackout dates per year.

##### Will my hotel continue to sell rooms beyond the minimum requirement?

If the hotel is forecasting high demand, free nights may not be available for members to book beyond the minimum requirement.

### What are the maximum number of free rooms I need to allocate each night?

Please refer to the chart below:

Hotel Size	MAXIMUM Inventory Cap Per Night
Up to 100 rooms	4
101-250 rooms	6
251 and more rooms	8

### How far in advance can a member book an INIOA rate at my hotel?

Each member can reserve free nights under the INIOA rate category up to 90 days prior to the first date of stay.

### What are the cancellation rules?

Cancellations are subject to each hotel's cancellation policy.

### If a member cancels their free night reservation, can I charge them for the first night?

If a member cancels the free room night within the hotel's cancellation policy and a cancellation number is provided, no charges may be assessed to the member, and the night will automatically be re-allocated to the member's account immediately.

If a member does not cancel within the hotel's cancellation policy, and no cancellation number is provided, applicable charges in accordance with hotel policies may be assessed to the member. Please note that the member's free night may also be forfeited.

### If a member does not arrive at the hotel for a scheduled stay ("no show") what happens to the free night and is the member subject to any hotel charges?

If a member does not arrive at the hotel for a scheduled free night stay, the free night(s) for the first night of the stay will be forfeited and applicable charges in accordance with hotel policies may be assessed.

## What do the front desk agents need to know?

### What do I need to tell my front desk agents about the Free Nights Program?

Hotel front desk agents should perform I.D. checks and membership validation for each guest checking in under the Free Nights Program.

### Can front desk agents modify the INIOA rate or cancel a free nights reservation, for example, if the hotel unexpectedly sells out?

No. The free nights reservation must be honored.

*For More Information*

[www.owners.org/freenights](http://www.owners.org/freenights) • [freenights@ihgowners.org](mailto:freenights@ihgowners.org)