

2017

complimentary
room program

MEMBER

GUIDELINES & PROCEDURES



Dear IHG Owners Association Member,

It is my pleasure to welcome you as a 2017 IHG Owners Association Member.

As a 2017 IHG Owners Association membership cardholder, it is your responsibility to read, understand and abide by the membership card usage guidelines as detailed in this 2017 brochure. You must be a current, paid member of the IHG Owners Association and have a 2017 membership card in order to book the Complimentary Room Rate. Your 2017 membership card is only available online via your IHG Owners Association membership account. To log into your account, visit, at www.owners.org. No plastic membership cards will be mailed out.

As a **2017 member, you hotel(s)**, must also participate in the IHG Owners Association Complimentary Room Program and adhere to the Program Guidelines outlined in this brochure. As a participant, your hotel must accept bookings through the IHG Owners Association Complimentary Room Program for all 2017 cardholders. This Program is sold through the HOLIDEX® Plus system and is booked through the CRO channel.

Your hotels will receive a copy of the 2017 Hotel Complimentary Room Program Guidelines. The **2017 Hotel Guidelines** detail the guidelines of the IHG Owners Association Complimentary Room Program and the Association's membership card as well as provides the procedures that hotels need to follow. You are advised to ask your hotel general managers to review the contents of the 2017 Hotel Guidelines with their front desk staff so that everyone stays informed of the Program Guidelines to ensure the best possible guest experience.

The 2017 Member Guidelines and 2017 Hotel Guidelines can be found online at www.owners.org/guidelines. Thank you for your continued support and participation in the IHG Owners Association.

Best Regards,



Don Berg
CEO, IHG Owners Association



1.0

MEMBERSHIP CARD USAGE GUIDELINES

To access and print your 2017 membership card, go to www.owners.org and click on the **red MEMBER LOGIN** icon on top of the homepage. Then proceed to login using your email address as your user I.D. (This will only work if your email address matches the primary email we also have for you in our database). If you have forgotten your password or you are a first-time user, click on “I forgot my password or I am a first-time user.” Then enter your email address to reset your password. Once you are in your account, click on the “View Membership Card” icon to view and print out your 2017 membership card. You can also take a picture of your 2017 card and save it on your mobile device.

If you cannot log into your account and/or you cannot see your 2017 membership card, please call the IHG Owners Association at 770.604.5555, ext. 1, for assistance.

1.1 The cardholder is entitled to a maximum of four (4) room nights per calendar year in standard accommodations at any one specific member hotel. Each stay cannot exceed more than two (2) nights at a time and may not exceed a total of two (2) nights in one month at that specific member hotel. Therefore, this Rate Code can only be booked for one (1) or two (2) nights. A member can stay at any member hotel within these guidelines. **NOTE:** The limit of four (4) nights in a calendar year and two (2) nights in a month applies to staying at one specific member hotel.

1.2 IHG Owners Association reservations cannot be booked for a stay at the same hotel to include the last two (2) days of a month and the first two (2) days of the following month as these qualify as four (4) consecutive nights. However, a reservation can be booked for the last two (2) days OR the first two (2) days of a month.

1.3 Only one (1) room at one IHG member hotel may be booked at the Owners Rate in one day. The owners reservation is valid for a standard room for two (2) adults. Room upgrades can be provided by the hotel upon check-in based on availability and by the IHG® Rewards Club Platinum Status of member. (All members should be of Platinum status because they are provided a complimentary upgrade to Platinum status as a member benefit.)

1.4 Only the cost of the room and all resort fees, service fees and any other hotel fees (if applicable) is complimentary. The member is responsible for all incidental charges, applicable taxes and food & beverage charges. There is no tax applied on the room rate of .01. It is highly recommended that any parking charges (if applicable) be waived for the IHG Rewards Club Platinum members.

1.5 Only the cardholder may use the membership card. He/she must be present at the hotel during check-in and stay in the room booked at the Owners Rate. The room booked is valid for two (2) adults. The member must present their **valid and current 2017** membership card, valid photo I.D. and credit card for any incidentals.

NOTE:

(a) Either a printed copy of the card OR a digital copy of the membership card (copy of the card image on any mobile device) can be presented. **A SAMPLE of what a 2017 membership card looks like is found at the end of this brochure.**

(b) It is the member's responsibility to present a copy of their 2017 card upon check-in. Using a lapsed/expired card or not having a 2017 card to present upon check-in can lead to the hotel not honoring the Owners Rate. Hotels then reserve the right to charge their full/regular rate for the room booked under the Owners Rate.

1.6 Advance reservations must be made by calling the IHG Owners Association Reservations Line at the numbers listed below. **Do not call hotels direct. Owners Rate reservations cannot be booked online.**

U.S. and Canada: 1.877.500.4244

Mexico, Latin America and Caribbean: (001) 770.604.5555, ext. 5

Europe, Australia, China, New Zealand and Singapore: +800 62 800 800 (The "+" or IAC = International Access Code refers to "00" when dialing from Europe, China and New Zealand; refers to "001" when dialing from Singapore; refers to "0011" when dialing from Australia.)

All other countries in the Asia Pacific region: 00 63 2 857 8748

To get connected to the IHG Owners Association Reservations Line calling from anywhere in the world: (001) 770.604.5555, ext. 5

1.7 In order for the reservation to be complimentary, the hotel must be a member of the IHG Owners Association and the member must receive a confirmation number with the IHG Owners Rate.

1.8 Only one (1) complimentary room per membership account is allowed at a hotel on the same day. Though each cardholder has the same card privileges, cardholders from the same membership account (or same hotel) cannot book the Owners Rate for the same hotel over same exact dates of stay. Cardholders having the same membership card numbers prior to the "-2017" extension are considered to be from the same membership group. Example: card numbers 45678-2017-0 and 45678-2017-1 OR card numbers 3559-2017-1 and 3559-2017-2 are cardholders from same membership account and cannot stay at the same hotel for the same dates at the Owners Rate. In such an event, only one of the IHG Owners Association reservations will be honored at this rate and second room may be changed to a different rate (e.g., hotels may offer an IHG Employee Rate for the second room or charge a full/regular rate for the second room). Hotels are urged to notify the member of this change before they arrive at the hotel.

1.9 When NOT to use the IHG Owners Association card / Exemptions and Restrictions for using the IHG Owners Card.

The IHG Owners Association membership card may not be used two (2) nights prior to, during, or two (2) nights after any hotel or industry-related meetings, events or hotel conventions (including IHG Owners Association and IHG corporate meetings and events). Examples of industry events include (but are not limited to): IHG's Annual Investors Conference (Americas, Europe or any Region), any IHG Brand Meeting or Conference (e.g., IHG Technology Conference) IHG Owners Association meetings or Owner Summits, IHG Investors Orientation Classes, AAHOA, ALIS, NYU, Hunter, CHRIS, HOLA, CHIC, ICSC, NYU, NABHOOD, SAHIC, IHMRS, Lodging Conferences or Hilton, Marriott or Choice Conferences. **The cardholder is responsible for being aware of industry-related events.** If members book the Owners Rate during an industry event, the hotel reserves the right to change their booked Owners Rate reservation to a different rate at time of check-in or even retroactively.

1.10 Cancellation/No-Show Policy

To cancel a reservation, the cardholder must call the hotel directly OR the IHG Owners Association Reservations Line at 1-877-500-4244 and **obtain a cancellation number**. Even though the room rate is complimentary, if the room is not cancelled the member is subject to being charged as a no-show at the hotel's regular best flex rate or ADR for that night. (This will be charged at the discretion of the hotel General Manager.)

Outside of the U.S. and Canada: in order to cancel your reservation, please call hotels direct OR use the reservations number as listed in **Section 1.6**.

1.11 Members who exceed the allowed four (4) room nights per year or two (2) nights per month at one specific member hotel as specified in Section 1.1 are subject to retroactive charges from the hotel at the hotel's full/regular rate plus tax for all the nights exceeding this limit. It is the cardholder's responsibility to make sure that they keep track of their Owners Rate stays at a specific hotel. They can do this by logging into their IHG Rewards Club account and keeping track of their stay history/upcoming reservations.

1.12 No IHG Rewards Club points are awarded on hotel stays under the IHG Owners Association Complimentary Room Program.

1.13 The IHG Owners Association membership card is **non-transferable**. Once a card is issued, it cannot be transferred or changed to a different name.

1.14 Membership dues are non-refundable, even if a membership is cancelled and/or a hotel exits the IHG system.

1.15 An IHG Owners Association cardholder assumes the responsibility of using the membership card in accordance with the IHG Owners Association 2017 Complimentary Room Program Guidelines as outlined in this brochure. This information is also located online at www.owners.org/guidelines.

CARDHOLDER RESPONSIBILITY

The cardholder is responsible for adhering to the rules and regulations of the membership card program. If it is determined that a cardholder has abused the privileges of membership and violated the card usage guidelines and/or conducted himself or herself in an unprofessional manner, the IHG Owners Association membership card is subject to being cancelled and the member may also be ineligible for future card renewals. Furthermore, **severe and/or continued** program violations will lead the Owners Association to notify the IHG Global Fraud Alerts Team for further disciplinary action which includes shutting down the cardholder's IHG Rewards Club account and forfeiting any points balance on the account, along with them tracking any future account activity. Your account will be also be "flagged" and IHG would be notified if any future fraudulent activity occurs. You are not allowed to book reservations using a lapsed/expired, terminated or invalid membership card. Doing so is considered fraudulent activity and is subject to penalty and fines.

If you do not have your current card with you or if you are not sure if you are a current member of the Association, please call the IHG Owners Association at 770.604.5555, ext. 1 or email us at membership@ihgowners.org.

2.0

MEMBER CARDHOLDER FAQs

2.1 If I stay in a city for four (4) nights, may I book a room using the IHG Owners Association Owner Rate for all four (4) nights at the same hotel?

No. While the cardholder is entitled to a maximum of four (4) room nights per year (in standard accommodations) at each/any member hotel, each stay should not exceed two (2) consecutive nights and may not exceed two (2) total nights per month at the same hotel. Additionally, the Owners Rate cannot be booked for the last two (2) days of a month AND the first two (2) days of the next month at the same hotel. These qualify as four (4) consecutive nights. However, a reservation can be booked for the last two (2) days OR the first two (2) days of a month.

2.2 If I'm traveling to a city during a hotel industry-related event, but I'm not attending the event, may I book a room using the IHG Owners Association Rate?

No. An IHG Owners Association member cannot book the Owners Rate at any member hotel within a 50-mile radius during any hotel or industry-related meetings, events or hotel conventions, including any meetings or events hosted by the IHG Owners Association and IHG. Examples of the primary industry-related events can be found in **Section 1.9**. Members are urged to be aware of industry-related events and **not** book the Owners Rate during these industry related events. If they do book this rate during such an industry event, the hotel reserves the right to change their booked Owners Rate to a different rate at time of check-in or even retroactively.

2.3 Can I use my IHG Owners Association card to book complimentary reservation(s) during the IHG Investors & Leadership Conference or for any IHG Owners Association Meetings/Summits?

No. IHG Owners Association members are not allowed to use their membership card two (2) nights prior to, during, or two (2) nights after the Annual IHG Investors Conference(s) or any IHG Owners Association Meetings/Summits in any hotels within a 50-mile radius of the conference/meeting venue.

2.4 If I call the general reservations line to book a hotel, but the rate is unavailable at that hotel, should I call the hotel directly?

No. Reservations must be made in advance through the Owners Association Reservations Line at the number listed in **Section 1.6**. In order for a reservation to be complimentary, the hotel must be a participating member of the IHG Owners Association and the cardholder must have a valid confirmation number and/or email confirmation of this reservation. **Note:** Each hotel is allowed 50 Blackout Dates per calendar year. Therefore, the date(s) you choose to book the Owners Rate at a hotel may be unavailable due to this reason. (Hotel may have it blacked out.)

2.5 Can my spouse or family member use my IHG Owners Association membership card?

No. The membership card is only valid for the cardholder and he/she must be present at check-in. The room booked at the Owners Rate is a standard room valid for two (2) adults. The room may be upgraded at check-in based on hotel availability and on the IHG Rewards Club platinum status of the member.

2.6 Can I book two (2) rooms at the Owners Rate at a member hotel OR two (2) rooms on the same day at different member hotels?

No. Only one (1) room at one (1) member hotel can be booked in one (1) day at the Owners Rate.

2.7 If I'm traveling with other members in my hotel group/membership account can we all book the Owners Rate at the same hotel on the same date?

No. Though all cardholders are allowed the same membership card privileges and can book Owners Rate rooms on the same day, cardholders from the same hotel group/membership account cannot book Owner Rate rooms for the same hotel over the **exact** same dates. If a double booking does occur, only one (1) room at the Owners Rate will be honored by the hotel. Any cardholder(s) with the same membership account number before the "-2017" are said to be from the same membership account. For example, card numbers 45678-2017-0 and 45678-2017-1 are cardholders from the same membership account.

2.8 Where do I find the list of IHG Owners Association member hotels?

The list of member hotels can be found on the Association's website, www.owners.org. Once you are on the homepage, click on the red "FIND MEMBER HOTELS" icon and you can search for a member hotel by various criteria (HOLIDEX code, city, state, brand, etc.). Only member hotels will appear here. If you do not see the hotel listed, then it is not a member of the IHG Owners Association.

2.9 What do I need to present to a hotel when I check-in at the Owners Rate?

You need to present your 2017 membership card (either a printed or a digital copy of your card), a photo I.D and credit card for incidentals.

2.10 What if I do not have my card with me when I check-in?

For the hotel to honor your Owners Rate reservation, you must have your 2017 membership card. If you do not have your card, the hotel reserves the right to change the Owners Rate booked to a different room rate for this reservation.

2.11 I have lost my card. How do I get a new copy?

Your membership card is always available in your owners account. Members can log into their IHG Owners Association account on our website at www.owners.org. Once on the homepage, click on the red MEMBER LOGIN button on the top right-hand side of the page. Then login using your email as your user I.D. Once in your account, your card can be accessed by clicking on the “View Membership Card Icon”. Print out your card from here. If you need help, call the Association office at 770.604.5555, ext. 1.

2.12 If I have multiple hotels, do all of my hotels have to be members?

Yes, all of your hotels must be members of the IHG Owners Association for you to be a member in good standing.

2.13 How many membership cards can I get for my hotel(s)?

Membership cards are issued upon dues payment of all your hotels. If you have a single hotel, one card is issued upon dues payment of that hotel and you can purchase up to one (1) additional card. If you have multiple hotels, two (2) cards are issued upon dues payment of all your hotels and you can purchase up to two (2) additional cards.

2.14 What is the IHG Owners Association’s 2017 membership dues structure?

NO. OF ROOMS	2017 ANNUAL DUES
1 - 80	\$395
81 - 150	\$495
151 - 250	\$595
251 or more	\$695

Additional card: \$500

Sample 2017 Membership Card



This IHG Owners Association membership card is a copyright of the IHG Owners Association. Any reproductions or alterations of this card is a felony and is punishable by law. Any person found making a fraudulent copy of the IHG Owners Association membership card is subject to fines, penalty and even imprisonment.

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