

**IHG Owners Association**

**FREE NIGHTS  
PROGRAM**

*Your Free Nights Benefit Just Got Even Better*

**MEMBER PROGRAM REQUIREMENTS**

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## LIST OF DEFINED TERMS

**ANNUAL ALLOCATION** - 25 Free Nights each member (as defined below) receives within 7 days of membership renewal/activation.

**ANNUAL INVENTORY CAP** - The maximum number of hotel rooms required to be allocated per year. This cap is based on a percentage of the total number of available room nights per year at the hotel.

**BOOKING WINDOW** - 90 days prior to the first date of the reservation.

**FS** - HOLIDEX Rate code for IHG Owners Association Free Nights Program

**INIOA** - HOLIDEX Rate category for IHG Owners Association Free Nights Program

**MAXIMUM INVENTORY CAP PER NIGHT** - The maximum number of hotel rooms required to be allocated per night. This cap is based on the total number of rooms in the hotel and is subject to a hotel's forecasted availability.

**MEMBER** - An individual with a valid (current year) IHG Owners Association membership card.

**MEMBERSHIP ACCOUNT** - A Principal Correspondent and any additional affiliated cardholders.

**MINIMUM INVENTORY REQUIREMENT PER NIGHT** - The minimum number of hotel rooms required to be allocated per night. This requirement is based on the total number of rooms in the hotel and is subject to hotel availability.

**PROGRAM** - The IHG Owners Association Free Nights Program.

# HIGHLIGHTS

## OVERVIEW OF MEMBER BENEFITS\*

- Twenty-five (25) room nights are available per year for each member
- One (1) stay per month at each member hotel
- Two (2) free rooms are permitted per night per member
- Three (3) consecutive nights are permitted for each stay, per member
- Ease of booking reservations (through Web/IHG Mobile App/Dedicated Member Reservation Line)
- Real time visibility into Free Nights On Account (past stays and future reservations)

*NOTE: All member benefits are subject to hotel availability. Each benefit is subject to all others; e.g., members must have sufficient free nights remaining in their Annual Allocations to book a three-night stay.*

# MEMBER PROGRAM REQUIREMENTS

## 1. Booking Rules and Stay Parameters

All members are responsible for following the Program Requirements.

### Annual Allocation:

- Members receive twenty-five (25) free room nights on their IHG Rewards Club account for each calendar year.
- Free nights must be used within the membership year.
- Free nights cannot be carried over to the following year.
- The Annual Allocation is not pro-rated; regardless of when a member joins the IHGOA, 25 rooms shall be allocated to the member's account for the remaining months of that calendar year.
- Members may view their free nights on account and manage their Program reservations through the IHG Rewards Club site or IHG mobile app, as further explained below.

### Monthly Maximum:

A member may not stay at the same hotel under the Program more than one (1) time per calendar month.

### Rooms Per Night (subject to hotel availability):

A member may book up to two (2) rooms per night at the same hotel under the Program.

### Length of Stay (subject to hotel availability):

A member may book up to three (3) consecutive nights under the Program.

## 2. Booking an INIOA Reservation

INIOA reservations may be booked via Web through the member's IHG Rewards Club account, on the IHG mobile app or by calling the Dedicated Member Reservation Line. Do not contact hotels directly to make a reservation. Members booking two rooms on the same night via Web or mobile, must book each reservation separately, as the system will only allow one reservation at a time.

To make a reservation, follow the steps below:

### Online

- Go to [www.ihgrewardsclub.com](http://www.ihgrewardsclub.com) and log in to your account
- On the menu bar to the left, click "Free Nights Status"
- Click on the section named "IHG Owners Association Free Nights Program"
- Here you will see the number of Free Nights you have available
- Click "Book Free Night"
- Enter search criteria to find a hotel
- Click "Check Rates" to see available rooms at hotel
- Click "Book This Room" to make reservation

### Telephone

- U.S. and Canada: 1.877.500.4244  
Mexico, Latin America and Caribbean: (001) 770.604.5555, ext. 5  
All other countries: 00800-62-800800 (UIFN-Universal toll free number)
- Have your IHG Rewards Club number available to provide to the phone agent
- The phone agent will assist with finding a member hotel
- Obtain confirmation number and, if desired, cancellation policy of hotel

## IHG Mobile App

- Log in to the IHG mobile app
- Select your profile and then choose “Redeem”
- Select “Free Nights” and then select “IHG Owners Association Free Nights 2017”
- Here you can view the number of Free Nights you have available
- Select “Book Free Nights”
- Enter criteria and choose “Search” to find a hotel
- Choose your hotel and select “Book Now”

### 3. Checking In

You must be present at check-in and must stay in the room booked under the INIOA Rate Category. If multiple rooms are booked under the same reservation, you must stay in one of the rooms.

You must bring the following to the hotel for check-in:

- Valid photo I.D. (typically driver’s license or passport).
- Valid IHG Owners Association membership card. The name on the membership card must match the photo I.D.
- Valid credit card for incidentals.

If you are not verified as a current IHG Owners Association member, the hotel is not obligated to honor the INIOA reservation. The hotel may charge their Best Flex rate, or any other applicable rate, at its discretion.

Only the cost of the room and room tax are complimentary. You are responsible for all incidental charges, taxes, food & beverage expenses, and any other charges or fees applicable to your stay.

## 4. Cancellations and No-Show Reservations

**No-show Reservations:** You will be assessed charges in accordance with the hotel's Cancellation Policy. Charges will include the full regular room rate, plus taxes.

**You may also forfeit the allocated free night for the first night of the reservation.**

**Cancellations:** To cancel a reservation and obtain a cancellation number, you may request cancellation through your IHG Rewards Club account, the IHG mobile app or by phone (either by calling the hotel directly, the Dedicated Member Reservation Line, or the CRO). Cancellation requests are handled in accordance with the hotel's Cancellation Policy. **A cancellation number must be obtained for validation purposes.** Cancelled reservations which are validated by a cancellation number will not cause the member to lose any free nights from the Annual Allocation. In the event of a validated cancellation, all free nights that were applied to the reservation will be returned to the member's Annual Allocation and can be viewed in their IHG Rewards Club account immediately.

### Disclaimer

The IHG Owners Association Free Nights Program is applicable solely to IHG Owners Association Members. The Program Requirements are subject to change.