

FAQs for Renovation Donation Initiative

Q. What is the Renovation Donation Initiative?

A. The Renovation Donation Initiative is a joint initiative between IHG® and the IHG Owners Association, and is part of IHG's new program for community work and charitable giving, called True Hospitality for Good. The initiative delivers on a shared commitment to operating responsibly and aims to help IHG owners manage the removal of furniture, fixtures and equipment during renovations and property improvements.

Q. How will the program work?

A. Participating owners will work directly with a representative from the IHG Owners Association, who will coordinate the pickup and donation of material with non-profit organizations contracted with IHG for this initiative. The participating organizations currently include Habitat for Humanity International, United Way Worldwide and Good360.

Q. Will they accept all of the materials from my hotel?

A. These organizations can only collect items that are in condition for re-use; other materials cannot be collected as part of this program and will need to be discarded by the hotel. **Mattresses are not accepted by any of the participating organizations.** However, use one of these services that are dedicated to helping you to recycle your old mattress:

- **Earth 911** provides a national search engine that uses your zip code to find the recycling center closest to you that accepts mattresses.
- **Bye-Bye Mattress** provides a recycling locator for California, Connecticut and Rhode Island. If you live in a major metropolitan area, this list of 100 mattress recycling centers across the country can help you to find the best recycling location near you.

Q. Who is eligible to participate?

A. Following the pilot phase, the Renovation Donation Initiative will be open to all owners of all IHG brands in the U.S. and Canada in March 2019.

Q. When will the program begin?

A. The Renovation Donation Initiative launched with a pilot phase in Q4 2018 through first quarter 2019. More information will be shared in March 2019 once the program has become available to all owners in the United States and Canada.

Q. What is the cost of the program?

A. There is no cost for IHG Owners Association members. Non-members will have the opportunity to participate for a nominal fee (\$100 per hotel).

Q. How can I be considered for the pilot?

A. Complete the form located [here](#) or email the Renovation Donation Initiative team at rdi@ihgowners.org. Not all owners who express interest will be able to participate in the pilot, as it is subject to several factors such as the non-profit organizations' capabilities during the pilot phase.

For more information on the Renovation Donation Initiative, please email rdi@ihgowners.org.

Q. I reached out about participating in the pilot. When will I hear back?

A. The Renovation Donation Initiative team will respond to all inquiries as quickly as possible.

Q. What are the benefits of the Renovation Donation Initiative Program?

A. Benefits include:

- A seamless solution for hotel owners for the removal of materials that can be reused
- Reduction in the amount of materials going to landfill
- Support of non-profit organizations' work in local communities
- Tax credit (The non-profit organizations will provide each hotel with an acknowledgement letter for all charitable donations over \$250.)

Q. Is there a minimum or maximum number of donations?

A. The intent is to assist hotels undergoing a renovation or property improvement to donate all materials that are in condition for reuse. The minimum and maximum donations will be determined as part of the pilot phase and will be specific to the capabilities of the non-profit organizations in each market.

Q. Can I participate in the program if I am not going through an official renovation or property improvement?

A. The pilot phase will only be open to hotels going through an official renovation or property improvement. After the pilot, all other hotels interested in donating can contact the Renovation Donation Initiative team at rdi@ihgowners.org for more information on potential participation options.

Q. How long with the pilot phase last?

A. The pilot is underway and will last through the 1Q 2019.

Q. How can I participate in the pilot phase?

A. Complete the form [here](#) to be added to the list of potential pilot hotels. While it will not be possible for every interested hotel to participate in the pilot, the Renovation Donation Initiative team will respond to all inquiries as promptly as possible.

Q. Can I select which non-profit organization receives goods from my hotel?

A. The Renovation Donation Initiative team will select the non-profit organization which receives goods from your hotel based on an evaluation of several factors, including coverage areas and needs.

Q. What will I need to do if selected as a pilot participant, and how do I find out the details of working with one of the nonprofit organizations?

A. All details will be shared with the pilot hotels, once those hotels are identified.