

IHG OWNERS

A S S O C I A T I O N

**How to Book
Free Nights
on the
IHG® Mobile App**

1

Download the IHG® mobile app from your app store

App Store Preview



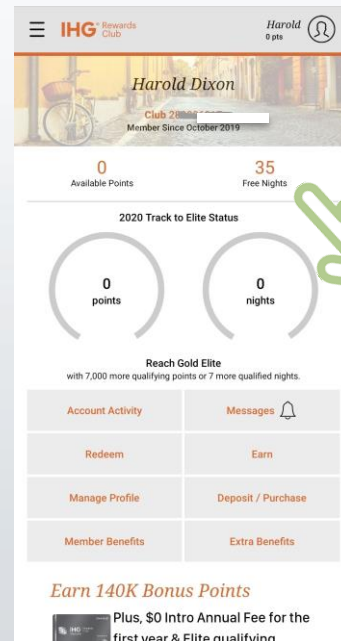
2



After logging in, tap on your profile for access to your Free Nights availability.

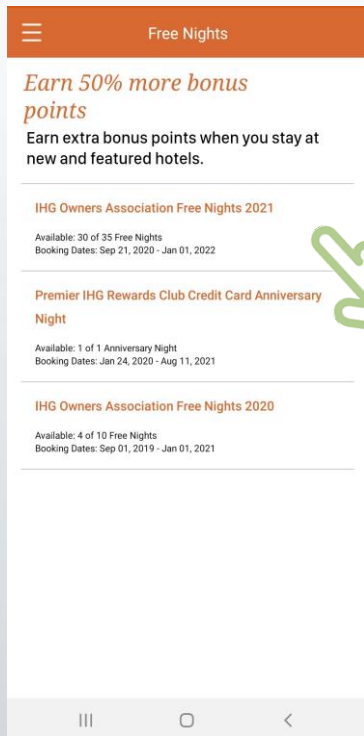
Do not tap here.
(This will not allow you to use your Free Nights.)

3



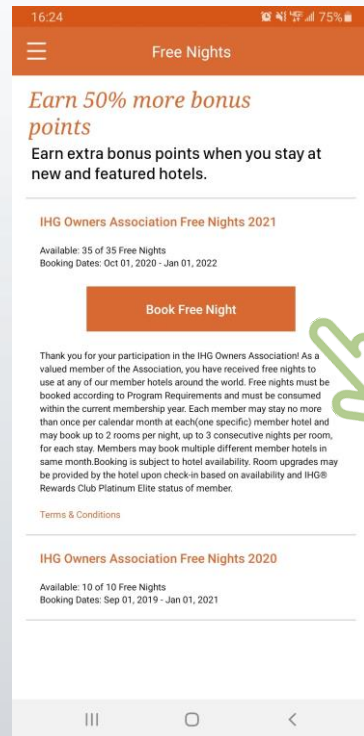
Tap here

4



Make sure to tap on the 2021 Free Nights link.

5



Tap here

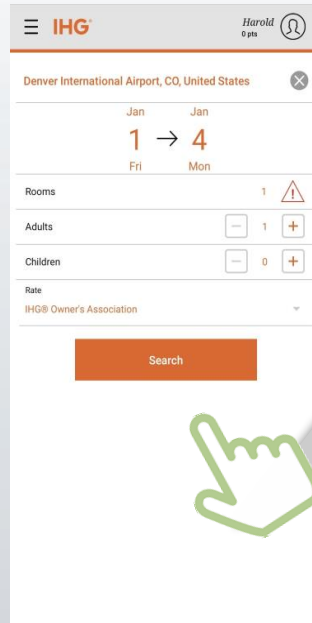
6

Enter the name of the city, place or airport.



7

If dates are not applicable, change dates. If dates are ok, then tap “Search.”



Hit “Apply” after selecting the dates*!

* Booking Window is ninety (90) days prior to the reservation date.

8

Denver International Airport, CO, United States

Jan 1 → Jan 4
Fri Mon

Rooms 1 ⚠

Adults 1

Children 0

Rate
IHG® Owner's Association

Search

Book only one (1) room at a time.

Ensure rate is displayed as “IHG Owners Association”.

Tap “Search”.

9

Jan 01 Fri - Jan 04 Mon
31 hotels

Points Points & Cash

To support your hotel search, we are placing all hotels that are open and available at the top of your search result list.

Denver Airport
5.6 MI from your search term

YOUR RATE is Available

ROOMS FROM

111 USD 7,500 points + 22 USD

Denver Airport Area
5.6 MI from your search term

New Hotel

YOUR RATE is Available

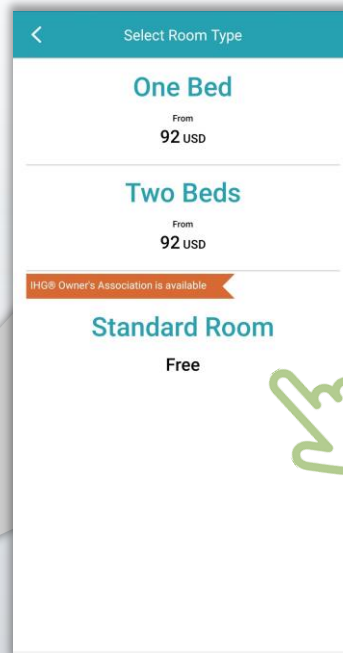
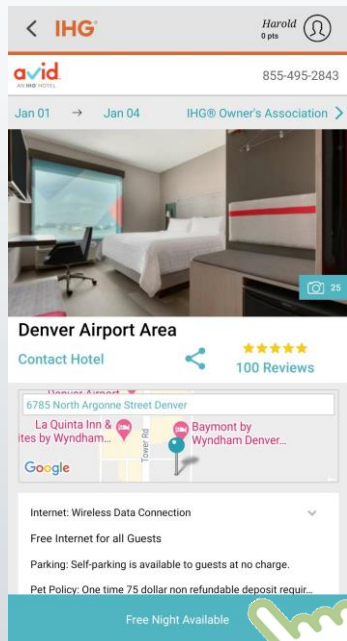
ROOMS FROM

FREE 9,166 points + 35 USD

All Hotels with the Owner's Rate availability will show up as “FREE”.

Scroll down to view and select the hotel you would like to book.

10



Select the IHG Owners Association "Free" room type.

Tap here

Tap here

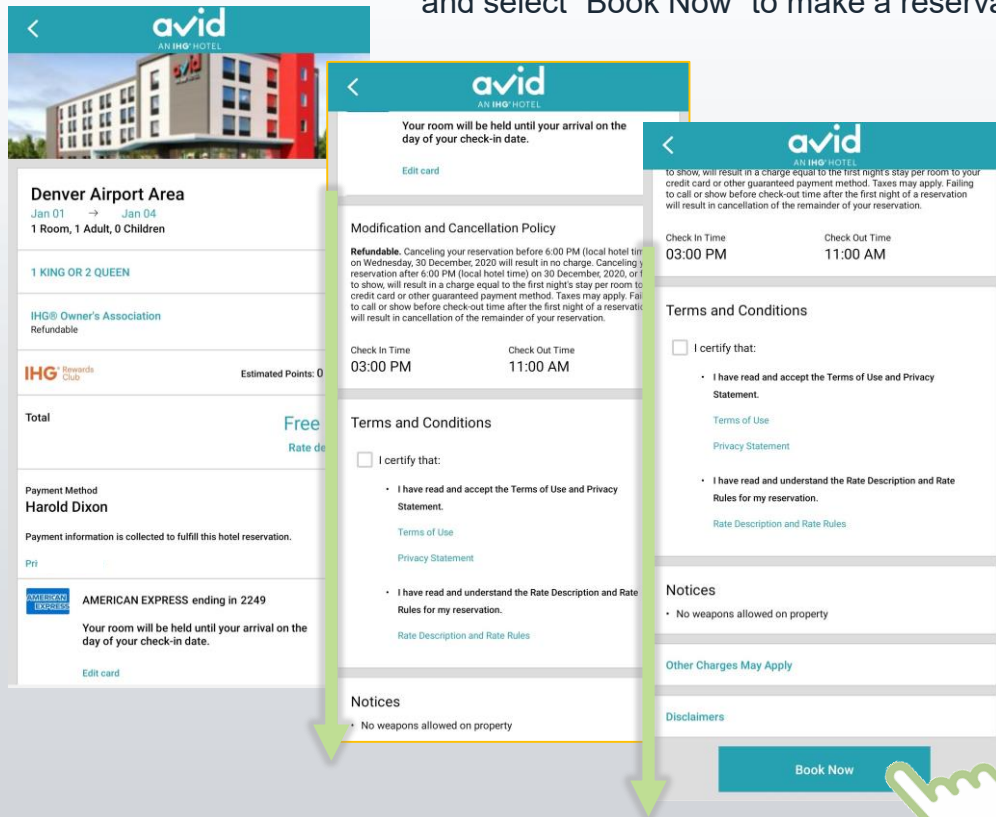
11



Read the cancellation policy and other info.

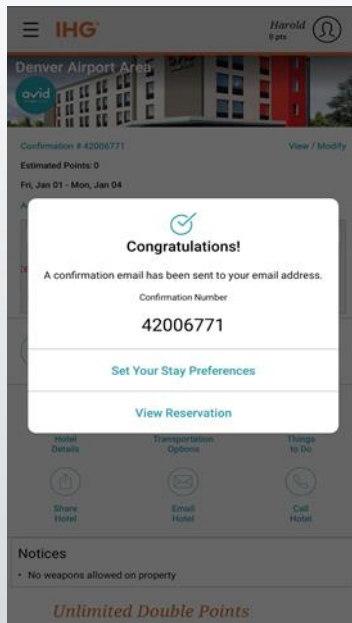
Tap here

12



Check that all information is correct and scroll down for Payment Method. Check the box agreeing to the Terms and Conditions section and select "Book Now" to make a reservation.

13



Your booking is confirmed!
After receiving your confirmation, you can view details and set stay preferences. Take note of your reservation's Confirmation Number.

Program Requirements

Full Program Requirements: www.owners.org/freenights

For any Free Nights questions, please contact us.

- **Email:** freenights@ihgowners.org
- **Phone:** (001) 770.604.5555 (Option 3)



To Make a Reservation by Telephone:

1. Have your IHG Rewards Club number to provide to the phone agent
2. Please call:
 - U.S. and Canada: 1.877.500.4244
 - All other countries: (001) 770.604.5555 (Option 2)
 - UIFN-Universal toll-free number: 00800.62.800800
3. The phone agent will assist with finding a member hotel
4. Obtain confirmation number and the cancellation policy of the hotel

Cancellation and No-Show Reservations Policy

No-Show Reservations:

- Members who do not show up to their reservation will be assessed charges in accordance with the hotel's Cancellation Policy. Charges may include the full regular room rate, plus taxes, at the hotel's discretion. **You will also forfeit the allocated Free Night for the first night of the reservation.**

Cancellation Prior to the Member's Stay (must be prior to Hotel's cancellation deadline):

- **Do not call the host hotel to cancel** - If the Member contacts the hotel to cancel or modify a reservation this will result in the loss of all free nights associated with that reservation.
- **To cancel a reservation and obtain a cancellation number prior to the member's stay and within the cancellation deadline**, you can make the cancellation (1) through your IHG Rewards Club account, (2) the IHG mobile app **OR** (3) by calling the Dedicated Member Reservation Line.
- All cancellation requests are handled in accordance with the hotel's cancellation policy.
- **A cancellation number must be obtained for validation purposes.**
- Reservations cancelled prior to the stay/before the cancellation deadline (via either of the three ways mentioned above and validated by a cancellation number) will not cause the member to lose any free nights from their Annual Allocation. In the event of a validated cancellation, all free nights that were applied to the reservation will instantly drop back into the member's Annual Allocation free nights balance and can be viewed in their IHG Rewards Club account immediately.

Cancellation and No-Show Reservations Policy

Important:

- Members must cancel and modify their reservations **only** via the following methods:
 - (a) the web
 - (b) the IHG mobile app
 - (c) the Dedicated Member Reservation Line

Do NOT call the hotel directly to cancel.

To attempt to cancel or modify a reservation after the hotel's cancellation deadline, it may not be possible to make changes via the web, the IHG mobile app or the Dedicated Member Reservation Line.

- In such cases, please contact the host hotel to avoid being billed as a no-show. The free night(s) used to book this reservation will be forfeited, and the late cancellation is subject to the host hotel's cancellation policy.

Cancellations Made On-Property, at Check-in or During the Member's Stay:

Any reservations that are cancelled or modified at initial check-in or after the member has checked into the hotel will result in forfeiture of all Free Night(s) associated with that stay. Any such forfeited nights will not be re-deposited to the member's Annual Allocation. In order to ensure the re-deposit of Free Nights into a member's Annual Allocation, your reservation modification or

cancellation must be made prior to check-in and in accordance with the hotel's cancellation policy timeframe and must be completed online through the member's IHG Rewards Club account, on the IHG mobile app or by calling the Dedicated Member Reservation Line (i.e., not by phone with the hotel or in person during the stay).