

How do I book my Free Nights reservation?

Free Nights Program reservations can be booked, modified or cancelled through the IHG® mobile app, online at www.ihgrewards.com or by calling either the Dedicated Member Reservation Line at +1.877.500.4244 or the IHG Owner Association's Free Nights team at +1.770.604.5555, option 2. **Do not contact the hotel directly to book, modify or cancel your reservations** as hotels do not have access to your Free Nights Annual Allocation and this may result in forfeiture of free nights.

What are the booking parameters for Free Nights reservations?

- One (1) stay per month is permitted at any member hotel. Members may book stays at different member hotels in the same month if it does not exceed one (1) stay per month at any specific hotel.
- Members may book two (2) free rooms per night, per stay based on hotel availability.
- Members may book up to three (3) consecutive nights per stay, per member based on hotel availability.
- Members may not book more than one (1) hotel on any given night. Members are required to stay in the room (or one of two rooms, if two rooms are booked) booked under the Free Nights Rate.

Can I book Free Nights Program reservations for friends or family or can someone check-in for me?

No, the member whose name the reservation is booked under must be present upon check-in. Members are also required to stay in the room (or one of two rooms, if two rooms are booked).

What documents do I need to present upon check-in?

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

- Valid photo I.D. (driver's license or passport).
- Valid (current-year) Association member benefits card. The name on the member benefits card must match the photo I.D. and the reservation. **Either a printed or digital version of the member benefits card may be presented.**
- Valid credit card for incidentals.

If the member the reservation is booked under is not present upon check-in, the hotel can refuse to honor this reservation.

I don't have a copy of my member benefits card. How do I get a copy to show to the hotel upon check-in?

You can log into your Association membership account on www.owners.org with your email and password to access your digital copy. Simply tap on the member benefits card, save the image of the card onto your mobile device and show the image to the front desk upon check-in. If you are unable to log into your membership account, ask the front desk to contact the Association offices at +1.770.604.5555, option 1, or email membership@ihgowners.org for verification.

Can I book an IHG Employee Rate room on the same night(s) as my Free Nights reservation(s)?

No, because members are required to stay in one of the rooms booked for both the IHG Owners Rate and the IHG Employee Rate. The IHG Employee Rate **can** be used for stays directly before or after a Free Nights stay, but not on the same night(s).

If I check out of the hotel early, will I get the unused free nights re-deposited back into my Annual Allocation?

No, any cancellations/modifications made on property, at check-in or during the member's stay (such as checking out early) will result in forfeiture of all free nights associated with that stay. Any such forfeited free nights will **not** be deposited back into the member's Annual Allocation.

What are the rules of cancellations?

- Cancellations of Free Nights stays are subject to each hotel's cancellation policy. Please read the hotel's cancellation policy prior to booking a Free Nights reservation.
- To cancel a reservation and obtain a cancellation number **PRIOR to the hotel's cancellation deadline**, you must request cancellation through your IHG® Rewards account, the IHG mobile app or by calling either the Dedicated Reservation Line at +1.877.500.4244 or the Association's Free Nights team at +1.770.604.5555, option 2. Do **NOT**

call the host hotel directly to cancel. Upon cancellation, the free night(s) used to book this reservation will automatically be re-deposited back into your Annual Allocation immediately.

- **If you do not cancel within the hotel's cancellation deadline**, you may not be able to cancel the reservation via the IHG mobile app, online or by calling the reservation line. In such an event, please call the hotel directly to cancel and obtain a cancellation number. However, late cancellations are subject to any applicable 'no show' charges billed at the hotel's Best Flex Rate, and the free night(s) used to book that reservation will be forfeited.

If I do not arrive at the hotel for check-in for my scheduled stay ('no show'), what happens to my free nights and am I subject to any charges?

If you do not arrive at the hotel for your booked reservation, your free night(s) will be forfeited, and you will be subject to no-show charges by the hotel. No shows are billed at the discretion of the hotel's General Manager, who reserves the right to bill a Free Nights reservation at their Best Flex Rate for that night.

If I do not use all my Annual Allocation, can free nights be rolled over to next year?

No, any unused free nights expire on December 31 and do not carry over to the following year.

What does my Free Nights reservation cover?

Free Nights reservations cover the cost of the room. The member is responsible for any incidental charges, taxes and fees accrued during the stay. Room charges of \$1.00 plus tax per night should be adjusted off by hotel upon check-out. Hotels may provide room upgrades, late check-outs or any other perks they extend to Platinum Elite members based on availability, as all Association members should have Platinum Elite status.

For questions, please contact the Association's Free Nights team at freenights@ihgowners.org or by calling +1.770.604.5555, option 3.