

## What do I need to look for when a Free Nights reservation guest is checking in?

When checking in a guest under a Free Nights reservation (INIOA Rate Category), the hotel's front desk agent must ask for the following:

- 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.**
- A 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.

## What if a member does not have their member benefits card upon check-in or we need to verify a guest's membership?

Ask the member to log into their Association membership account on [www.owners.org](http://www.owners.org) to access their digital card. If the member is unable to log into their membership account, contact the Association offices at (001) 770-604-5555, option 1, or via email at [membership@ihgowners.org](mailto:membership@ihgowners.org) to verify a guest's membership and/or request a copy of a member's card.

## What if a guest calls the hotel directly to modify or cancel a Free Nights reservation?

- If a member contacts the hotel directly to cancel or modify a reservation **PRIOR to the hotel's cancellation deadline**, hotel colleagues must advise and ask the member to modify or cancel via the IHG® mobile app, online at [www.ihgrewards.com](http://www.ihgrewards.com) or by calling either the Dedicated Reservation line at 1-877-500-4244 or the Association's Free Nights team at (001) 770-604-5555, option 2. Canceling via these methods will ensure that the free night(s) utilized to book this reservation will be re-deposited back into their Annual Allocation.
- If a member contacts the hotel directly to cancel or modify a reservation **AFTER the hotel's cancellation deadline**, it may not be possible to make changes via the mobile app, online or by calling the Dedicated Reservation line. In such cases, hotel colleagues should proceed with the cancellation and provide a cancellation number to the member. The member should be informed that the free night(s) used to book this reservation are forfeited. Additionally, the late cancellation is subject to the hotel's cancellation policy, including charges billed at the hotel's Best Flex Rate.

## What if a member does not arrive at the hotel to check-in for their scheduled stay ('no show')?

In the event of a no-show reservation, the member is subject to no-show charges, which will be billed at regular Best Flex Rate for that night, at the discretion of the hotel's General Manager. The member will also forfeit any free night(s) used to book this reservation.

## What if my hotel is sold out due to overbooking or for any other reason?

If a member has a valid confirmed reservation booked in advance, the reservation must be honored. Such reservations are to be treated as any regular reservation. If the hotel is sold out due to overbooking or for any other reason upon the member's arrival, the hotel must 'walk' the member to another comparable hotel in accordance with IHG® Hotels & Resorts standard(s).

## Are Association Free Nights reservations (INIOA) reimbursable?

No, Association Free Nights reservations (INIOA) are not reimbursable, but INIOA Free Nights stays count towards total rooms available for hotel occupancy Rewards Nights reimbursement qualifications.

**For questions or more information, please contact the Association's Free Nights team at [freenights@ihgowners.org](mailto:freenights@ihgowners.org) or by calling (001) 770-604-5555, option 3.**