

**IHG OWNERS**

A S S O C I A T I O N

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

# Download the IHG® mobile app from your app store

1

## App Store Preview



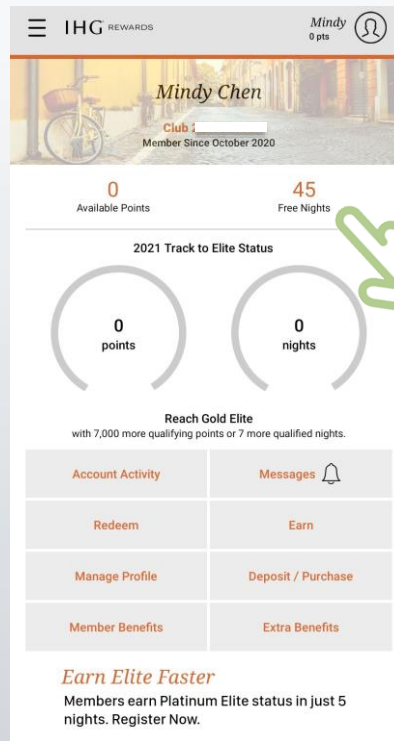
2



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

Free Nights

*Earn 50% more bonus points*  
Earn extra bonus points when you stay at new and featured hotels.

**IHG Owners Association Free Nights 2021**  
Available: 35 of 35 Free Nights  
Booking Dates: Oct 01, 2020 - Jan 01, 2022

**IHG Owners Association Free Nights 2022**  
Available: 10 of 10 Free Nights  
Booking Dates: Oct 01, 2021 - Jan 01, 2023

Make sure to tap on the “2022 Free Nights” link.

5

Free Nights

*Earn 50% more bonus points*  
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**IHG Owners Association Free Nights 2021**  
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**IHG Owners Association Free Nights 2022**  
Available: 10 of 10 Free Nights  
Booking Dates: Oct 01, 2021 - Jan 01, 2023

**Book Free Night**

Thank you for your participation in the IHG Owners Association! As a valued member of the Association, you have received free nights to use at any of our member hotels around the world. Free nights must be booked according to Program Requirements and must be consumed within the current membership year. Each member may stay no more than once per calendar month at each(onespecific) member hotel and may book up to 2 rooms per night, up to 3 consecutive nights per room, for each stay. Members may book multiple different member hotels in same month. Booking is subject to hotel availability. Room upgrades may be provided by the hotel upon check-in based on availability and IHG® Rewards Club Platinum Elite status of member.

[Terms & Conditions](#)

Tap here

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Enter the name of the city, place or airport.

IHG HOTELS & RESORTS

Mindy 0 pts

type name of city, place or airport

Current Location

Recent Searches Clear

Los Angeles, CA, United States  
Jan 06 - Jan 08

Search

7

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

IHG HOTELS & RESORTS

Mindy 0 pts

Los Angeles, CA, United States

Jan Jan

6 → 8  
Thu Sat

Rooms 1

Adults

Children +

Rate

IHG® Owner's Association

Search

Cancel Select Dates Apply

Check In Thu, Jan 06

Check Out Sat, Jan 08

January 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19

III ○ <

Hit “Apply” after selecting the dates\*!

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

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IHG HOTELS & RESORTS Mindy 0 pts

Los Angeles, CA, United States

Jan 6 → Jan 8  
Thu Sat

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

IHG HOTELS & RESORTS Mindy 0 pts

Jan 06 Thu - Jan 08 Sat 99 hotels USD

Show prices with all taxes and fees

Los Angeles Downtown 1.0 MI from your search term

ROOMS FROM 245 USD 35,500 points + 115 USD (1649)

Excludes 35 USD Amenity Fee per night.

Los Angeles Downtown 1.3 MI from your search term

IHG® Owner's Association is available

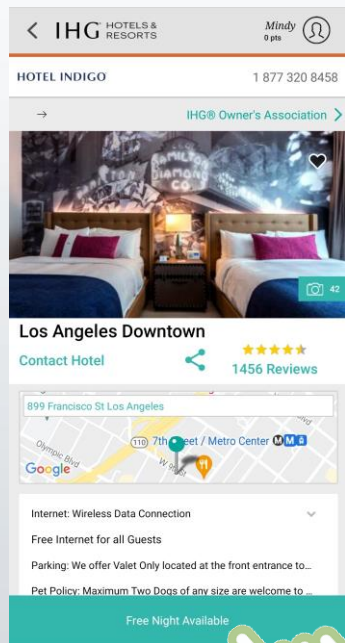
ROOMS FROM FREE 32,500 points + 115 USD (1457)

Los Angeles Downtown

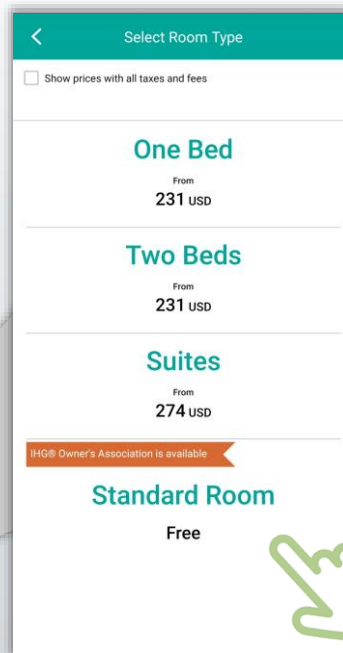
All hotels with the Owner's Rate availability will show up as “FREE.”

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

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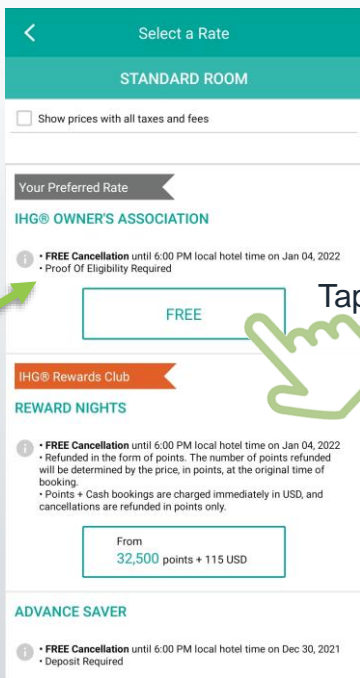
Tap here



Select the IHG Owners Association "Free" room type.

Tap here

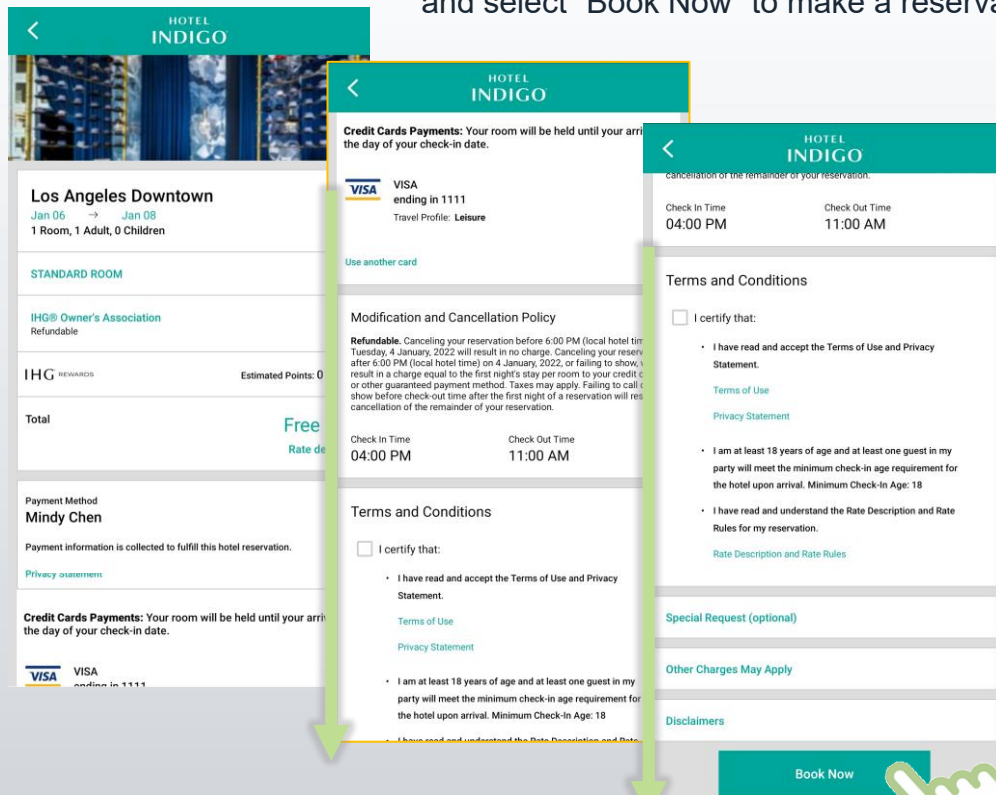
11



Read the cancellation policy and other info.

Tap here

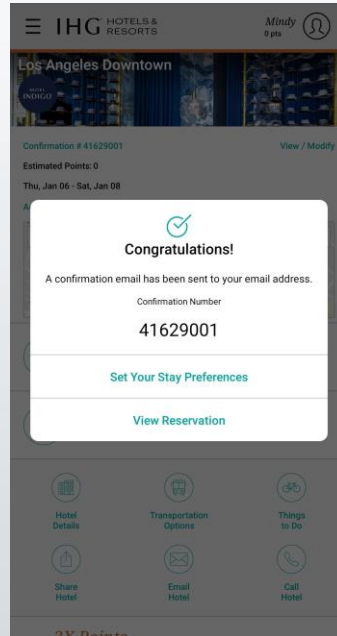
12



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.



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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](http://www.owners.org/freenights)

For any Free Nights questions, please contact us.

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

## To Make a Reservation by Telephone:



1. Have your IHG® Rewards 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)
  - UK/Europe PSTN: +44.1950.499049
  - Australia PSTN: +61.29.066.5478
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 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 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 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).