

IHG Owners Association

**FREE NIGHTS
PROGRAM**

MEMBER PROGRAM TERMS & CONDITIONS

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LIST OF DEFINED TERMS

ANNUAL ALLOCATION Twenty-five (25) free nights each member (as defined below) receives within seven (7) to ten (10) business days of membership renewal/activation.

ANNUAL INVENTORY CAP The maximum number of hotel rooms required to be allocated per year. This cap is based on a percentage of the total number of available room nights per year at the hotel.

INIOA Rate category for the IHG Owners Association Free Nights Program.

MEMBER An individual with a valid (current-year) IHG Owners Association member benefits card.

MEMBERSHIP ACCOUNT A Principal Correspondent (PC) and any additional affiliated cardholders.

PROGRAM The IHG Owners Association Free Nights Program.

OVERVIEW OF PROGRAM BENEFITS

- Each member receives twenty-five (25) free room nights per year to use at any member hotel.
- One (1) stay per month is permitted at any given member hotel.
- Members may book two (2) free rooms per night, per stay.
- Up to three (3) consecutive nights are allowed for each stay per member.
- Members may book free nights through these booking channels:
the IHG® mobile app, www.ihgonerewards.com or the Dedicated Member Reservation Line.
- Each member has real-time visibility into his/her Annual Allocation, including past stays and future reservations, by logging into his/her IHG® One Rewards account.

Each member's use of his/her 25 free nights (called the "Annual Allocation") is subject to hotel availability and compliance by the member with each of the Membership Terms & Conditions listed in this document.

MEMBER PROGRAM TERMS & CONDITIONS

1. Booking Rules and Stay Parameters

A member is defined as an individual with a valid (current-year) IHG Owners Association member benefits card.

The following individuals are eligible to receive an additional IHG Owners Association member benefits card and corresponding Annual Allocation:

The Principal Correspondent (PC) for an IHG® Hotels & Resorts hotel, and any owner, operator, partner or investor of one or more IHG-branded hotel(s) under the PC's membership account, or an individual affiliated in a management capacity with one of the hotels under the PC's membership account.

Member benefits cards may not be designated for other individuals, such as friends or relatives, who do not have a bona fide role with the ownership or management for one or more hotels under the PC's membership account.

All members are responsible for following the Program Terms & Conditions.

Annual Allocation:

- Members receive twenty-five (25) free room nights on their IHG One Rewards account for each calendar year.
- Free nights are only valid for the calendar year.
- Free nights expire on December 31 and do not carry over to the following year.
- The Annual Allocation is not pro-rated; regardless of when a member joins the Association, 25 free nights shall be allocated to the member's account for the remaining months of that calendar year.
- Members may view their free nights, manage their Program reservations and view prior reservations online by logging in to their IHG One Rewards account on www.ihgonerewards.com or via the IHG mobile app.

Monthly Maximum:

A member **may not** stay at the same hotel under the Program more than **one (1) time per calendar month**.

Booking Window:

A reservation under the Program may be booked up to **ninety (90) days** prior to the date of the first night of the stay.

Rooms per Night (subject to hotel availability):

A member may book up to **two (2) rooms per night** at the same hotel under the Program. A member cannot book multiple INIOA Rate reservations at different hotels for the same nights.

Length of Stay (subject to hotel availability):

A member may book up to **three (3) consecutive nights** under the Program.

Any member not in compliance with the booking rules and/or stay parameters is subject to cancellation of room(s) booked under the Program and forfeiture of any unused nights. Severe and/or multiple infractions may result in revocation of membership and membership dues are non-refundable.

2. Booking an INIOA Reservation

INIOA reservations may be booked through the member's IHG One Rewards account, on the IHG mobile app or by calling the Dedicated Member Reservation Line. Do not contact hotels directly to make a reservation. Members booking two rooms on the same night via web or mobile must book each reservation separately, as the system will only allow one reservation at a time. To make a reservation, follow the steps below:



To Make a Reservation Online

1. Go to www.ihgonerewards.com and log into your account.
2. Click on your profile (name/points) section on the top right-hand side.
3. Here you will see the number of free nights you have available under the "Enjoy Your Rewards" section. Click on "Book a Free Night."
4. Then click on the "Book Free Night" orange tab on the next page.
5. Enter search criteria and choose "Search" to find a hotel. Hotels with INIOA (IHG Owners Rate) rooms available will display the rate as "FREE."
6. Choose your hotel and select "Book Now" to make a reservation.



To Make a Reservation on the IHG Mobile App

1. Log into the IHG mobile app.
2. Select your Account tab on the bottom of the page.
3. Here you will see the number of free nights you have available in the top right-hand side box.
4. Then select the “Book a Free Night” link under the number of nights listed.
5. Select “IHG Owners Association Free Nights 2023” and select “Redeem Free Night.”
6. Enter search criteria and choose “Search” to find a hotel. Hotels with INIOA (IHG Owners Rate) rooms available will display the rate as “FREE.”
7. Choose your hotel and select “Book Now” to make a reservation.



To Make a Reservation by Telephone

1. Have your IHG One Rewards number available to provide to the phone agent.
2. Please call:
 - U.S. and Canada: +1.877.500.4244
 - All other countries: +1.770.604.5555, option 2
 - U.K./Europe PSTN: +44.1950.499049
 - Australia PSTN: +65.29.066.5478
3. The phone agent will assist with finding a member hotel.
4. Obtain confirmation number and the cancellation policy of the hotel.

3. Checking In

The IHG Owners Association free nights (INIOA Rate Category) may not be booked or consumed on the same night as an IHG Employee Rate (IVEDI Rate Category) reservation. The IHG Employee Rate requires the employee to stay in the room booked under that rate. Similarly, the member is also required to stay in the room booked under the IHG Owners Association Free Nights Program. The Employee Rate may be used before or after an Association Free Nights stay.

The member must be present at check-in and must stay in the room booked under the INIOA Rate Category. If two rooms are booked by the same member at the same hotel (for the same or overlapping stay dates), the member must stay in one of the two rooms.

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

- Valid photo I.D. (a driver's license or passport) matching the name on the reservation. The member who booked the reservation must be present at check-in.
- Valid credit card for incidentals.

If you are not verified as a current Association member (i.e., if the name on the reservation does not match the name of the guest), the hotel is not obligated to honor the INIOA reservation. The hotel may charge their Best Flex Rate, or any other applicable rate, at its discretion.

Only the cost of the room and room tax are free. You are responsible for all incidental charges, taxes, food & beverage expenses and any other charges or fees applicable to your stay.

4. Cancellations and No-Show Reservations

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, billed at the hotel's Best Flex Rate for that night, plus taxes. No-show charges may be assessed at the discretion of the hotel's General Manager. **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): To cancel a reservation and obtain a cancellation number prior to the stay, you must request cancellation through your IHG One Rewards account, the

IHG mobile app or by calling the Dedicated Member Reservation Line. **Do not call the host hotel to cancel.** 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 and validated by a cancellation number will not cause the member to lose any free nights from the Annual Allocation. In the event of a validated cancellation, all free nights that were applied to the reservation will be automatically re-deposited to the member's Annual Allocation and can be viewed in his/her IHG One Rewards account immediately.

Important: If you contact the hotel to cancel or modify a reservation prior to the hotel's cancellation deadline, this will result in the loss of all free nights associated with that reservation. Members must cancel and modify reservations **only** via the following methods:

(a) Web — by logging on to your IHG One Rewards account via ihgonerewards.com, **OR**

(b) IHG mobile app, OR

(c) Calling the Dedicated Member Reservation Line at +1.877.500.4244 or +1.770.604.5555, option 2.

To attempt to cancel or modify a reservation *after* the hotel's cancellation deadline, it may not be possible to make changes via the IHG One Rewards account, 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, the reservation modification or cancellation must be made prior to check-in, in accordance with the hotel's cancellation policy timeframe and must be completed online through the member's IHG One 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).

5. Industry Events

Members are responsible for being aware of industry-related events (“Industry Events”) and members are not permitted to book an INIOA reservation for any hotels impacted by an Industry Event within a 25-mile radius. Examples of Industry Events include the IHG Conference, as well as conferences for AAHOA, NYU, Hunter, AHLA, Hilton, Marriott or other hotel brands. Industry Events also include meetings hosted by the Association and IHG meetings. Courteous practices by both members and member hotels will help eliminate unnecessary guest relations issues that may negatively impact the host hotel and/or the members.

For more information or questions, please contact the Association's Free Nights Team at freenights@ihgowners.org or at +1.770.604.5555, option 3.

Disclaimer

The IHG Owners Association Free Nights Program is applicable solely to current IHG Owners Association members. Association Membership Terms & Conditions must be adhered to at all times, and Free Nights Program Terms & Conditions are subject to change at the discretion of the IHG Owners Association.



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