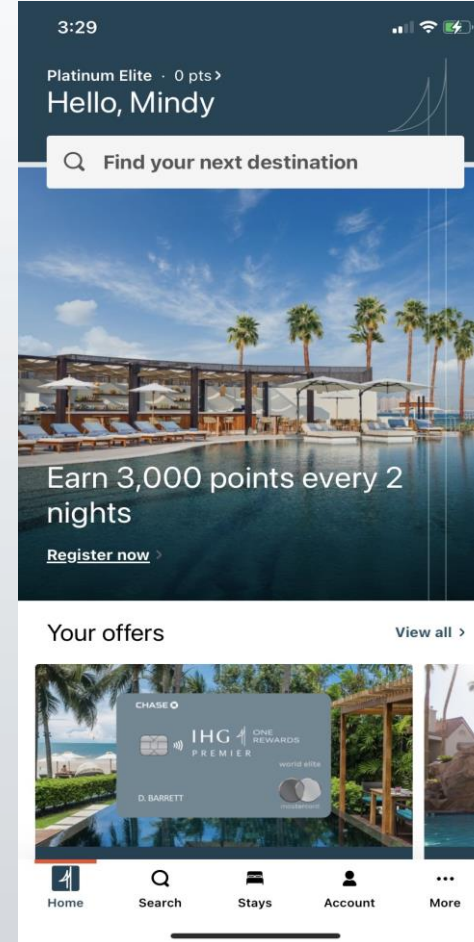
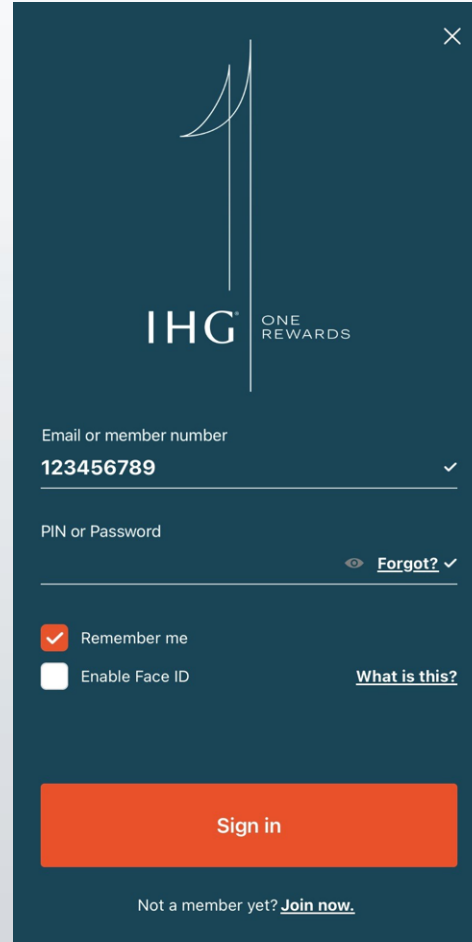
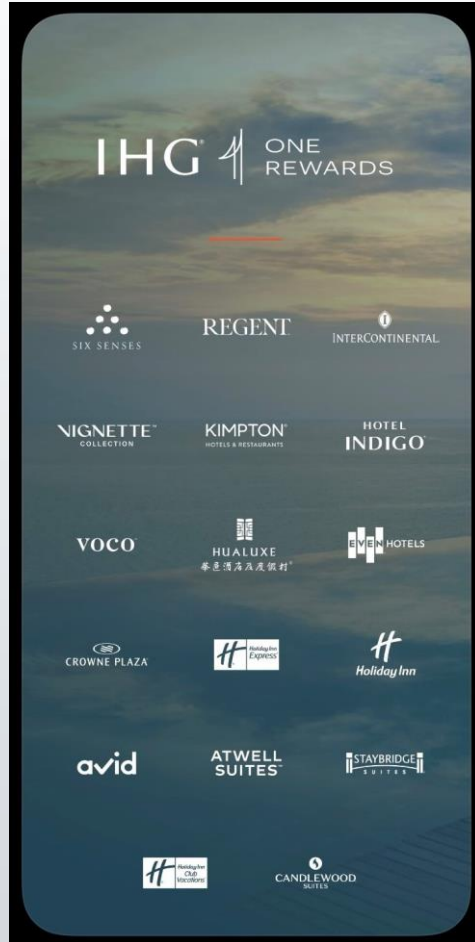




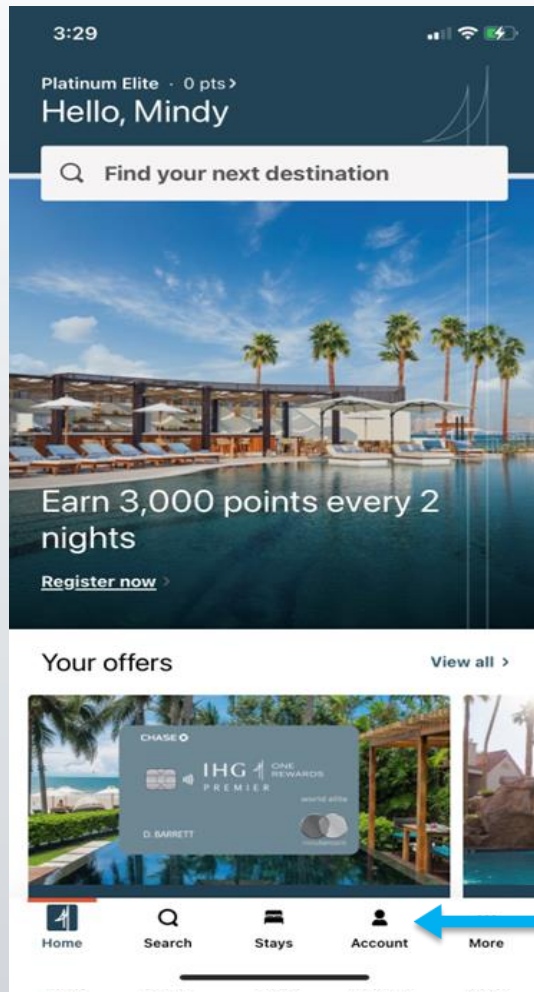
**How to Book  
Free Nights  
on the  
IHG Mobile App**

# Download the IHG® mobile app from your app store

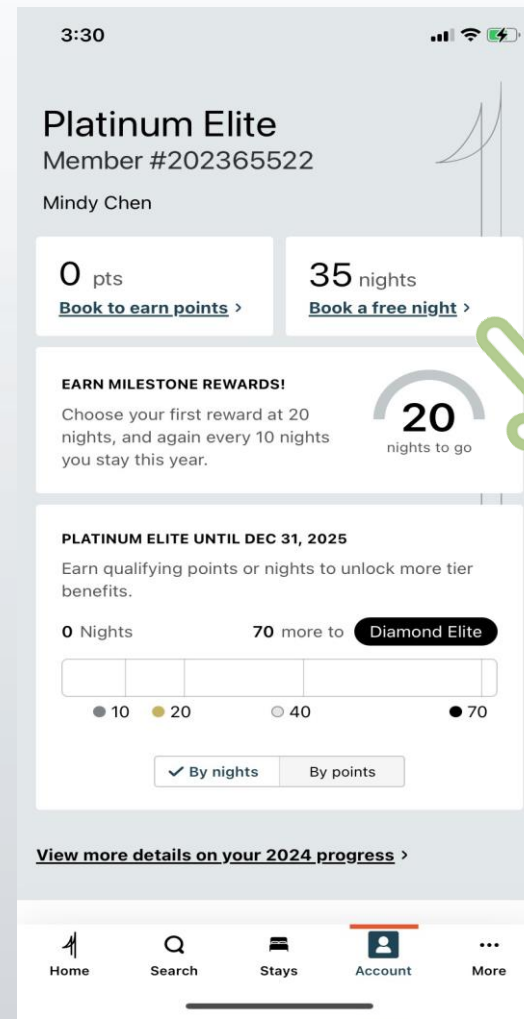
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2

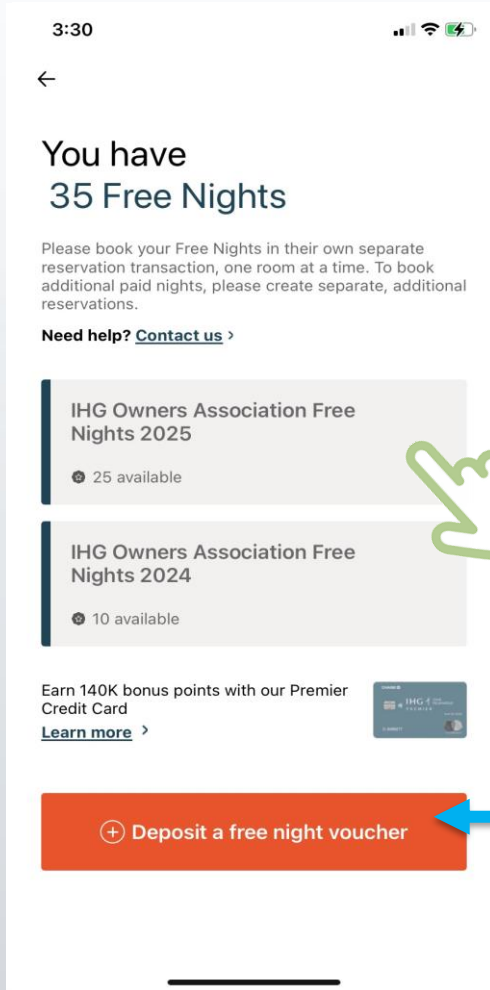


3



After logging in, tap on "Account" to access your Free Nights Allocation

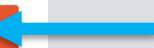
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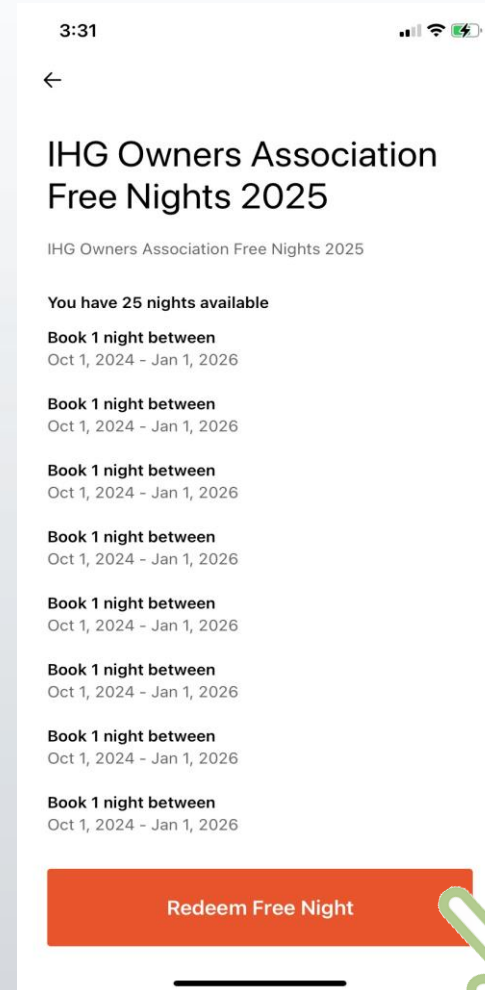
Tap on the “Free Nights 2025” link



Do not tap here



5

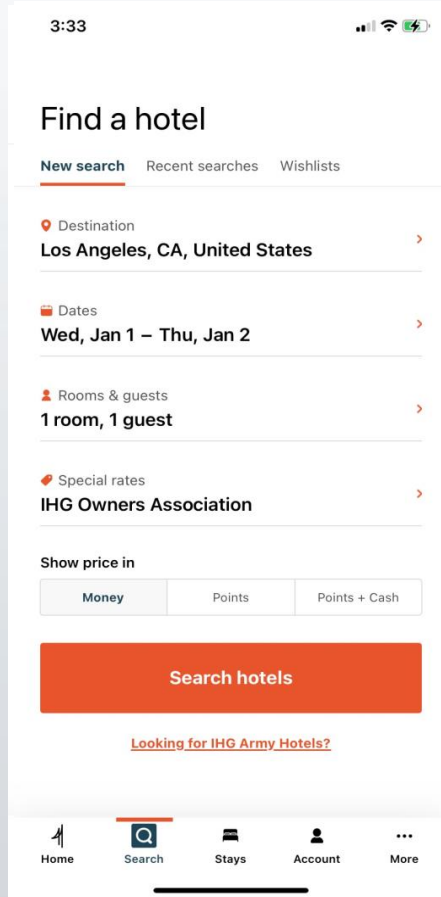


Tap here



6

## Enter Your Destination



3:33

### Find a hotel

New search Recent searches Wishlists

Destination  
Los Angeles, CA, United States

Dates  
Wed, Jan 1 – Thu, Jan 2

Rooms & guests  
1 room, 1 guest

Special rates  
IHG Owners Association

Show price in  
Money Points Points + Cash

**Search hotels**

[Looking for IHG Army Hotels?](#)

Home Search Stays Account More

7

## Select Your Desired Travel Dates



3:34

### Edit dates

Wed, Jan 1 – Thu, Jan 2

With this rate you may redeem 1 room and up to 3 consecutive nights at a time.

S M T W T F S

JANUARY 2025

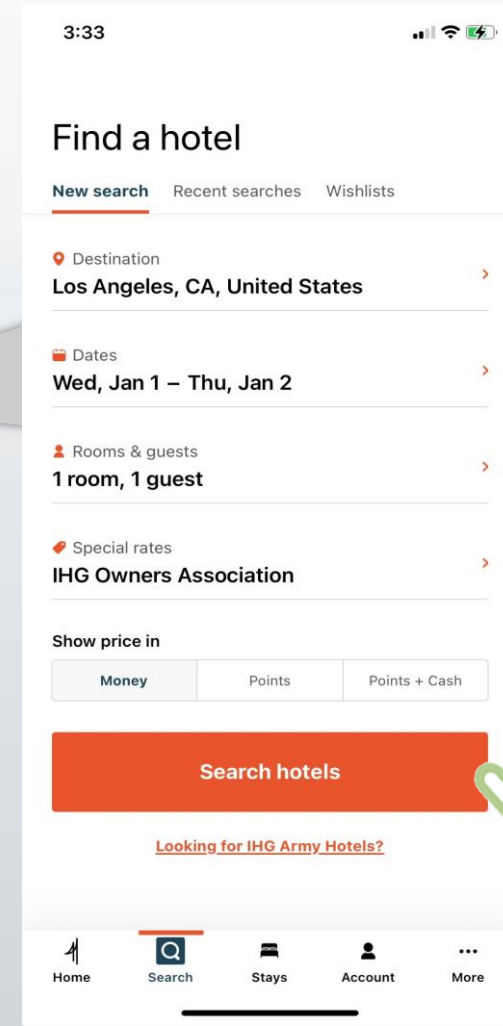
		1	2			
5	6	7	8	9	10	11
12	13	14	15	16		
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY 2025

1

My dates are flexible

**Continue with 1 night**



3:33

### Find a hotel

New search Recent searches Wishlists

Destination  
Los Angeles, CA, United States

Dates  
Wed, Jan 1 – Thu, Jan 2

Rooms & guests  
1 room, 1 guest

Special rates  
IHG Owners Association

Show price in  
Money Points Points + Cash

**Search hotels**

[Looking for IHG Army Hotels?](#)

Home Search Stays Account More

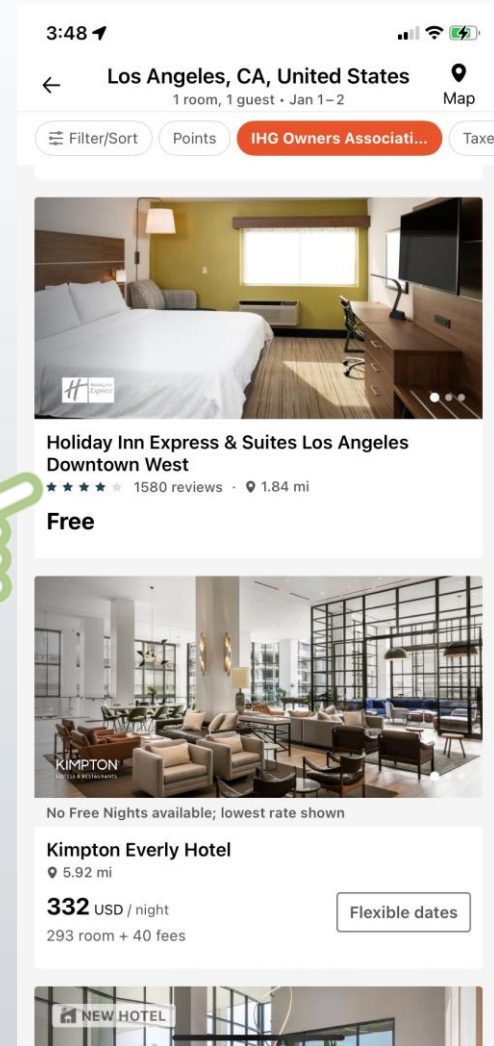
1. Tap “Continue with 1 night” after selecting the dates\*
2. Tap “Search hotels”

\*The booking window is ninety (90) days prior to the reservation date

8

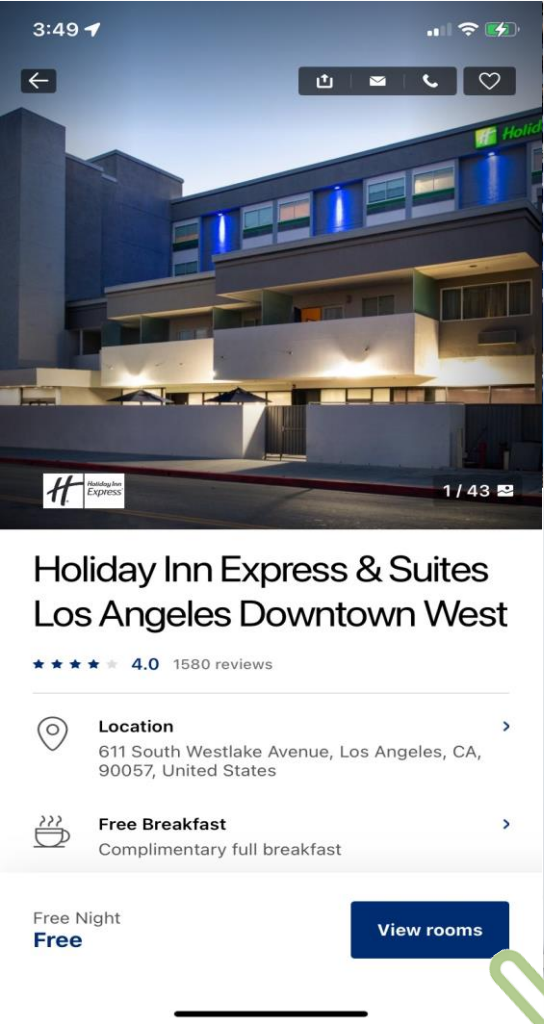
Scroll down to view and select the hotel you would like to book

All hotels with the free night availability will show up as “Free”

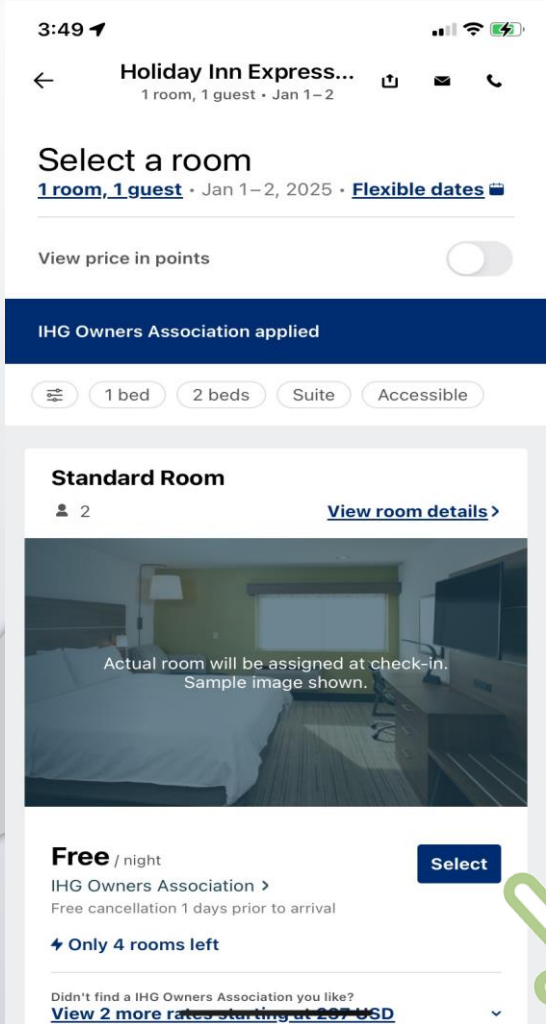




9



Tap on "View Rooms"

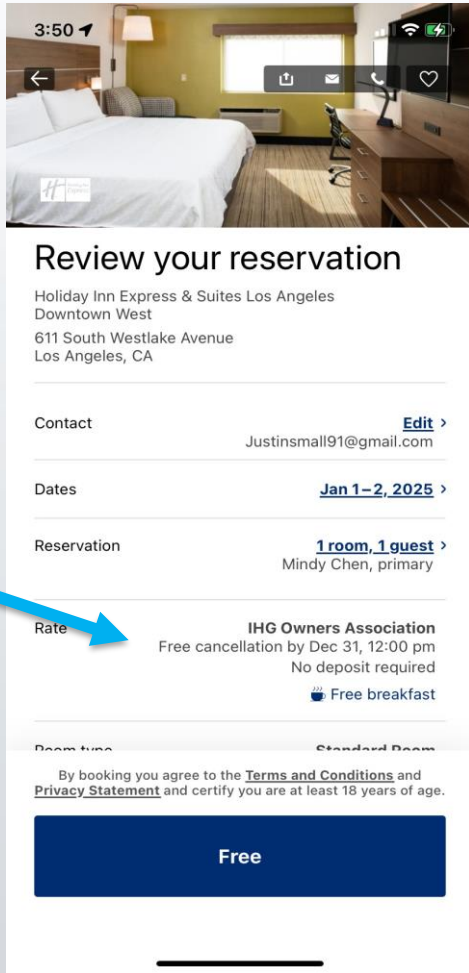


Select the IHG Owners Association "Free" room type



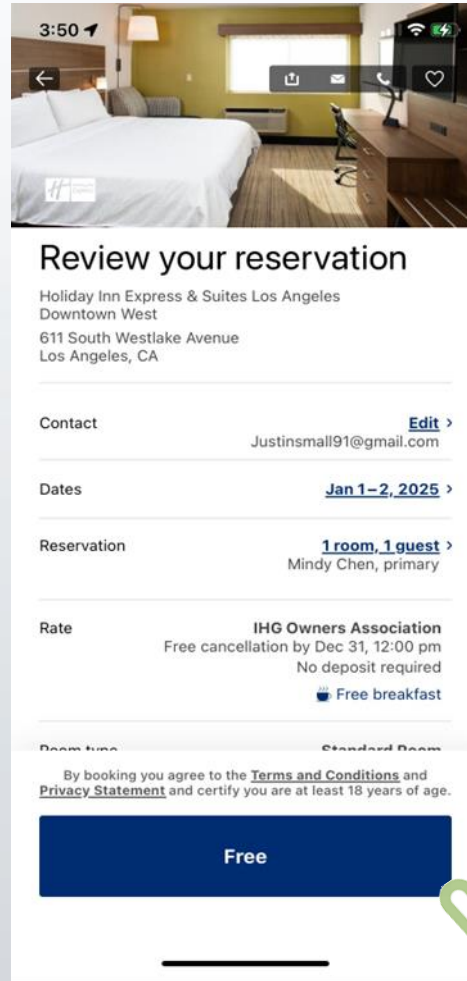
10

Read the cancellation policy and other info



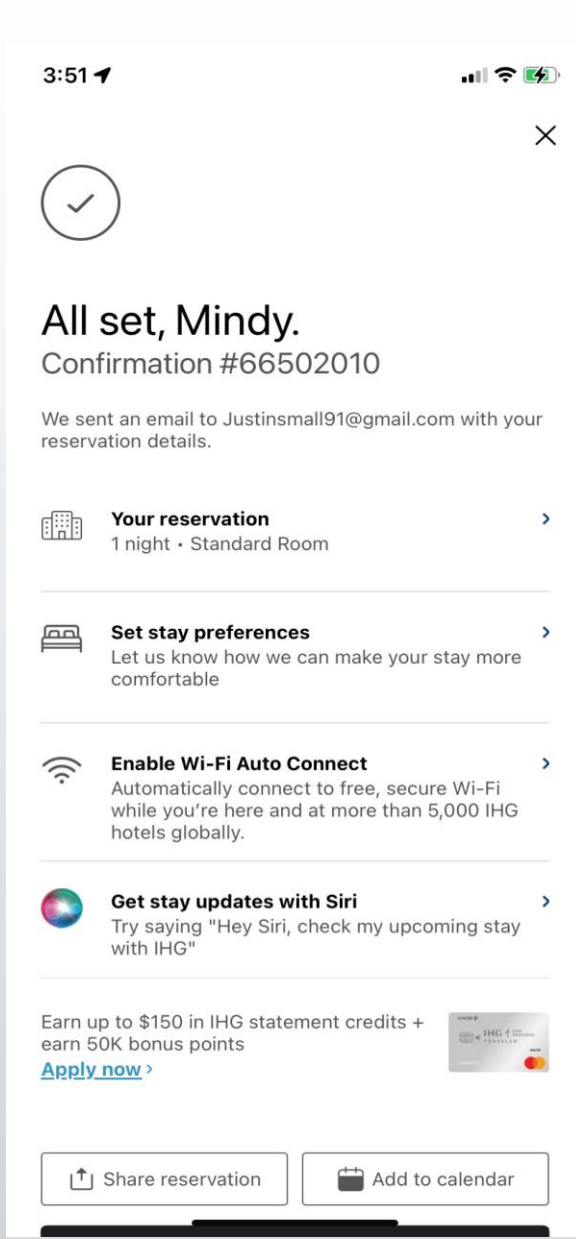
11

Check that all information is correct and select “Free” to make a reservation



Tap here





**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/resources/digital-publications](http://www.owners.org/resources/digital-publications)

**For any Free Nights questions, please contact us.**

**Email:** [freenights@ihgowners.org](mailto:freenights@ihgowners.org)

**Phone:** +1.770.604.5555, option 3

## To Make a Reservation by Telephone:



1. Have your IHG® One Rewards number to provide to the phone agent.
2. Please call:  
U.S. and Canada: +1.877.500.4244  
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 a confirmation number and a copy of 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. **The member 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 through (1) your IHG One 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 One Rewards account immediately.

# Cancellation and No-Show Reservations Policy

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 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).