

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

When checking in under a Free Nights reservation, bring a form of identification such as a driver's license so the hotel can verify your reservation. **An Association member benefits card is no longer required when checking in under a Free Nights reservation**, as both the plastic and digital cards have been discontinued. If the member whose name the reservation was booked under is not present upon check-in, the hotel can refuse to honor the reservation.

## How do I book my Free Nights reservation?

Free Nights Program reservations can be booked, modified or canceled through the IHG mobile app, online at [www.ihgonerewards.com](http://www.ihgonerewards.com) or by calling the Dedicated Member Reservation line at +1.877.500.4244. **Do not contact the hotel directly to book, modify or cancel your reservations**, as hotels do not have access to members' Free Nights Annual Allocations and this may result in forfeiture of the Free Nights associated with those reservations.

## What are the booking parameters for Free Nights reservations?

- One (1) stay per month is permitted at any member hotel. Members can book stays at different member hotels in the same month but may only stay once per month at each hotel.
- Members may book two (2) free rooms per night per stay based on hotel availability. Each room must be booked separately (due to system constraints).
- Members may book up to three (3) consecutive nights per stay for each room, based on hotel availability.
- Members may not book more than one (1) hotel on any given night.
- Members are required to stay in one of the rooms booked under the Free Nights Program.

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

The member whose name the reservation was booked under must be present upon check-in.

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

No, members may not book IHG Employee Rate rooms on the same night as a Free Night, as members are required to stay in one of the rooms booked under either the Free Nights Program or the IHG Employee Rate. The IHG Employee Rate can be used for stays directly before or after a Free Nights stay (subject to availability), but not on the same night(s).

## If I check out of a hotel early, will unused Free Nights be re-deposited back into my Annual Allocation?

No, any cancellations/modifications made on property, at check-in or during your stay (such as checking out early) will result in forfeiture of all remaining Free Nights associated with that stay, regardless of the reason for the cancellation or modification. Any such forfeited Free Nights will **not** be deposited back into your Annual Allocation.

## What are the rules for cancellations?

- Cancellations of Free Nights reservations 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 one of the following methods:
  - Via your IHG One Rewards account at [www.ihgonerewards.com](http://www.ihgonerewards.com)
  - Via the IHG mobile app
  - By calling the Dedicated Member Reservation line at +1.877.500.4244
- Upon cancellation through one of these methods, the Free Night(s) used to book the reservation will automatically be re-deposited back into your Annual Allocation immediately.
- Do **not** call the host hotel directly to cancel, as any Free Nights used to book the reservation will **not** be re-deposited.
- **If you do not cancel prior to 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 unless a cancellation number from the hotel has been provided to you. No-show charges are billed at the discretion of the hotel's General Manager, who may bill a Free Nights reservation at the Best Flex Rate for that night.

**If I do not use all of the Free Nights in my Annual Allocation this year, can they be rolled over to next year?**

No, all 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 the 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.

**What happens if I arrive at the hotel and it is overbooked?**

You are eligible for the IHG Reservations Guarantee, which applies if your reservation cannot be honored. If your reservation cannot be honored, the host hotel must provide a room at, and transportation to, another convenient and comparable hotel. The host hotel must also pay the full cost of the first night's lodging rate, plus tax. If the member feels dissatisfied with the solution provided by hotel management, they may contact the IHG Guest Relations team at **+1.800.621.0555**.

**For questions or more information, please contact the Association's Free Nights team at [freenights@ihgowners.org](mailto:freenights@ihgowners.org) or by calling +1.770.604.5555, option 3.**