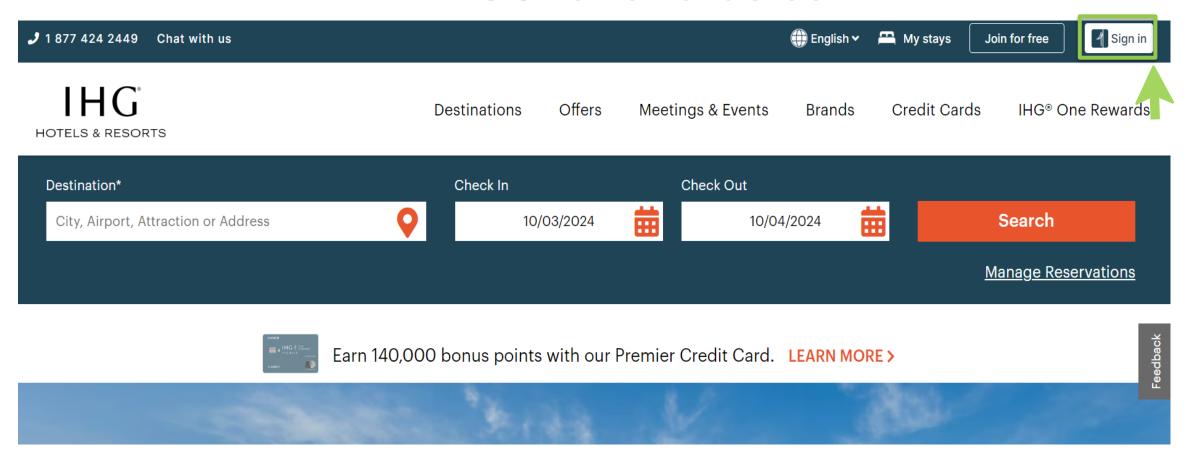


How to Book Free Nights Online

WWW.IHGONEREWARDS.COM

Sign In Instructions

www.IHGOneRewards.com

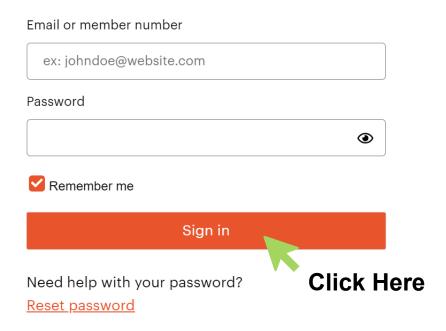


Click on "SIGN IN" at the top right corner of the page

Sign In Instructions

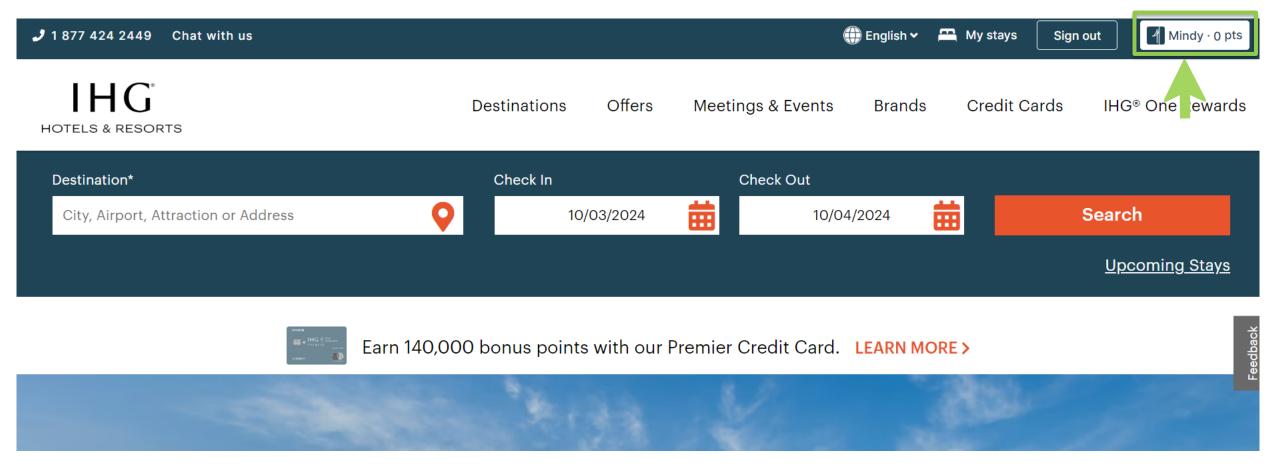


Please sign in.



- 1. Enter your email or IHG One Rewards number
- 2. Enter your 4-digit PIN number or password
- 3. Click the "Sign in" button.

Sign In Instructions



Click on your name in the top right corner of the page

Free Nights Link

Enjoy your rewards

See Rewards Wallet >



25 Free Night(s)

Book your next getaway if you have free nights available.

Book a Free Night



Partner and other rewards

Enjoy the journey with partner rewards.

See rewards >





Book now

Scroll down and click on the "Book a Free Night" link UNDER "Enjoy your rewards"

IHG Owners Association Free Nights Booking

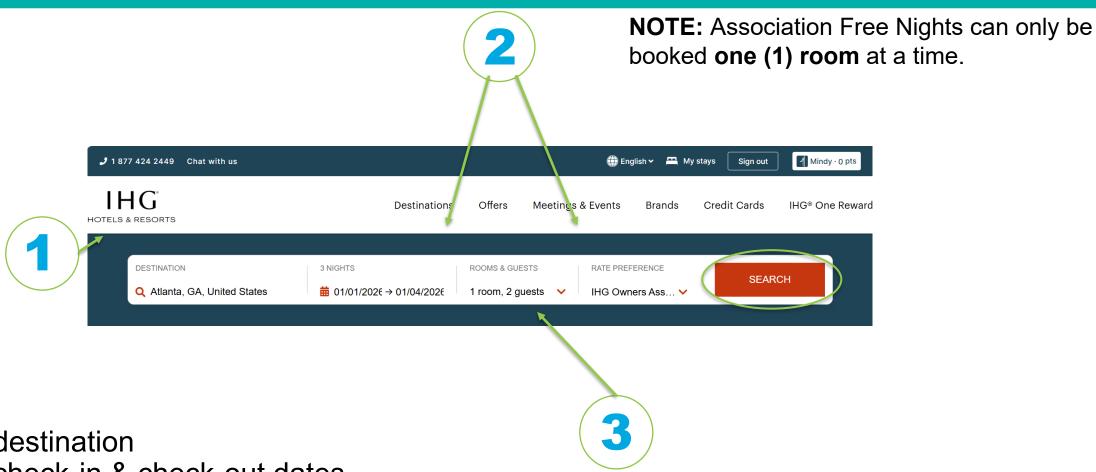
Book your next free night

₽ Print

• Please book your Free Nights in their own separate reservation transaction, one room at a time. To book additional paid nights, please create separate, additional reservations. For assistance booking Free Nights, please contact <u>Customer Care</u>.

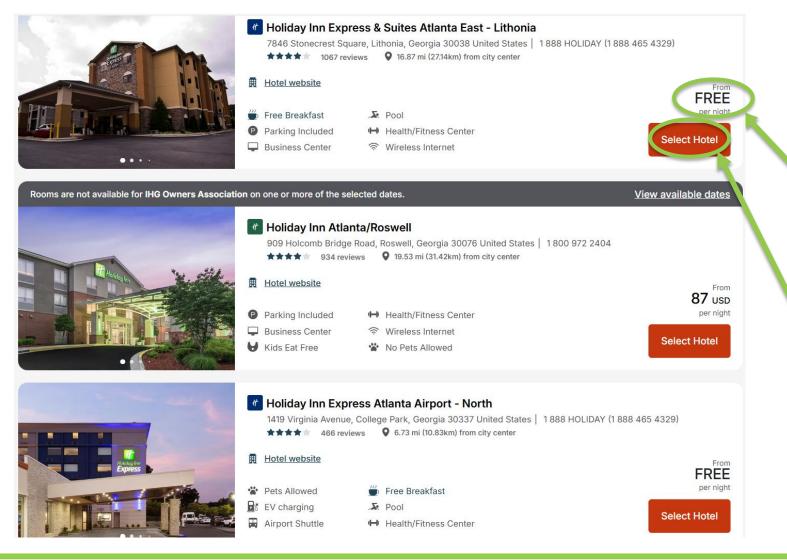


Required Fields Entry



- Enter destination
- Enter check-in & check-out dates
- Ensure "Rate Preference" is set to IHG Owners Association
- Click "Search" to show hotel availability

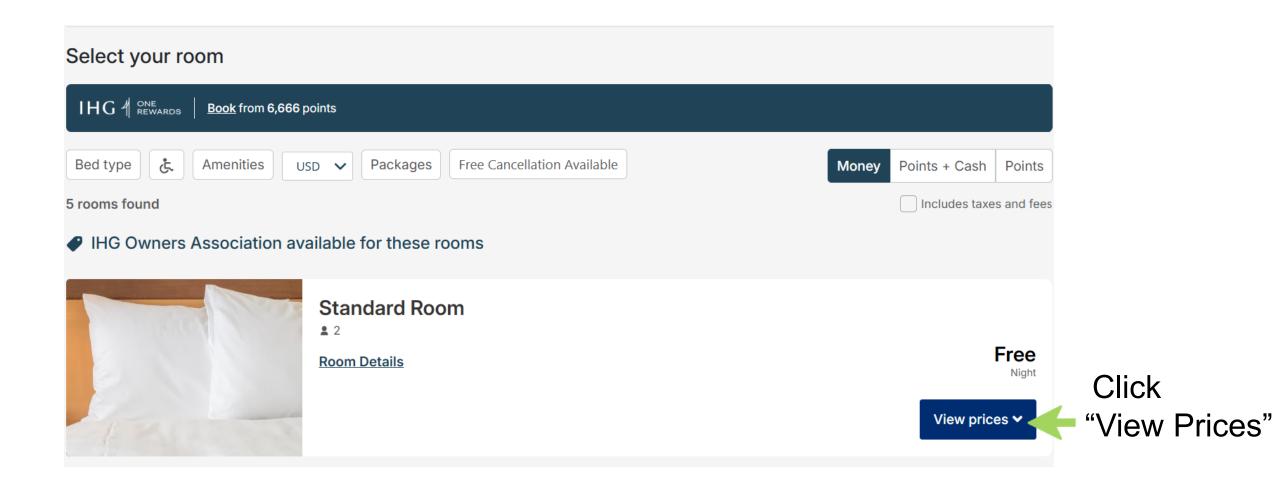
Hotel Selection



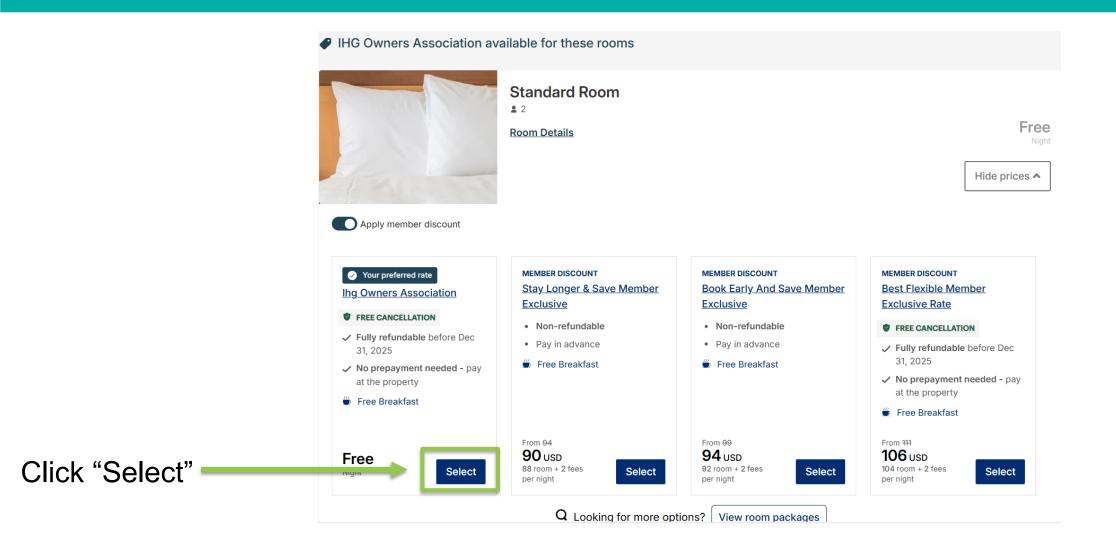
All hotels with the Free Nights Program rate will show up as "FREE"

Pick the hotel you would like to book by clicking "Select Hotel"

Rate Selection

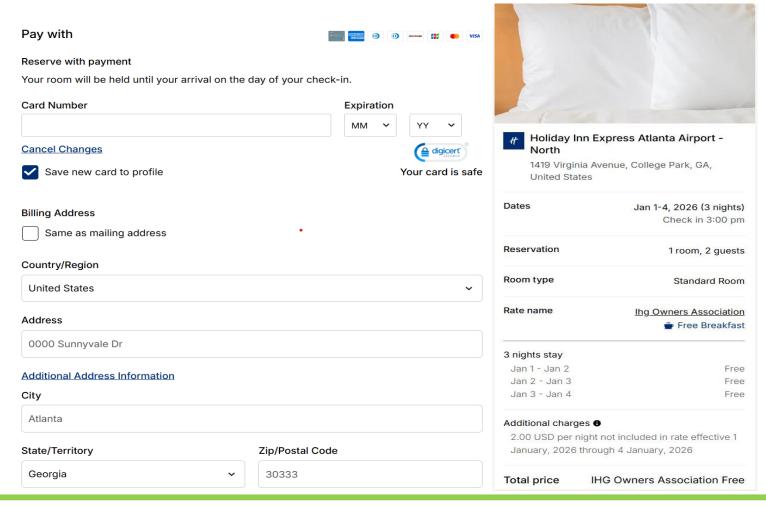


Select Your Preferred Rate



Reserving Your Room

Complete your reservation



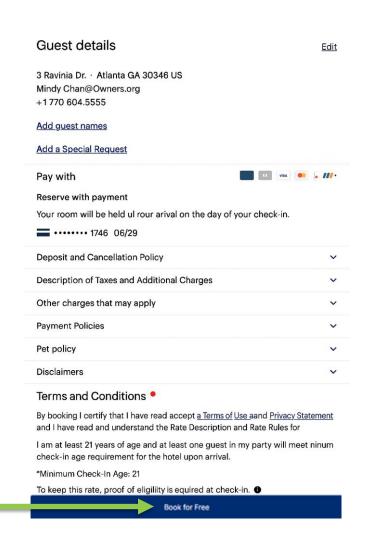
NOTE:

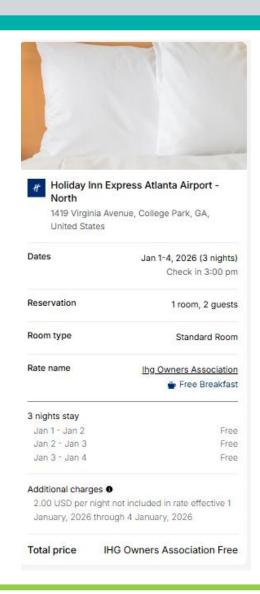
Members are limited to booking a maximum of **two (2) rooms** for up to **three (3) nights** each per stay per calendar month. Guest must present valid I.D. & credit card upon check-in.

Payments and Fees

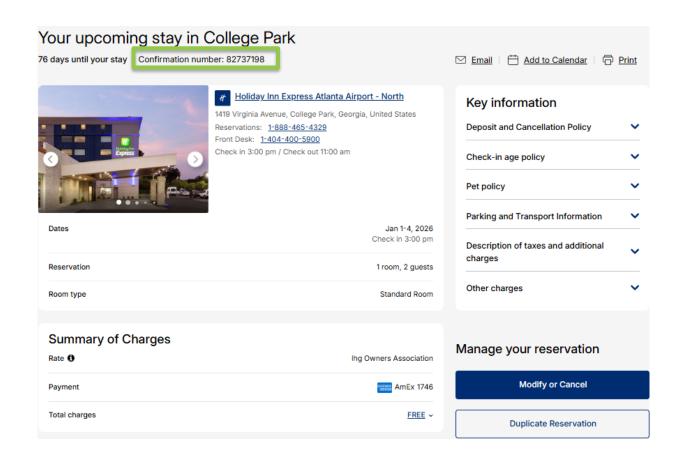
Fill out all required fields to book your selection and note any other charges and policies (if applicable).

Click "Book for Free"





Confirmation



Your reservation will be confirmed, and your confirmation number will be displayed.

Take note of your reservation's confirmation number.

Note: Members have real-time visibility into their Free Nights Annual Allocation, including past stays and future reservations, on their IHG One Rewards accounts.

Program Requirements

Full Program Requirements: www.owners.org/resources/digital-publications

For any Free Nights questions, please contact us.

Email: 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 PTSN: +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 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 a member contacts the hotel to cancel or modify a reservation, they will forfeit 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 any 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).