



**How to Book a
Free Night(s) stay
on Mobile**

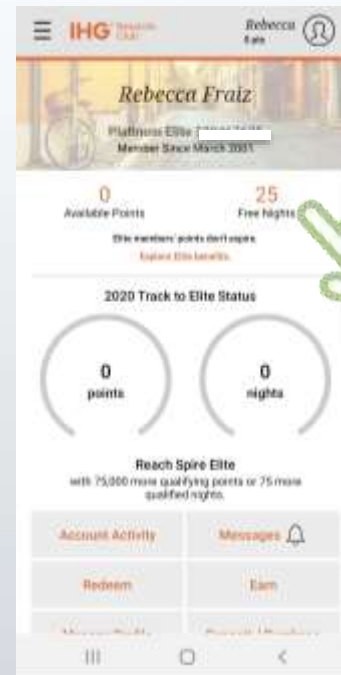
2



After logging in, click on your profile area for access to your Free Nights amount availability.

Do not click here. (This will not allow you to use your Free Nights.)

3



Click Here

4



Click Here

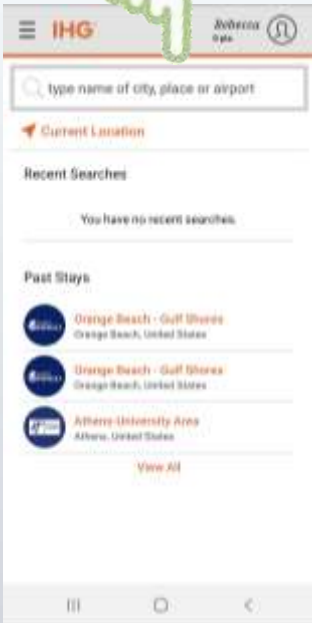
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Click Here

6

Type the name of the city/
place...



7

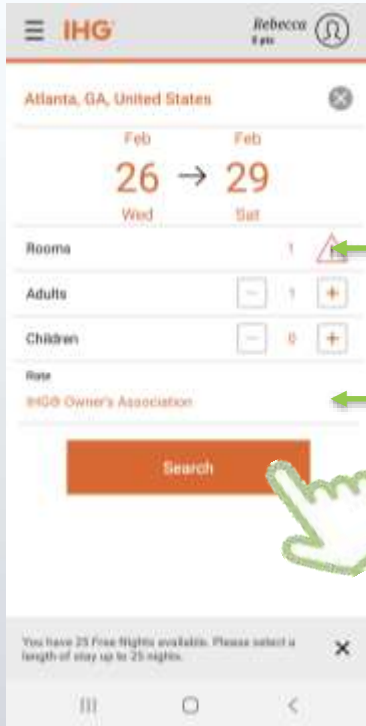
If dates are not applicable,
change dates. If dates are
ok, then Click "Search."



Hit "Apply" after
you choose the
dates*!

* Booking Window –
Ninety (90) days
prior to the first date
of the reservation
i.e. a free night(s)
reservation can be
booked within 90
days from date of
booking.

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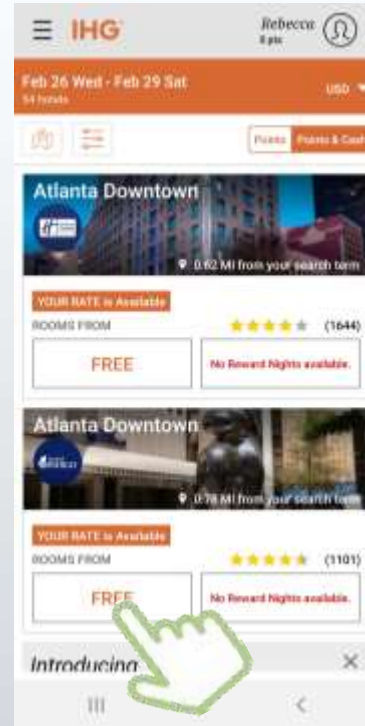


Book one room at a time.

Ensure rate is displayed as "IHG Owners Association"

Click "Search"

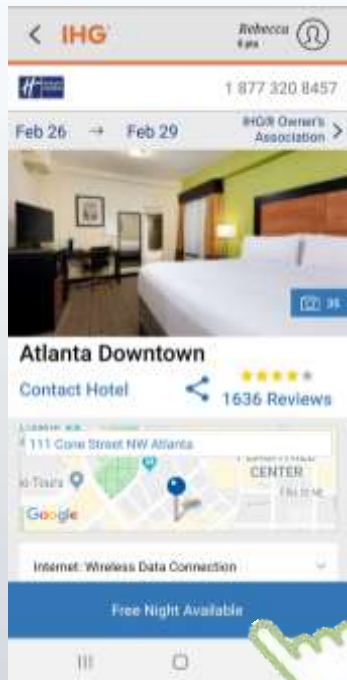
9



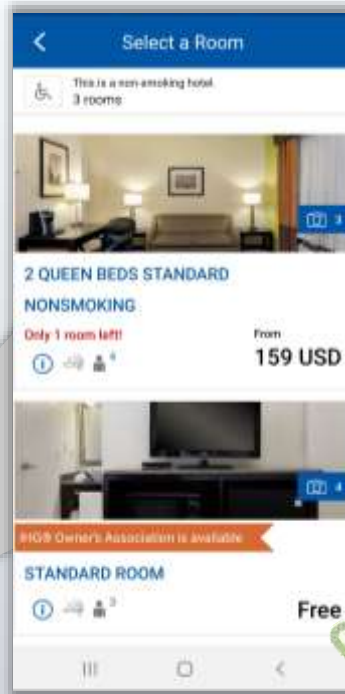
Scroll to view all hotels with the "FREE" rate.

Select the hotel with "Free" rate you would like to book.

10



Click Here

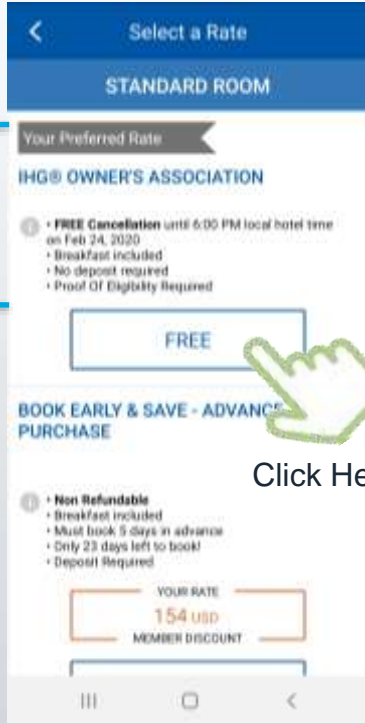


Scroll down for IHG Owners Association "Free" room type.

Click Here

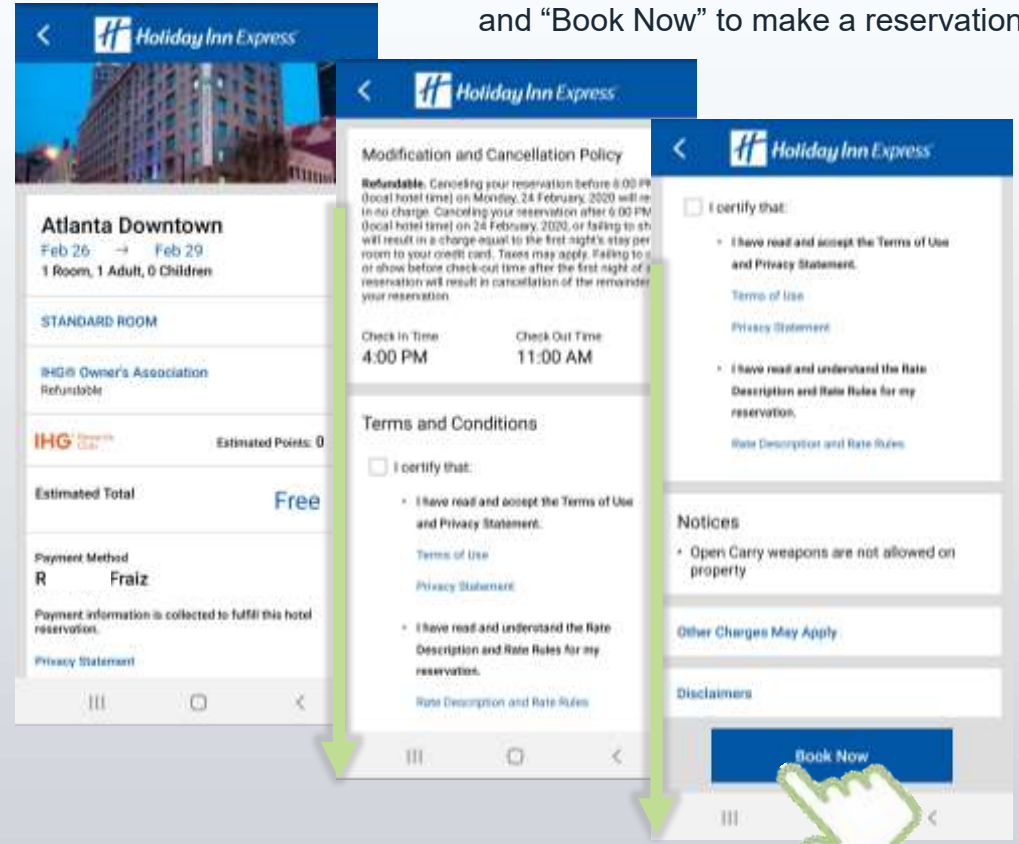
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Check rate and read info!



Click Here

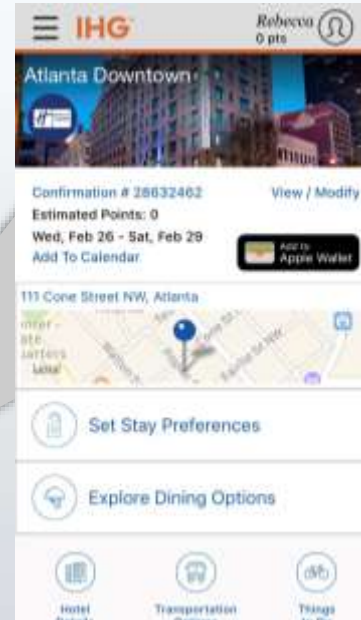
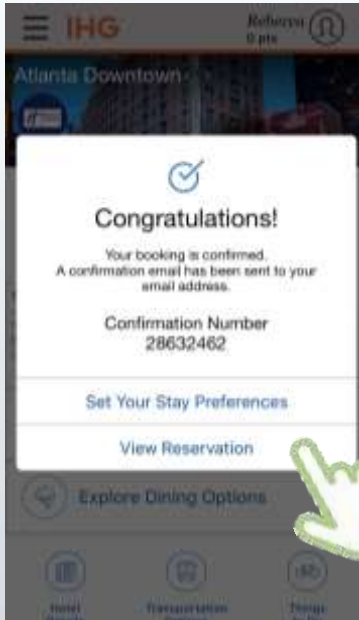
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Click Here

Check all information is correct and scroll down for Payment Method. Check the box agreeing to the Terms and Conditions section and "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.

Program Requirements

Full Program Requirements: www.owners.org/freenights

For any Free Nights questions, please contact us –

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



To Make a Reservation by Telephone:

1. Have your IHG Rewards Club 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)
 - UIFN-Universal toll-free number: 00800.62.800800
3. The phone agent will assist with the finding a member hotel
4. Obtain confirmation number and the cancellation policy of the hotel

Cancellation and No-Show Reservations Policy

No-show Reservations:

- You will be assessed charges in accordance with the hotel's Cancellation Policy. Charges may include the full regular room rate, plus taxes.
- No-show charges may be billed at the discretion of the General Manager of the host hotel.
- **You will also forfeit the allocated Free Night for the first night of the reservation.**

To make a cancellation prior to/within the 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 Club 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 the 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 your IHG Rewards Club account immediately.

Cancellation and No-Show Reservations Policy

Important:

- **Members must cancel and modify 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 (such as shortened length of stay) at or after initial check-in - will result in forfeiture of all free night(s) used originally booked for that stay. All nights utilized to book that reservation will apply and any unused nights (for a shortened stay or early check-out) will not drop back into members annual allocation.