

IHG Owners Association

**FREE NIGHTS
PROGRAM**

Your Free Nights Benefit Just Got Even Better

MEMBER PROGRAM REQUIREMENTS

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LIST OF DEFINED TERMS

ANNUAL ALLOCATION Twenty-five (25) Free Nights each member (as defined below) receives within seven (7) 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.

BOOKING WINDOW Ninety (90) days prior to the first date of the reservation.

FS Rate code for IHG Owners Association Free Nights Program.

INIOA Rate category for IHG Owners Association Free Nights Program.

MAXIMUM INVENTORY CAP PER NIGHT The maximum number of hotel rooms required to be allocated per night. This cap is based on the total number of rooms in the hotel and is subject to a hotel's forecasted availability.

MEMBER An individual with a valid (current year) IHG Owners Association Member Benefits Card.

MEMBERSHIP ACCOUNT A Principal Correspondent and any additional affiliated cardholders.

MINIMUM INVENTORY REQUIREMENT PER NIGHT The minimum number of hotel rooms required to be allocated per night. This requirement is based on the total number of rooms in the hotel and is subject to a hotel's forecasted availability.

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 his/her free nights through these booking channels:
the IHG® mobile app, www.ihgrewardsclub.com or the Dedicated Member Reservation Line.
- Members have real-time visibility into his/her Free Nights Annual Allocation, including past stays and future reservations, by logging into their IHG® Rewards Club account.

Use of your 25 Free Nights (called the “Annual Allocation”) is subject to hotel availability and compliance with each of the Program requirements.

MEMBER PROGRAM REQUIREMENTS

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® 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 Requirements.

Annual Allocation:

- Members receive twenty-five (25) free room nights on their IHG Rewards Club account for each calendar year.
- Free nights must be used within the membership year.
- Free nights cannot be carried over to the following year.
- The Annual Allocation is not pro-rated; regardless of when a member joins the IHG Owners Association, 25 rooms shall be allocated to the member's account for the remaining months of that calendar year.
- Members may view their Free Nights on their Account and manage their Program reservations through the IHG Rewards Club site or IHG mobile app, as further explained below.

Monthly Maximum:

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

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.

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. Multiple infractions may also result in revocation of your membership.

2. Booking an INIOA Reservation

INIOA reservations may be booked through the member's IHG Rewards Club 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.ihgrewardsclub.com and log into your account
2. On the menu bar to the left, click "Free Nights Status"
3. Click on the section named "IHG Owners Association Free Nights Program"
4. Here you will see the number of Free Nights you have available
5. Click "Book Free Night"
6. Enter search criteria to find a hotel
7. Click "Check Rates" to see available rooms at hotel, hotels with INIOA rooms available will display the rate as "FREE"
8. Click "Book This Room" to make reservation



To Make a Reservation on the IHG Mobile App

1. Log into the IHG mobile app
2. Select your profile and then choose “Redeem”
3. Select “Free Nights” and then select “IHG Owners Association Free Nights”
4. Here you will see the number of Free Nights you have available
5. Select “Book Free Nights”
6. Enter search criteria and choose “Search” to find a hotel, hotels with INIOA 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 Rewards Club number available to provide to the phone agent
2. Please call:
 - U.S. and Canada: 1.877.500.4244
 - All other countries: (001) 770.604.5555, ext. 2
 - UIFN-Universal toll free number: 00800.62.800800
3. The phone agent will assist with finding a member hotel
4. Obtain confirmation number and the cancellation policy of hotel

3. Checking In

IHG Owners Association Free Nights may not be used on the same night as an IHG Employee Rate reservation. The IHG Employee Rate requires the employee to stay in the room booked under that rate. You are also required to stay in the room booked under the IHG Owners Association Free Nights Program. The employee rate may be used before and/or after an Association Free Nights stay.

You must be present at check-in and must stay in the room booked under the INIOA Rate Category. If two rooms are booked under the same reservation, you must stay in one of the rooms.

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

- Valid photo I.D. (a driver's license or passport).
- Valid (current year) IHG Owners Association Member Benefits Card. The name on the Member Benefits Card must match the photo I.D. Either a printed or digital version of the Member Benefits Card may be presented.
- Valid credit card for incidentals.

If you are not verified as a current IHG Owners Association member, 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: 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.**

Cancellation Prior to the Member's Stay: To cancel a reservation and obtain a cancellation number prior to the member's stay, you may request cancellation through your IHG Rewards Club 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 re-deposited to the member's Annual Allocation and can be viewed in your IHG Rewards Club account immediately.

Important: If the Member contacts 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) the web

(b) the IHG mobile app

(c) the Dedicated Member Reservation Line


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 in accordance with the hotel's cancellation policy timeframe and must be completed online through the member's IHG Rewards Club 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).

Disclaimer

The IHG Owners Association Free Nights Program is applicable solely to current IHG Owners Association members. Association Membership Requirements must be adhered to at all times, and Free Nights Program Requirements are subject to change at the discretion of the IHG Owners Association. Program usage data may be evaluated to ensure effectiveness of this member benefit.



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