

## What do I need to look for when a Free Nights reservation guest is checking in?

When checking in a guest under a Free Nights reservation (INIOA Rate Category), the hotel's front desk agent should follow the same check-in procedures as for any other guest, including **ensuring the name of the guest matches the name on the reservation**, either with a valid, government-issued I.D. or any other standard form of identification. **An Association member benefits card is no longer required when checking into a Free Nights reservation**, as both the plastic and digital cards have been discontinued.

If the member for whom the reservation was booked is not present upon check-in, the hotel can refuse to honor this reservation.

## What if a guest calls the hotel directly to modify or cancel a Free Nights reservation?

- If a member contacts the hotel directly to cancel or modify a reservation **PRIOR to the hotel's cancellation deadline**, hotel colleagues must advise the member to modify or cancel through one of the following methods:
  - Via the IHG® mobile app
  - Via their IHG One Rewards account at [www.ihgonerewards.com](http://www.ihgonerewards.com)
  - Calling the Dedicated Reservation line at +1.877.500.4244
  - Calling the Association's Free Nights team at +1.770.604.5555, option 2.
- Canceling via one of these methods is the only way to ensure that the free night(s) utilized to book the reservation will be re-deposited back into the member's account.
- If a member contacts the hotel directly to cancel or modify a reservation **AFTER the hotel's cancellation deadline**, it may not be possible to make changes via the mobile app, online or by calling the Dedicated Reservation line. In such cases, hotel colleagues should proceed with the cancellation and provide a cancellation number to the member. The member should be informed that the free night(s) used to book this reservation are forfeited. Additionally, the late cancellation is subject to the hotel's cancellation policy, including charges billed at the hotel's Best Flex Rate.

## What if a member does not arrive at the hotel to check-in for their scheduled stay ('no show')?

In the event of a no-show reservation, the member is subject to no-show charges, which may be billed at the hotel's Best Flex Rate for that night, at the discretion of the hotel's General Manager. The member will also forfeit any free night(s) used to book that reservation.

## What if my hotel is sold out due to overbooking or for any other reason?

If a member has a valid confirmed reservation booked in advance, the reservation must be honored. Such reservations are to be treated as any regular reservation. If the hotel is sold out due to overbooking or for any other reason upon the member's arrival, the hotel must 'walk' the member to another comparable hotel in accordance with IHG® Hotels & Resorts standard(s).

## Are Association Free Nights reservations (INIOA) reimbursable?

No, Association Free Nights reservations (INIOA) are not reimbursable, but INIOA Free Nights stays count towards total rooms available for hotel occupancy Rewards Nights reimbursement qualifications.

**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.**