

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

When checking into a Free Nights reservation, bring a form of identification so the hotel can verify your reservation. **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 in whose name the reservation was booked 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 cancelled through the IHG® mobile app, online at www.ihgonerewards.com or by calling either the Dedicated Member Reservation line at +1.877.500.4244 or the IHG Owner Association's Free Nights team at +1.770.604.5555, option 2.

Do not contact the hotel directly to book, modify or cancel your reservations as hotels do not have access to your Free Nights Annual Allocation and this may result in forfeiture of free nights.

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 per guest 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 Rate.

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

No, 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, because members are required to stay in one of the rooms booked for both the IHG Owners Rate and the IHG Employee Rate. The IHG Employee Rate **can** be used for stays directly before or after a Free Nights stay, but not on the same night(s).

If I check out of the hotel early, will I get the unused free nights 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 stays 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
 - Via the IHG mobile app
 - Calling the Dedicated Reservation line at +1.877.500.4244
 - Calling the Association's Free Nights team at +1.770.604.5555, option 2.
- 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 redeposited.
- **If you do not cancel within 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 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 my Annual Allocation, can free nights 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 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.

For questions or more information, please contact the Association's Free Nights team at freenights@ihgowners.org or by calling +1.770.604.5555, option 3.