

# QUESTIONS & ANSWERS

## MEMBER INFORMATION

### What will happen to the reservations I have booked under the current program?

All reservations already in place under the current program will be honored, and no further action is needed. These reservations will not consume any of the free nights provided through the new program. After August 1, reservations already in place under the current program may be canceled, but no longer modified.

### Who can book free nights under the new program?

Current IHG Owners Association members with valid membership cards in their names and matching IHG Rewards Club accounts.

### How many free nights do I receive with my annual Association membership?

An Annual Allocation of 25 free nights is provided to each member within seven (7) days of payment in full for membership dues.

### How is the Annual Allocation provided?

The Annual Allocation of 25 free nights is provided via each member's account on the IHG Rewards Club website ([www.ihgrewardsclub.com](http://www.ihgrewardsclub.com)).

### How far in advance can I reserve free nights?

Free nights can be booked no more than 90 days prior to the first date of stay.

### When do I receive my Annual Allocation of free nights for 2017?

Every current member will receive an Annual Allocation of 25 free nights on account by August 1, 2017 which can be used for stays through December 31, 2017.

### What is the maximum number of free rooms I can reserve per night?

Each member can reserve up to two rooms per night.

### What is the longest stay that I can reserve under the Free Nights Program?

Each member can reserve stays for up to three consecutive nights.

### How many times can I stay in the same hotel?

Each member may stay no more than once per calendar month at a given hotel with no annual limit.

### How can I reserve a free night?

Free nights can be booked via the IHG Rewards Club website ([www.ihgrewardsclub.com](http://www.ihgrewardsclub.com)) or by calling the Dedicated Member Reservation Line at 1-877-500-4244.

### What are the cancellation rules?

Cancellation of Free Nights Program stays are subject to each hotel's cancellation policy.

### If I cancel my reservation, what happens to my free night and am I subject to any hotel charges?

- If you cancel the room night within the hotel's cancellation policy and a cancellation number is provided to you, the night will be re-allocated to your Free Nights on Account immediately.
- If you do not cancel within the hotel's cancellation policy and no cancellation number is provided, the free night may be forfeited and you may also be subject to applicable hotel charges.

## HOTEL REQUIREMENTS

### What is the minimum and maximum number of free rooms I need to allocate each night to the new program?

The room allocations will be automatically set up by IHG and managed on a daily basis through HOLIDEX. No hotel action is needed. Hotels are not required to hold rooms to meet the minimum inventory requirements if the hotel is approaching a sell-out. Rooms are allocated based on hotel size, according to the chart below:

Hotel Size	MINIMUM Inventory Requirement Per Night	MAXIMUM Inventory Requirement Per Night
Up to 100 rooms	1	4
101-250 rooms	2	6
251 and more rooms	3	8

### Are blackout dates available?

Yes. Hotels are permitted up to 50 blackout dates per calendar year.

For More Information Please Contact  
[freenights@ihgowners.org](mailto:freenights@ihgowners.org)