

IHG Owners Association

FREE NIGHTS PROGRAM

Your Free Nights Benefit Just Got Even Better

FREQUENTLY ASKED QUESTIONS

The following Questions & Answers will help provide insight into the Free Nights Program. All Free Nights Program reservations are subject to hotel availability. Please refer to the Program Requirements for full details.

MEMBER QUESTIONS

What are the features and requirements of the IHG Owners Association Free Nights Program?

Who can book free nights?

Any Association member with a membership card in their name and a matching IHG® Rewards Club account. Membership in IHG Rewards Club is required.

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 7 days of membership activation/renewal.

How is the Annual Allocation provided?

The Annual Allocation of free nights is provided through each member's IHG Rewards Club account, which can be accessed by visiting www.ihgrewardsclub.com.

If I do not use all my free nights in a calendar year, do they expire?

Yes. The Annual Allocation expires December 31 each year. There are no rollovers of free nights from one calendar year to the next.

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

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

New members will receive their Annual Allocation of 25 room nights for 2017 within 7 days of payment of membership dues. The 25 free nights can be used for stays through December 31, 2017.

When do I receive my Annual Allocation of free nights for 2018?

For members who renew (and for new members who join) by September 1, 2017, the Annual Allocation of free nights for 2018 will be available by October 1, 2017. Because there is a 90-day booking window, rooms can be reserved for January 1, 2018 starting on October 3, 2017 using your 2018 allocation.

Can I use any portion of my 2017 Annual Allocation for reserving rooms in 2018?

No, the Annual Allocation is specific to each calendar year.

Are my nights transferrable to other members or non-members?

No. There is no way to transfer free nights from the Free Nights Program to anyone else.

I want to reserve free nights. What do I need to know, and how do I make reservations?

Can I participate in the Free Nights Program?

Any Association member with a membership card in their name is considered a member and will receive an Annual Allocation of free nights.

How many free nights do I get per year?

The Annual Allocation is 25 rooms per member per year.

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

Each member can reserve up to two rooms per night at a member hotel.

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 each hotel. Therefore, each member may stay up to 12 times a year per hotel, as long as that member has sufficient free nights available in his or her Annual Allocation.

How do I know how many nights I have left, and which hotels are available for a Free Nights Program stay?

Online

- Go to www.ihgrewardsclub.com and log in to your account
- On the left menu bar, click on “Free Nights Status”
- Click on the section called “IHG Owners Association Free Nights Program”
- Here you can view the number of Free Nights you have available
- Click on “Book Free Nights”
- Enter search criteria to find a hotel
- Click “Check Rates” to see available rooms at your selected hotel

Telephone

- Have your IHG Rewards Club number available to provide to the phone agent
- Call 1-877-500-4244 (U.S. and Canada) or 001-770-604-5555, option 5, from anywhere
- The agent will assist with finding a member hotel

IHG Mobile App

- Log in to the IHG mobile app
- Select your profile and then choose “Redeem”
- Select “Free Nights” and then select “IHG Owners Association Free Nights 2017”
- Here you can view the number of Free Nights you have available
- Select “Book Free Nights”
- Enter criteria and choose “Search” to find a hotel
- Choose your hotel and select “Book Now”

What are the different ways I can reserve a free night?

Free nights can be booked through the IHG Rewards Club website (www.ihgrewardsclub.com), on the IHG mobile app or by calling the Dedicated Member Reservation Line at 1-877-500-4244 (U.S. and Canada) or 001-770-604-5555, option 5, from anywhere.

A complete list of regional numbers can be found in the Program Requirements.

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.

Do I need my IHG Rewards Club number to make a reservation?

Yes. A valid IHG Rewards Club number is required to reserve free nights via the website, on the IHG mobile app or over the telephone.

I reserved a free night. What do I need to bring to the hotel, and what else do I need to know?

Do I need to confirm the reservation with the hotel?

An email or text message from the hotel serves as confirmation of the reservation.

What do I need to bring to the hotel for check-in?

Each member must show:

- Valid photo I.D. (typically driver's license or passport).
- Valid IHG Owners Association membership card. The name on the membership card must match the photo I.D.
- Valid credit card for incidentals.

Can someone check in to the hotel on my behalf?

No. The guest's photo I.D. must match the name on the reservation.

What hotel charges am I responsible for?

You are responsible for all charges other than room and room tax. Subject to each hotel's policies, charges may include food and beverage expenses, special taxes and fees, incidentals, etc.

Will I get points and/or a welcome amenity for my stay?

IHG Brand Standards governs the granting of IHG Rewards Club points and welcome amenities.

I made a free night reservation, but I am unable to use it. What are the consequences?

What are the cancellation rules?

Cancellations of free night stays are subject to each hotel's cancellation policy.

How do I cancel my reservation?

To cancel a reservation, you may either call the Dedicated Member Reservation Line, cancel online at www.ihgrewardsclub.com or call the hotel directly.

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

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

If I do not arrive at the hotel for my scheduled stay ("no show") what happens to my free night(s) and am I subject to any hotel charges?

If you do not arrive at the hotel for your scheduled stay, your free night(s) for the first night of your stay may be forfeited and you will also be subject to applicable hotel charges.

For More Information

www.owners.org/freenights • freenights@ihgowners.org