

IHG cancellation policy for travel disruption resulting from coronavirus (Covid-19)

Given continued consideration of the coronavirus (Covid-19) outbreak, and in order to facilitate our hotel guests to change or cancel their reservations, IHG has updated our cancellation policy with immediate effect. Our highest priority is the health and wellbeing of our guests and employees.

The scope of this policy includes all IHG hotels globally, and allows a guest to change or cancel a valid booking reservation without financial penalty made via the hotel directly, IHG.com, IHG app or the IHG Central Reservations Centre as follows:

- A guest travelling to or from Mainland China, Hong Kong SAR, Macau SAR and the Taiwan region for any stay dated between 23 January 2020 and 31 March 2020.
- A guest travelling to or from Italy and South Korea for any stay dated between 28 February 2020 and 31 March 2020.

For bookings made by a travel agent or online booking platform, guests should contact their agent and refer to their terms and conditions. This policy includes any valid booking reservation from guests who were recently physically present in the countries in scope for this cancellation policy and who are unable to enter countries due to government travel restrictions.

IHG continues to monitor the situation and will keep this policy under review. Any cancellations for reservations after this date shall be re-assessed as the situation develops and we will continue to be responsive to the advice given by authorities and governing bodies.

1. What is the policy and when is it valid?

All IHG hotels are allowing full refunds on individual transient reservations and waiving penalties as follows:

- A guest travelling to or from Mainland China, Hong Kong SAR, Macau SAR and the Taiwan region for any stay dated between 23 January 2020 and 31 March 2020.
- A guest travelling to or from Italy and South Korea for any stay dated between 28 February 2020 and 31 March 2020.

This policy includes any valid booking reservation from guests who were recently physically present in the countries in scope for this cancellation policy and who are unable to enter countries due to government travel restrictions.

2. How does it work?

If an impacted guest contacts you to cancel his or her stay, in the first instance please offer to re-book the stay. If the guest doesn't know his or her future plans and doesn't want to re-book, please offer a full refund.

3. What is the rationale for this policy?

This policy puts our guests first. It's vital we seek to maintain loyalty among our guests and protect the reputation of our brands. These principles are critical to the long-term success of all our hotels across the world.

4. What about scammers?

From previous experience, we anticipate a very small number of guests taking advantage of the situation. The vast majority of guests asking for refunds are people who are keen to travel but have had their plans disrupted. As there is no definitive way to be certain who is genuine and who isn't, we ask you to err on the side of caution and, when there is any doubt as to the right course of action, make decisions in favour of the guest.

5. Have we adjusted our loyalty programme point expiry dates to accommodate the impact of coronavirus?

Yes. IHG Rewards Club has extended expiry dates for all members who reside in Greater China (specifically mainland China, Hong Kong SAR, Macau SAR and the Taiwan region). Expiry dates vary by membership category and member status. All eligible members have been sent relevant information for their tier of membership. Please direct further enquiries to the IHG Rewards Club team. We will keep the scope of these changes under review for other markets.

6. Does this policy apply to groups and meetings contracts?

Yes. We recognise these unforeseeable circumstances and want to ensure we take a responsible and fair position with guests. We would encourage hotels to manage this situation as a postponement, pending re-booking. We should commit to honour any agreed contract terms as part of the re-booking.

7. Does this policy apply to bookings made through third parties?

Yes. IHG hotels should apply this waiver to all reservations as required, regardless of how a booking was made. For third party bookings, guests should check with their booking agent/third party for more details about their cancellation policy.

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