

Dear valued travel partner,

As a valued business partner of **IHG[®] Hotels & Resorts**, I hope that you and your loved ones are safe and healthy.

Everyone here at IHG passionately believes our world is meant to be explored. When the time comes, and it is safe to do so, we will be ready to welcome you and your customers through our doors. In the meantime, I wanted to update you on a few areas:

IHG Rewards Club

We continue to monitor the evolving situation and keep our cancellation policy and loyalty program under constant review. With that in mind, we are making further changes to IHG Rewards Club to help our members manage their status, points and benefits this year:

- **Membership Status:**
 - IHG Rewards Club status will be automatically **extended through January 2022**.
 - As previously shared, we **reduced Elite membership criteria by 25% or more for 2020**.
- **Points Expiration:**
 - Points never expire for all members with Elite status (Gold, Platinum and Spire).
 - We have paused points expiry until December 31, 2020 for Club members.

For full details (including our cancellation policy) please [visit our website](#).

Culture of Clean

Our number one priority is the health, safety, and well-being of your customers during their stay at any of our hotels. It's why IHG has always prided itself on a **Culture of Clean** and requires hotels to adhere to comprehensive health and safety procedures. We want to reinforce that commitment to you during this heightened period of vigilance.

On a day to day basis, IHG branded hotels are required to adhere to comprehensive health and safety procedures. These include IHG procedures, all applicable local laws, and now COVID-19 specific requirements that governments put in place.

Additional COVID-19 cleanliness guidance, training, and information now accompany the practices and guidelines we have always provided to our hotels. [Take a look here](#) for more information on some of the ways our hotels are focused on this area. Please share this information with your customers as appropriate.

As you would expect, we continue to monitor the evolving situation very closely, keeping in line with the latest global health recommendations. We know it is an anxious time around the world, and we do not take your trust in us lightly.

Bringing True Hospitality to one another and our communities

Our hotels are at the heart of thousands of communities around the world, and we've always found ways to play our part in times of trouble. We continue to do that now - providing care to those who need it most around the world, including:

- Working as a **nationwide partner with #FirstRespondersFirst** providing shelter in the USA for frontline workers.
- Working with our hotels, and charity partners, to ease pressure on foodbanks through **funding, donating excess food and assisting with deliveries.**
- Enabling IHG Reward Club members to turn their loyalty points into financial donations for the **International Federation of Red Cross and Crescent Societies' Covid-19 relief fund.** We want to thank members for their incredible generosity, donating millions of points to date.
- Supporting **local communities** from serving meals to frontline workers and the elderly through to donating masks, beds and other supplies to healthcare workers and hospitals.

As always, thank you for your partnership, which we will never take for granted. We are here to support you, so please don't hesitate to reach out to your account manager or email me directly with any questions. Stay well, and we look forward to welcoming you and your customers in the future.

Warm regards,



Derek L. DeCross
SVP, Global Sales