

**Subject: Changes to IHG's Cancellation Policy**

Hello Robin,

As a valued partner of IHG, we wanted to give you advanced notice that we will be making changes to our cancellation policy such that consumers will now have one-day prior to arrival to cancel their reservations without penalty. This means guests will have from 4pm or 6pm (by location) one-day prior to arrival to cancel their reservations without penalty on new reservations. Any existing reservations will be honored under the cancellation policy in place at the time of booking.

Today, more than 50% of IHG hotels operate within a one-day prior to arrival cancellation deadline. This change was made to ensure greater consistency for our guests and partners when managing their reservations. And in line with our approach, the cancellation for Reward Nights will remain as it works today.

Beginning on July 28, we will begin regional implementation of this change in our Europe region followed by August 4 for our Americas hotels while AMEA's implementation will take place by the end of September. The current cancellation policy will remain in effect for Greater China. Kimpton® Hotels and Restaurants will maintain their current 48-hour cancellation policy.

For all managed accounts the existing cancellation policy agreements will be maintained for 2017. Beginning January 1, 2018, the new cancellation deadline of one-day prior to arrival will take effect.

We are also honoring all 2018 RFPs and strategic deals that have already been negotiated. In those cases, the one-day cancellation deadline will not take effect until 2019.

Should you have any additional questions on how this change will affect your own organization, please let me know and thanks for your continued partnership.

Kind regards,

*Michelle*

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\*IHG® Rewards Club not applicable to Kimpton® Hotels & Restaurants; to be included at a future date.