

Fabian Ahrendt, Hotel Indigo®  
Düsseldorf-Victoriaplatz, Germany,  
used his points for a trip to Asia  
where he created the perfect setting  
for the question of a lifetime.



*How more points  
are powering endless stories*

*The 2017 Guide  
to Enrol for Rewards*

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*You're our inspiration*

## *In 2017, we're celebrating the stories behind the points*

A family vacation that became a yearly tradition.  
A surprise getaway that turns into a surprise proposal.  
Or a guitar that strikes a chord between siblings and helps them connect through a love of music. When you help your team earn points, you help make some amazing stories possible and this year, we're going to help you do more than ever.



Bianca Yu, Holiday Inn Resort® Kandooma, Maldives, may have left her home behind, but her points helped reunite her with what she truly missed: her family.



With her points, Amanda Dobbs, Holiday Inn Express® Oxford, Mississippi, United States, went looking for mischief in Vegas but along the way, she picked up an unexpected partner in crime: her mom.



Gabriele Pasquali from Holiday Inn Express® Puerto Vallarta, Mexico, fulfilled a lifelong dream by dancing in the aisles with the Backstreet Boys.

These and more stories coming soon to IHG® Rewards Club Source



## *How to get the points to create your own stories*

It's incredibly simple—just start with these 3 steps



### Step 1: **Check**

Check on a guest's membership status before they check in—it's how every successful enrolment begins.



### Step 2: **Invite**

Free Wi-Fi. Late check-outs. Points for every stay. Once guests know what membership means, enrolling them is simple.



### Step 3: **Enrol**

Enrolling someone couldn't be simpler; just get their email address and they'll start earning points right away—and so will you\*.



Why everyone s IHG® Rewards Club

What's in it for them?

- Points for every stay\*
- Your Rate, an exclusive member rate\*\*
- Rewards at select restaurants, fine retailers, airline partners, even on rental cars
- Free Internet worldwide
- Special recognition for members at check-in\*\*
- Earn and redeem points at more than 5,000 hotels around the world
- The only reward programme they need to access everything from budget-saving extended stay hotels to the world's most opulent

What's in it for you?

- 500 points for every Qualified Enrolment with a valid email
- Discounts for everything from gift cards to big screen TVs in our IHG® Rewards Club Employee Catalogue
- Reward Nights, with no blackout dates, at any of our hotels worldwide
- Opportunities to earn even more points on certain enrolments
- A guarantee of meeting your hotel's Enrolment Standard if you meet your monthly Enrol for Rewards goal
- The chance to create your own story with the points you earn

\*Points are only awarded on stays with a qualifying rate. Some exceptions may apply.  
 \*\*Your Rate does not apply in Mainland China, Hong Kong, Macau, and Taiwan region. Member benefits apply only when guests book direct via IHG.com, IHG® App, IHG brand sites, corporate travel sites (GDS), Central Reservations, or Hotel direct.



## *Every hotel wins as a team*

Hitting your hotel's monthly enrolment goal means everyone will receive the points they've earned—and since goals are personalised to your hotel, you'll find they're very attainable.

### Monthly EFR Enrolment & Email Capture Goals

Hotel Size (No. of rooms)	0-99	100-149	150-199	200-249	250-299	300+
	75	120	150	195	225	300
	75	120	150	195	225	300
	75	120	150	195	225	300
	75	120	150	195	225	300
	75	120	150	195	225	300
	75	120	150	195	225	300
	39	60	75	90	120	150
	24	39	51	66	81	105
	75	120	150	195	225	300
	24	39	51	66	81	105

\*Represents the entire Holiday Inn® brand family; Holiday Inn, Holiday Inn Express®, Holiday Inn Club Vacations® and Holiday Inn Resort®

For a more complete guide on what you might need to know to help your team, [check out the FAQs](#) in the back or visit [IHG® Rewards Club Source](#) for even more tips and tricks.

## Enrol for Rewards

*They're not just points,  
they're stories*

This year, the Enrol for Rewards team is celebrating all the amazing ways people turn points into lifelong memories.

See them soon on IHG® Rewards Club Source

Edgar Carrillo, InterContinental® Tamanaco Caracas, Venezuela, used his points for shoes that helped his son chase down a dream.

### *Here's how to get the points to create your own story*



#### Step 1: **Check**

Check on a guest's membership status before they check in—it's how every successful enrolment begins.



#### Step 2: **Invite**

Free Wi-Fi. Late check-outs. Points for every stay. Once guests know what membership means, enrolling them is simple.



#### Step 3: **Enrol**

Enrolling someone couldn't be simpler; just get their email address and they'll start earning points right away—and so will you\*.

\*Points are only awarded on stays with a qualifying rate. Some exceptions may apply.



Enrol for Rewards

# *Frequently Asked Questions*

# *Frequently Asked Questions*

Click on your question to find the answer

1. What is the Enrol for Rewards programme?
2. How does the programme work?
3. What is a “Qualified Enrolment”?
4. What is a “valid email”?
5. Why do we ask that guests provide their email address as part of their enrolment?
6. What day of the month do we receive our points?
7. Our hotel was not paid for all the Qualified Enrolments (QEs) we enrolled last month. Why?
8. What is the difference between the Enrolment Standard requirement and the Enrol for Rewards requirement?
9. Where can we find our points after we earn them?
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11. Can we share our points with team members who did not make enrolments?
12. Our hotel only used one Enrolling ID and we don’t see a breakout by employee. How do we give the points to the rest of the team?
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21. 2017 monthly enrolment and email minimum goals
22. What does our hotel need to do to get started?
23. How do we get more information about Enrol for Rewards?

## 1. What is the Enrol for Rewards programme?

Enrol for Rewards (EFR) is a programme that allows employees to earn IHG® Rewards Club points just for enrolling new members in IHG® Rewards Club.

## 2. How does the programme work?

It's simple, really. Every new enrolment earns an employee 500 IHG® Rewards Club points provided their hotel meets their monthly enrolment with valid email goal. Here are a few examples that will show you exactly what that means.

Take a look at Hotels A, B, and C. They all have a goal of 30 Qualified Enrolments with valid email addresses.

### ✓ Hotel A

Total Enrolments: 45  
Qualified Enrolments: 35  
Valid Emails Captured: 33

Hotel A gets 500 points for each of the 33 enrolments because the hotel met their enrolment goal and EFR points are awarded for each Qualified Enrolment with valid email address.

### ✗ Hotel B

Total Enrolments: 35  
Qualified Enrolments: 30  
Valid Emails Captured: 28

Whoops. Hotel B doesn't qualify for points this month because even though they hit their Qualified Enrolment goal, they missed their valid email address goal.

### ✗ Hotel C

Total Enrolments: 30  
Qualified Enrolments: 28  
Valid Emails Captured: 20

Hotel C just missed their Qualified Enrolment goal and also came up short on their valid email addresses. Even though they didn't earn any points this month, they get to start fresh next month.

## 3. What is a “Qualified Enrolment”?

A Qualified Enrolment (QE) is:

- Made no earlier than 24 hours prior to check-in and no later than check-out
- Attached to a stay
- Made at the same hotel as the stay
- Not a duplicate in the IHG system

Good to know: A valid email address is not required for an enrolment to be a Qualified Enrolment. The rate booked also does not determine if an enrolment is qualified. Example: New enrollees who booked on an OTA rate can still be a Qualified Enrolment.

## 4. What is a “valid email”?

A valid email is one that:

- Is not a duplicate in the IHG® Rewards Club system
- Follows standard email format: \_\_\_\_@\_\_\_\_.\_\_\_\_
- Can receive emails as confirmed by the Welcome email and a third-party validation company

## 5. *Why do we ask that guests provide their email address as part of their enrolment?*

It helps us establish a relationship with them and helps us deliver better offers and experiences to them. For instance:

- We can contact them easily and learn about their stay
- We can show them all of the benefits IHG® Rewards Club has to offer
- They need it to activate their account and earn points
- They are more likely to book with IHG again
- We're able to send them member-exclusive promotions, like rates unavailable to non-members

## 6. *What day of the month do we receive our points?*

Every hotel will get their points monthly (around the 20<sup>th</sup>) on IHG® Rewards Club Source. And you can always see how you're doing on Source: [My Hotel > Rewards Detail](#).

## 7. *Our hotel was not paid for all the Qualified Enrolments (QEs) we enrolled last month. Why?*

The most common reason this happens is not enough of your enrolments were Qualified Enrolments and/or your hotel did not reach its valid email goal. You can check your numbers at Source:

[My Hotel > Rewards Detail](#). If you see there's a problem, please contact us at: [askihgrewardsclub@ihg.com](mailto:askihgrewardsclub@ihg.com).

## 8. *What is the difference between the Enrolment Standard requirement and the Enrol for Rewards requirement?*

Well, very little actually. The Enrolment Standard requirement is a quarterly goal that focuses solely on Qualified Enrolments into IHG® Rewards Club. Enrol for Rewards is an incentive programme with a monthly goal that encourages hotels to enrol new members and capture their email as a part of the new enrolment. A hotel can miss the EFR incentive goal (by missing the email capture goal) and still be on track to meet their quarterly Enrolment Standard goal.

## 9. *Where can we find our points after we earn them?*

- When in doubt, always look to Source. It's your go-to place to see how you're doing, how many points your team has, and even distribute them. As the Loyalty Champion, you have the option to pool the points and redeem them for a team award or to give them to individual employees each month to inspire them to bring even more members into the family.
- Your points are stored in an account on Source and can be accessed by visiting Source: [My Hotel > Distribute Rewards](#). They will remain in your Source account until the hotel General Manager or Loyalty Champion puts them in a team member's IHG® Rewards Club account or redeems them for a team award.
- Your hotel will be able to keep the points earned in 2017 until 15 February 2018\*. Your Champion or General Manager will need to give out the points you've earned to the team or redeem them for a team award by this date. After 15 February 2018, you and your team will lose any points remaining in your Source account—so remember, don't let perfectly good points go to waste!

\*Points distributed to employees follow usual point expiration rules and do not have to be redeemed by the employee by February 15, 2018.

## 10. *Are the points earned from Enrol for Rewards Elite status qualifying?*

Unfortunately, no. The points earned from Enrol for Rewards are considered bonus points so they won't help employees achieve Gold or Platinum status.

## 11. *Can we share our points with team members who did not make enrolments?*

- No, the Source: [My Hotel > Distribute Rewards](#) page will only show a breakout of points for employees that made an enrolment that month.
- However, if your hotel can hold onto points in the Source account and, if your team member makes an enrolment the next month, you can award those points, and any additional earned to that employee's account.
- We suggest that all employees use their own Employee Enrolling ID number to ensure their name appears on the drop down list.
- We also recommend hotels distribute points every month so the employees' names who made those enrolments appear—and they can get the points they've earned.

**Note:** You can also save points for a team reward, see [How do we redeem our points for a team award?](#)

## *12. Our hotel only used one Enrolling ID and we don't see a breakout by employee. How do we give the points to the rest of the team?*

The best solution is to immediately set up the team with their own individual Employee Enrolling ID number and have them start inputting enrolments (look for instructions in the LoyaltyConnect Initiative page on Merlin).

1. Do not distribute the points for the past month
2. Keep the points in the hotel's Source account
3. Have employees begin enrolling using their own individual Employee Enrolling IDs
4. The next month, the employees' names will appear and you can divide points amongst the team

**Note:** Every employee must have their own Employee Enrolling ID number to ensure they are on the monthly files.

## *13. My team member's name is not appearing on the Distribute Rewards drop-down list.*

If your team member hasn't enrolled anyone for the last month, then their name will not be displayed on the "Distribute Rewards" drop-down list. But, all your team member has to do is make a Qualified Enrolment, and then their name will appear on the drop-down list the next month. This is a security measure to ensure only associates that made an enrolment in the month prior can be given points. If you are missing one employee's name on the list, but an employee who has left or no longer makes enrolments appears instead, please confirm in LoyaltyConnect that the current employee is not using the former employee's ID.

## *14. Is there somewhere special employees can go to redeem their points?*

Source: [My Hotel > Employee Catalog](#) contains fantastic items to choose from at a discounted point value. Employees can redeem for individual prizes and/or hotels can pool points for team rewards. Our goal is to familiarise hotel teams with the value of IHG® Rewards Club points and the redemption process, and provide an added benefit that only they can get as participants of the Enrol for Rewards program.

## 15. *How do we share the points amongst Front Desk team members?*

- When your hotel receives its monthly points based on the actual enrolments by an associate, head to Source and select “Employee Name” on the Source: [My Hotel > Distribute Rewards](#) page.
- You’ll see the number of enrolments and valid email each employee made that month so hotels can divide the points based on the actual number of valid emails.
- You also have the option to split the points evenly amongst your team or any other way that is agreed upon by the team by putting the number of points you want to give out to each team member.
- Team members who want to redeem their points from the Employee Catalogue can do so from their individual account once they have received their points.
- Hotels can also leave their points in their Source account if they are saving up for a larger team award. Points can remain on Source until 15 February 2018\*.
- Once you distribute points, they can’t be taken back.
- Get full details on how to distribute rewards in the Points Distribution Job Aid on Source: [Resources > Enroll for Rewards](#).

\*Points distributed to employees follow usual point expiration rules and do not have to be redeemed by the employee by 15 February 2018.

## 16. *How do we redeem our points for a team reward?*

- When you and your team are ready to redeem your points for a team reward, just deposit the exact amount of points you want to redeem in the General Manager’s IHG® Rewards Club account.
- IHG® Rewards Club and Maritz (the vendor who manages the fulfillment of the rewards) will process orders for team rewards. Keep in mind that orders that use a lot of points may be held up a bit, so we can confirm the points are valid and properly approved.
- **This is very important:** If you use points for a team reward, please make sure to use the points within two days so no one mistakes that large shift of points to the General Manager’s account as something suspicious. If the points are not used within two days of the transfer, it will be considered fraudulent activity.

## 17. *What if we distribute points to the wrong account number?*

- Don’t worry, it happens sometimes. If you give points to the wrong team member, please contact the Help Desk through Source: [Contact > Subject: Enrollment Incentive](#) as soon as possible.
- Just make sure you have the account number, where the points were posted to, the account number they should be posted to, and number of points involved so the Help Desk can make the necessary corrections.
- Any mistakes older than five days can’t be corrected and all corrections do need approval from IHG management.
- Everyone makes mistakes, but try not to make it a pattern. There can only be one correction per month, and if you report the distribution of points to the wrong account too many times, your hotel could lose the ability to participate in Enrol for Rewards, so please make sure to confirm every deposit before you complete it.

## 18. Where do hotels go to find out how many points they've earned?

Hotels will get their points every month (around the 20<sup>th</sup>). You can find out how much you and your team have earned by logging into Source. If you are a Champion or General Manager, you should visit Source: [My Hotel > Distribute Rewards](#) to see how your hotel performed and distribute points to your team.

## 19. Can hotels track how they are doing against their enrolment or email goals in real time?

Because of the way enrolment and email data is captured between the hotel PMS and Magic, there isn't a way to get accurate real-time data on your enrolments and your hotel's email captures. Hotels are encouraged to track enrolments daily to keep track of their progress. Monthly hotel performance data is posted on Performance Tracker and Source on the 20<sup>th</sup> of every month (e.g., January 2017 data is posted on 20 February 2017).

## 20. My hotel just opened, can we participate in Enrol for Rewards?

Yes, your hotel can participate as soon as you open. Please be sure to ask us to assign you a Manager and Loyalty Champion to your hotel by visiting Source: [Contact > Subject: Assign Roles](#) and nominating the people who should be assigned as Manager and Champion for your hotel. You will receive rewards the first month your hotel meets its monthly goal (see [Question 2](#)).

## 21. 2017 monthly enrolment and email minimum goals

Hotel Size (No. of rooms)	0-99	100-149	150-199	200-249	250-299	300+
INTERCONTINENTAL HOTELS & RESORTS	75	120	150	195	225	300
HUALUXE HOTELS & RESORTS 華邑酒店及度假村	75	120	150	195	225	300
CROWNE PLAZA HOTELS & RESORTS	75	120	150	195	225	300
hotel INDIGO	75	120	150	195	225	300
EVEN HOTELS	75	120	150	195	225	300
<sup>*</sup> Holiday Inn	75	120	150	195	225	300
STAYBRIDGE SUITES	39	60	75	90	120	150
CANDLEWOOD SUITES	24	39	51	66	81	105
IHGANA HOTELS GROUP JAPAN	75	120	150	195	225	300
IHG ARMY HOTELS	24	39	51	66	81	105

\*Represents the entire Holiday Inn® brand family; Holiday Inn, Holiday Inn Express®, Holiday Inn Club Vacations® and Holiday Inn Resort®

## 22. What does our hotel need to do to get started?

- Make sure to read over the Terms and Conditions posted on Source: [Resources > Enroll for Rewards > Downloads](#).
- Then just share all messages and materials about the program with your Front Desk team members to help get them going!
- Visit Source: [Resources > Enroll for Rewards](#) for helpful information, job aids, and resources.
- Make sure that your Front Desk team knows what is required for an enrolment to qualify and email to be considered valid.

## 23. How do we get more information about Enrol for Rewards?

Materials and resources are posted on IHG Solutions, Merlin, and Source. You can also email [enrollforrewards@ihg.com](mailto:enrollforrewards@ihg.com) for additional assistance.



# Terms and Conditions

## IHG® Rewards Club 2017 Hotel Enrolment Incentive

1. The following InterContinental Hotels Group (IHG) brand hotels, located within the Europe region, are eligible to participate in the IHG® Rewards Club 2017 Enrolment Incentive, *Enrol for Rewards*: InterContinental®, Crowne Plaza®, Holiday Inn®, Holiday Inn Garden Court®, Holiday Inn Express®, Express by Holiday Inn®, Hotel Indigo®, and Staybridge Suites®. Each hotel will have the opportunity to receive IHG® Rewards Club points for enrolling guests into the IHG® Rewards Club system by satisfying given enrolment targets in accordance with the following terms and conditions (the “Promotion”) during the “Promotional Period” of 1 January 2017 to 31 December 2017.
2. All IHG® Rewards Club *Enrol for Rewards* communications will be sent to the attention of the participating hotel’s General Manager and Loyalty Champion, which will include the hotel’s monthly Qualified Enrolment target. Supporting 2017 programme materials will be provided to all hotels via IHG® Rewards Club Source.
3. Hotel management must inform the Front Desk Staff of the following:
  - How to properly enter a new IHG® Rewards Club enrolment into the system so it registers in the system as a “Qualified Enrolment” (only Qualified Enrolments count toward monthly and quarterly goals)
  - How to properly obtain and enter a valid email address and enter it into the system so it registers as “valid” (only valid emails are eligible for payout toward monthly goal)
  - The incentive qualifications described in *Enrol for Rewards* programme communications and the employee’s right to receive the incentive payments
  - The hotel’s monthly goal for enrolments and valid email capture
4. Enrolments are considered “Qualified Enrolments” when:
  - The IHG® Rewards Club membership number is entered in the guest information record in the hotel’s Property Management System (PMS – LoyaltyConnect, Brilliant, Opera) **AND** in the guest’s existing reservation within the HOLIDEX® PLUS Reservation System
  - The enrolment date must be within 24 hours prior to check-in and no later than time of check-out
  - The stay must be at the same hotel as the enrolment and duplicate enrolments will not be counted as a “Qualified Enrolment”
  - Valid emails are:
    - Those not duplicated in the IHG® Rewards Club system
    - In standard email format (i.e.: \_\_\_\_@\_\_\_\_.\_\_\_\_)
    - Active and able to receive emails as determined by third party verification and receiving no bounce back messages from the IHG® Rewards Club Welcome email
5. Enrolments phoned-in, faxed-in, or entered in the system without a qualifying stay are **not eligible** for this incentive.
6. Qualified Enrolments will be determined at the sole discretion of IHG. Email validation will be determined at the sole discretion of IHG in cooperation with Strikelron, a third party validation company. If fraudulent activity is detected, the Front Desk employee and/or hotel responsible for the action will no longer be eligible to participate in the IHG® Rewards Club 2017 *Enrol for Rewards* programme.
7. Each Front Desk employee must use his/her unique IHG® Rewards Club employee identification number when enrolling new members to ensure he/she receives proper credit for all enrolments. **Please note:** Employee identification numbers are different from personal IHG® Rewards Club member account numbers.
8. If an employee does not know his/her assigned unique IHG® Rewards Club Employee Identification number, he/she must speak with their General Manager or Loyalty Champion. Only those with proper credentials can assign an Employee ID.

9. **Front Desk employees must obtain guest permission prior to enrolling them into the IHG® Rewards Club programme and/or entering their email address into the system.** Random enrolment audits are conducted by IHG® Rewards Club monthly. Should any Front Desk employee be identified as not having obtained guest permission or having enrolled existing IHG® Rewards Club members or email addresses in the system, resulting in a duplicate membership or email address, or having otherwise misrepresented enrolments or email addresses, the applicable Front Desk employee and the applicable Hotel will be immediately disqualified from the incentive programme. IHG will also investigate enrolments at hotels when a guest complains of having been enrolled without their knowledge or permission and, if the guest complaint is verified, the applicable Front Desk employee and the applicable Hotel will be disqualified from the incentive programme and further action may be taken by IHG® Rewards Club.

10. Throughout the duration of the IHG® Rewards Club 2017 *Enrol for Rewards* programme (1 January – 31 December 2017), 500 IHG® Rewards Club points will be paid for each Qualified Enrolment when the hotel meets their monthly qualified enrolment AND valid email capture minimums. The hotel can decide whether the IHG® Rewards Club points are paid to the Front Desk employee or to be used as a Team Prize. Hotels must meet their monthly enrolment goal and achieve the same target level of valid email capture on those enrolments to earn a payout.

**Example:**

**Hotel A:**

- Monthly Enrolment goal = 30    Valid email target = 30
- Hotel A gets 45 QEs and 33 valid email addresses
- Hotel A is awarded for 33 QEs with valid email (33 x 500 points each)

**Hotel B:**

- Monthly Enrolment goal = 30    Valid email target = 30
- Hotel B achieves 35 QEs and 28 valid email addresses
- Hotel B does not earn the incentive because email target was not met

Approved adjustments to a hotel’s quarterly standard will impact their monthly qualified enrolment and email capture target for the incentive. A hotel Enrolment Standard waiver status must be communicated to *Enrol for Rewards* prior to the 15th of the month to affect the following month’s payout. (i.e. *Enrol for Rewards* must be notified of waiver status by 15 May to affect June’s payout).

11. Hotels that choose to redeem points for a “Team Prize” must leave all points in the hotel balance account in Source until ready to redeem.

- Points will be deposited into the General Manager’s IHG® Rewards Club account when ready for a team purchase to be made
- Only the points needed for the prize should be moved from the hotel balance account to the General Manager’s account
  - Points moved and not used within two days of deposit in the General Manager’s account will be considered fraudulent activity
- IHG® Rewards Club and Maritz may briefly hold large team redemption orders to confirm they are valid and approved
- All points earned in the 2017 *Enrol for Rewards* programme must be distributed by 15 February 2018, or the hotel balance account will be depleted

12. Only General Managers and Loyalty Champions assigned on Source have access to distribute awards. Once points have been deposited into an employee’s IHG® Rewards Club account, they cannot be transferred.

13. Monthly incentive IHG® Rewards Club points due to employees at qualified IHG hotels will be issued either directly to the Front Desk employee’s personal IHG® Rewards Club Account or if the hotel has opted for a team prize, the points will remain in the hotel’s balance account until ready to be redeemed, at which time they will be issued to the General Manager’s IHG® Rewards Club account. A qualified IHG® Rewards Club Enrolment Statement will be posted on Source via: [My Hotel > Distribute Rewards](#) each month, detailing the amount of points each Front Desk employee has earned for the period.

**Example:** All Qualified Enrolments made in the month of March will be distributed on or after 20 April.

As a security measure, only the names of employees who have made an enrolment in the most recent month will appear on the Rewards Distribution page. Participation in this incentive programme is deemed to express consent

to disclosure of the participant's relevant personal data to any person or entity involved in organising, promoting, or conducting the programme solely to the extent required and for the purpose of such persons/entities assisting in the organisation, promotion, and conduct of the programme. **If a participating Hotel leaves the IHG system before the monthly incentive payout has been issued, the Hotel will not be eligible for the incentive payments. Hotels and Front Desk employees must be employed and in the IHG system at the time of payout.**

14. The Loyalty Champion should record how *Enrol for Rewards* incentive points are spent and distributed in a separate tracking sheet. This should then be reconciled to the hotel enrolment account statement from the IHG® Rewards Club website. This document should be reviewed and signed monthly by the General Manager, Financial Controller, and/or Human Resources Manager to ensure these point awards are distributed fairly amongst the team and processed through payroll (depending on local legislation).
15. All incentive points will be subject to any local tax regulations and deductions if applicable. IHG will not take responsibility for any tax liabilities that may arise in relation to the Promotion; any tax liabilities will be the responsibility of the participating Hotel.
16. It is the the responsibility of the Loyalty Champion to ensure that *Enrol for Rewards* earnings are distributed fairly and accurately amongst the Front Desk team. IHG® Rewards Club will conduct regular system-wide hotel audits and action will be taken against hotel management and staff who have not properly distributed rewards, including, but not limited to, withdrawal from the *Enrol for Rewards* programme. IHG® Rewards Club will investigate any claims of incentives not being properly awarded to individuals or teams and, if found to be accurate, will take action against hotel management and staff who have not properly distributed awards up to and including terminating participation in the programme.
17. If a Front Desk employee moves to another hotel within the IHG® Rewards Club Family of Brands, his/her incentive awards must be forwarded to the new place of work. If the employee is terminated or resigns, his/her incentive points received by the Hotel after his/her date of termination do not need to be distributed to the employee but, if not distributed to that employee, must be applied toward a 2017 Front Desk team award.
18. Newly opened hotels are eligible to participate in the *Enrol for Rewards* programme as soon as they open. Hotels can qualify to earn IHG® Rewards Club points the first month they reach their enrolment targets.
19. All inquiries regarding prizes in the redemption catalogue and shipping information should be directed to Maritz via the Employee Catalogue website. All redemptions through the Maritz site must adhere to the rules and terms of point redemptions as set forth by Maritz.
20. IHG reserves the right to add, modify, delete, or otherwise change any rules and/or Terms and Conditions related to the *Enrol for Rewards* programme at its sole discretion, with or without notice. All questions relating to *Enrol for Rewards* should be directed to the IHG® Rewards Club Service Centre:
  - +44 (0) 2033 499 032
  - +44 (0) 871 942 9220
  - [askIHGRewardsClub@ihg.com](mailto:askIHGRewardsClub@ihg.com)
21. If your hotel would like to opt-out of participating in the 2017 *Enrol for Rewards* programme, please email: [EnrolforRewards@ihg.com](mailto:EnrolforRewards@ihg.com).

