



## Changes to IHG's Group Travel Partner Commission Structure

May 8, 2018

Dear Valued IHG Customer,

I wanted to personally touch base with you in advance of some changes that IHG is making.

Ensuring that we deliver the right sales tools, programs and best-in-class experiences for our customers is always top of mind as we also continue to assess how we can best amplify our approach. Understanding the complexities of the Groups & Meetings industry and the nature of the business being booked by our customers is an integral part of our sales strategy and foundational to what we do.

As part of this, IHG has assessed its group booking commission structure and will be changing the group travel partner commission structure as follows:

- Effective January 1, 2019, IHG's Company-Managed hotels will reduce commissions paid to group travel partners from 10% to 7% for all Groups & Meetings business sourced to IHG hotels in the U.S. and Canada. For franchise hotels, IHG encourages them to follow the same.
- Contracts that IHG executes with group travel partners on or after January 1, 2019 will reference the 7% commission.
- Contracts signed prior to January 1, 2019 will still honor a 10% commission.
- Commissions for IHG hotels outside the U.S. and Canada will remain unchanged.

At IHG, we are focused on putting our customers' needs at the heart of our near and long-term strategy in order to drive an optimal experience throughout the entire travel journey. Whether that journey includes a corporate customer attending an incentive event, or a parent booking his or her son's soccer team, we're always thinking with them in mind.

And to achieve this, we're investing. This investment isn't 10 years away for IHG. We're delivering on our commitment now and within the next few years with key milestones on our long-term journey to meet our customers' needs right where they are. For example, IHG recently launched a new digital experience on [ihg.com/meetings](http://ihg.com/meetings) for customers to seamlessly shop, compare and submit RFPs based on what's most important to you—proximity to other locations, brand, hotel amenities, and more. This is only one example of what we're delivering across our long-term strategy.

As a valued customer of IHG, I wanted to share this information with you. Should you have any questions, please feel free to reach out to your IHG sales representative.

As always, thank you for your partnership.

Warm regards,

Derek DeCross  
Senior Vice President, Global Sales