

ClubGo Terms & Conditions

- All regular full-time and part-time team members are eligible for ClubGo.
- ClubGo points can only be used for reservations at HICV resorts located in the U.S.
- Team members are automatically enrolled in the program and, as a new hire, will receive points the first of the quarter following their 90th day of employment.
- After initial enrollment, ClubGo points are distributed annually in January.
- An HICV team member is the only person who can be listed on a ClubGo account.
- As the ClubGo account holder, you are the only person who can make a reservation and must be present with your guests throughout their stays.
- A minimum two-night stay is required, but there is no limit to how many reservations you can book (within standard Club rules).
- Your check-in date must occur before the ClubGo points used for the reservation expire.
- You are not eligible for standard Holiday Inn Club benefits, including member tiers, complimentary stays, resort/on-site amenity credit or advance booking discounts.
- ClubGo members may not bring pets to any Holiday Inn Club resort. Service animals are permitted.
- ClubGo points will expire December 31 on the second year after being issued. For example, points issued in 2025 will expire December 31, 2026.
- You may purchase additional ClubGo points (\$10 per 1,000), if needed, to complete your reservation at the time of transaction. These points can also be used toward upgrading a villa type or length of stay. If you need to cancel your reservation, purchased points will be available for up to one year to use towards another reservation.
- Team members will pay applicable taxes on ClubGo stays. Taxes are calculated based on the value of ClubGo points used for a stay and applicable income taxes. This will be deducted from a team member's paycheck after a ClubGo stay occurs. Taxes are calculated based on two factors:
 - 1.) the value of ClubGo points used for a stay (calculated at \$10 per 1,000 ClubGo points), and
 - 2.) a team member's applicable income taxes, which are determined individually based on income, state taxes, withholdings, etc.
 - When looking at your pay statement, you will see ClubGo referenced twice – under both the "Earnings" and "Deductions" sections. Both references will show the taxable value, which is the value of the ClubGo Points used, and allows our system to calculate the taxes on this value.
 - It's important to note that the taxable value is not the amount deducted from your paycheck. The taxable value is what is used to calculate the deduction. For example, a taxable value of \$420.00 would result in approximately \$124.53 in deductions for a team member based in an area without state taxes. To understand the increase in taxes, please review the tax section of your pay statement and compare to a prior week's taxes.
- ClubGo points may or may not be refunded for a canceled stay depending on when the reservation is canceled. Following an 8-day grace period, ClubGo points for canceled reservations will be refunded as follows:
 - 8 or more days before arrival date – 100% of ClubGo points refunded
 - 7 days or less before arrival date – 0% of ClubGo points refunded

- Team members may modify an existing ClubGo reservation if the following criteria are met:
 - The reservation is 8 days or more prior to check-in date, and the team member is staying at the same resort location within the same calendar year.
 - The reservations is 7 days or less before check-in date, and the employee is shortening and/or extending the existing reservation at the same resort location.
- Modifications are not permitted under the following conditions:
 - The reservation is 7 days or less before the check-in date and the team member is attempting to change dates and/or resort location. In this case, the reservation must be canceled and rebooked. The cancellation policy would apply, and all points would be forfeited. A new reservation would be required, and a new reservation fee would apply.
 - The reservation is 8 days or more prior to the check-in-date and the employee is changing resort location. The current reservation would be canceled and all ClubGo points would be returned. A new reservation would be required and a new reservation fee would apply.
- ClubGo points are not eligible for use with our exchange partners RCI® or Interval International®, or transferable to IHG® Rewards.
- ClubGo points cannot be exchanged for cash.
- Developer-owned inventory will be used for reservations based on availability, with no blackout dates. No other inventory, other than Developer-owned inventory, will be used to facilitate reservations made by ClubGo members.
- A non-refundable reservation fee of \$74 is required to book a ClubGo reservation.
- At check-in, team members using ClubGo points for a reservation must provide their ID and a valid credit or debit card for a security deposit. The security deposit for incidentals varies by resort and ranges between \$115 – \$250.
- Team members who are currently Holiday Inn Club members will receive an equal amount of complimentary Holiday Inn Club Points in place of ClubGo points. These can only be used for resort stays made during the Open Access period for standard resort inventory and the Instant Access period for Signature Collection inventory, per Holiday Inn Club rules.
- Team members are expected to display appropriate behavior at all times when visiting a resort. Any violation of the Standards of Conduct Policy may result in suspension from ClubGo or corrective action, up to and including termination of employment.
- If you voluntarily leave or are terminated from the company (except for gross misconduct), your ClubGo account with remain active through your termination date. Any reservations made prior to your termination may be honored. Changes can be made by contacting (888)631-7115. If you choose to cancel a reservation after you have left the company, you will no longer have access to make anew reservation. If you purchased points, you will be issued a refund.