



ClubGo Frequently Asked Questions

Which resorts can I visit with ClubGo?

ClubGo can be used to book stays at available Holiday Inn Club Vacations resorts in the U.S.

When can I enroll?

Team members are automatically enrolled, and points will be deposited on a quarterly basis for new team members. Team members must be past their first 90 days to receive a points deposit.

How many ClubGo points do I receive annually?

The allotment of free points a team member receives is based on tenure with the company.

- 90 days or less – 0 ClubGo points
- 91 days to 1 year – 25,000 ClubGo points
- 2 to 3 years – 50,000 ClubGo points
- 4 to 8 years – 75,000 ClubGo points
- 9+ years – 100,000 ClubGo points

When do I get my ClubGo points?

ClubGo points are distributed annually in January. New team members who enroll in the program will see points added to their account on the first day of the quarter that follows their 90th day of employment.

Does the amount of ClubGo points awarded for years of service stay the same every year?

The amounts awarded are subject to change.

Are there any blackout dates?

No. All dates are available to you as long as you have enough ClubGo points at the time you book and there is availability at the resort. Standard Holiday Inn Club reservations open 10 months before your desired check-in date, and 59 days for Signature Collection reservations.

Once enrolled, will there be a difference between ClubGo members and traditional Holiday Inn Club members?

ClubGo is completely different. ClubGo members will not have access to the benefits that come with the member levels that Holiday Inn Club members enjoy.

When do ClubGo points expire?

ClubGo points expire December 31 the year after they are issued. For example, ClubGo points issued in 2025 expire December 31, 2026.

Do ClubGo points roll over?

Yes. ClubGo points not used in the calendar year in which they are issued will automatically roll over.

Will there be restrictions against different allotments of villas at the resorts?

As long as rooms are available and you have enough ClubGo points, you can make a reservation.

How do I book a reservation?

Team members must login to their ClubGo account on clubgo.holidayinnclub.com to book all reservations. To modify or cancel an existing reservation, you will need to call (888) 631-7115.

How do I create an account on clubgo.holidayinnclub.com?

Once a team member has been assigned their ClubGo member number (which takes place the first of the quarter following the 90th day of a team member's employment), an account can be created on clubgo.holidayinnclub.com by following the steps below:

- Visit clubgo.holidayinnclub.com
- Click on "Create Account" in the top right corner
- Enter your ClubGo member number
- Enter your date of birth (mm/dd/yyyy)
- Enter the last 4 digits of your Social Security Number (SSN)
- Type in the code from the image provided
- Enter your contact information, create a username/password, set up two security questions
- Complete the account set up by clicking "Submit"

Can I use MAXtime discount offers for my reservations?

Yes. You can take advantage of any available MAXtime offers with ClubGo.

If I purchase additional ClubGo points, does this "up" my member level?

No. ClubGo does not include member levels or higher tier benefits. The program only focuses on making our Club resorts more available for you to experience.

Can I use ClubGo points for resort amenities, etc.?

No. You may only use your ClubGo points for reservations. You may also purchase additional ClubGo points to upgrade a villa type or extend the length of stay.

Can I use ClubGo points for VIP Experiences events?

No.

Do I need to have all the ClubGo points needed for my reservation at the time of booking?

Yes. The reservation will not complete if you do not have enough ClubGo points available in your account. However, you can purchase the amount needed at the time of the transaction at a rate of \$10 per 1,000 ClubGo points.

Is there a reservation fee?

Yes. There is a reservation fee of \$74.

Is there a cancellation fee?

No.

Can I transfer my ClubGo points to another team member?

No. ClubGo points cannot be transferred.

Can I use my ClubGo points to book a stay for someone else?

No. You must be present at check-in and throughout the entire ClubGo stay.

If I cancel a ClubGo reservation, will my points be refunded?

ClubGo points may or may not be refunded for a canceled stay depending on when a team member cancels their reservation. Following a 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

Is the villa size based on ClubGo points or is it automatically a two-bed/two bath unit?

All standard Holiday Inn Club Point values are based on the season, location and villa size that's being reserved within our Holiday Inn Club resort network. ClubGo points use the same values 1:1 for whatever size villa you choose to book.

Do I need to purchase ClubGo points to use only for a specific trip? Can I buy ClubGo points to be at a certain level each year (i.e., each year I want 50,000 ClubGo points, though I only get 25,000 from the company)?

ClubGo does not include member levels or tiers, and you cannot pre-purchase ClubGo points. They can only be purchased at the time of booking to complete that specific transaction.

Is there a minimum stay length?

All reservations require a minimum two-night stay.

When are the ClubGo points awarded when you achieve a new anniversary milestone?

ClubGo points are awarded based on tenure at the time of the annual deposit, which takes place in January. For example, if a team member's two-year work anniversary takes place in May, that team member will not receive the points allotment for 2-3 years (50,000) until the following January.

New team members will receive them in the quarter following their first 90 days.



What if I already own a Holiday Inn Club Vacations timeshare? Do I still get ClubGo points?

Yes. You'll receive your ClubGo points at the same award level as others based on your tenure. 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.

If I leave the company, do I get to keep my ClubGo points?

No. Once your employment with HICV ends, your ClubGo account will be closed, and any unused ClubGo points will be forfeited.

What happens to a confirmed ClubGo reservations if my employment is terminated?

If you have a current confirmed ClubGo reservation at the time your employment ends, you will still be able to use that existing reservation. You may cancel the reservation, but not make any changes to dates or location.

Will there be surveys and ways to provide feedback about the program?

Yes! You are an important part of this program. We want to hear about your experiences so we can continue innovating our products and services.

How do ClubGo members sign-in? Is it connected with email?

You will receive this information when it is time for you to sign into your online account.

Which email is used for ClubGo communications?

Your company email address will be used for ClubGo communications.

If we book a stay through ClubGo, are we required to put down a security deposit at check-in?

Yes. 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. It is recommended to use a credit card for the security deposit, as guests typically see the deposit returned on credit cards quicker than debit cards.

Will I pay taxes for ClubGo stays?

Yes. ClubGo is considered a fringe benefit, and therefore, taxable by the IRS. Team members will pay taxes, based on the value of ClubGo points used for a stay and applicable income taxes. This will be automatically deducted from a team member's paycheck after the stay occurs.

How are the taxes calculated for a ClubGo stay?

Taxes are calculated based on two factors:

Please see the examples below for a reference on estimated ClubGo taxes. Please remember these are estimates only, and may not be exact for individual team members.

1. The value of ClubGo points used for a stay
2. A team member's applicable income taxes, which are determined individually based on income, state taxes, withholdings, etc.

Example 1 – No State Taxes	
ClubGo Points	60,000
Rate	0.007
Taxable Value	\$420.00
Federal Income Tax @ 22%	\$92.40
Social Security Tax @ 6.2%	\$26.04
Medicare Tax @1.45%	\$6.09
Total Taxes	\$124.53

Example 2 – State Taxes (SC)	
ClubGo Points	60,000
Rate	0.007
Taxable Value	\$420.00
Federal Income Tax @ 22%	\$92.40
Social Security Tax @ 6.2%	\$26.04
Medicare Tax @1.45%	\$6.09
State Income Tax (rate – individual election)	\$10.68
Total Taxes	\$135.21

Example 3 – State and Other Taxes (MA)	
ClubGo Points	60,000
Rate	0.007
Taxable Value	\$420.00
Federal Income Tax @ 22%	\$92.40
Social Security Tax @ 6.2%	\$26.04
Medicare Tax @1.45%	\$6.09
State Income Tax (rate – individual election)	\$21.00
Family Medical Leave – EE	\$0.01
Family Leave – EE	\$0.46
Total Taxes	\$146.00

How will tax deductions appear on my paycheck?

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. In the example above, \$420.00 is the taxable value.

While the value is displayed twice on a pay statement, 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. In Example 1 above, \$124.53 would be the team member’s deduction from a taxable value of \$420.00.