

Table of Contents

- Q&A with Natasha Scott, SVP Commercial, Americas, IHG Hotels & Resorts
- IHG in the News
- Incentive Travel
- Brand Spotlight: EVEN Hotels
- Destination Spotlight: Los Angeles, California, US
- New and Notable Hotels and Resorts
- Groups & Meetings: 10 Tips for Hosting Responsible Meetings and Events
- Venues Around the World
- Tradeshows & Events Calendar



Exclusive Interview

Q&A with Natasha Scott Senior Vice President Commercial - Americas, IHG Hotel & Resorts

What is your vision for IHG Hotels & Resorts in the Americas region, particularly in the B2B space?

My vision for IHG Hotels & Resorts in the Americas focuses on these key pillars:

- 1. Advocating for our B2B Customers: It's crucial to prioritize the needs and feedback of our B2B customers across the organization. By fostering a culture of advocacy, we can align our strategies with their expectations, strengthening partnerships.
- 2. Ensuring Our Best Customers Get the Best Rates: We are committed to providing competitive pricing and exclusive offers to our top B2B customers, encouraging long-term relationships that benefit both parties.
- 3. Becoming the Best & Easiest Hotel
 Company to Work With: We will streamline
 processes and enhance service offerings to
 ensure a seamless experience for our
 B2B partners.

How does your role as SVP Commercial drive growth and innovation across the region?

Our team plays a crucial role in driving growth and innovation across the region through several key strategies:

- 1. Listening to Customer Feedback: We prioritize actively engaging with our customers to gather their insights and feedback. By understanding their needs, we can drive the right initiatives that align with their expectations, ensuring we remain responsive and relevant in the market.
- 2. Driving Commercial Performance with our Best-in-Class Revenue Management System: We recently rolled out a cutting-edge Revenue Management system enabling our owners to achieve greater

- value in their rates. This strategic pricing model enhances our competitive positioning and strengthens customer loyalty by ensuring they receive the best possible offers.
- 3. Capturing Corporate Share and Groups & Meetings: We are focused on strengthening our presence with corporate and groups & meetings segments. One way we are driving this growth is through our Pivotal Meetings Program. This program highlights Holiday Inn and Holiday Inn Express hotels that feature premium-designed to meet specific quality requirements. It's an important tool for helping our B2B partners recognize and differentiate which Essentials hotels offer elevated meeting spaces and services.

The program fosters a consistent experience, provides business-appropriate meeting facilities, and ensures rapid RFP responses—key elements that resonate with our partners' needs.

Can you share how IHG's loyalty programs, such as IHG One Rewards and IHG Business Rewards, benefit B2B customers?

IHG One Rewards provides significant benefits to our B2B clients by offering traveler perks that reward both business and leisure travel. Our redesigned loyalty program provides choice and flexibility, allowing IHG to tailor benefits to meet customers' needs. For example, our Milestone Rewards allow members to select from room upgrades, food and beverage vouchers, or additional points. By recognizing and rewarding customers'

loyalty, we strengthen partnerships and ensure their teams feel valued and appreciated during their travels.

Are there any exciting new properties or renovations in the pipeline for the Americas that would appeal to B2B customers?

Yes, we have many exciting hotels in the pipeline and recently opened that will appeal to B2B customers! One is the new Atwell Suites in Austin. This hotel is a conversion from a Holiday Inn & Suites to the brand-new Atwell Suites prototype. Its prime location, just 2 miles from the airport and close to multiple corporate offices, makes it an ideal choice for business travelers seeking convenience and modern amenities.

Another excellent option is the Crowne Plaza Louisville Airport Expo Center. With its convenient location near Louisville International Airport, strong meeting space-torooms ratio, and updated meeting facilities, it



How is IHG leveraging technology to enhance the experience for corporate clients and event organizers?

IHG is focused on continuing to find ways to improve the experience for corporate clients and event organizers and ensure it's as seamless as possible to book and host an event at an IHG hotel. We've started supporting some of our hotels in responding to business requests for both transient and groups and meeting leads and will look to leverage technology in scaling this support further. This centralized support has allowed us to improve overall response both in terms of timeliness and quality, enhancing the experience for corporate and event organizers.

Speed Round Questions:

- Favorite IHG brand for business travelers?
 Holiday Inn
- 2. Most exciting new IHG hotel in the Americas? Regent Santa Monica Beach
- 3. Window seat or aisle seat when traveling?

 Aisle seat
- 4. Dream destination for a workcation? **London**
- 5. Beach resort or city hotel which do you prefer for leisure? **Beach resort**
- 6. Favorite city you've traveled to? **Sydney, Australia**

Thank you,

Matasha

Natasha Scott Senior Vice President Commercial - Americas, IHG Hotels & Resorts

IHG in the News





Atwell Suites Expands with Three New Hotels in Key Travel Hubs

Atwell Suites is expanding its U.S. presence with new hotels in Kansas City, Missouri; Henderson, Nevada; and Fort Worth, Texas, joining existing hotels in Miami, Denver, and Austin. These openings are part of a pipeline with over 50 planned destinations nationwide, including Las Vegas, Nevada; Colorado Springs, Colorado; and Cheyenne, Wyoming.



Lucky Number Seven for IHG Destinations in Montenegro

IHG has announced the signing of Crowne Plaza Podgorica, marking its seventh hotel in Montenegro and second in the capital city.

Scheduled to open by the end of 2024, the 122-key hotel will be situated within the Capital Plaza mixed-use development, a prime location surrounded by the regional headquarters of prominent banks and multinational companies, including Deloitte, PwC, and The World Bank.





voco hotels Debuts in Atlanta with The Darwin Hotel Conversion

voco hotels made its debut in Atlanta with the opening of voco The Darwin Hotel. The newly converted 111-room hotel brings voco's signature upscale, charming, and authentic experience to the city's Old Fourth Ward district, offering convenient access to Atlanta's vibrant arts scene, culinary hotspots, and tech hubs.

LEARN MORE

iverwalk | Texas, US

IHG Luxury Collection Welcomes Cozy Season with Minted Partnership

IHG Hotels & Resorts Luxury & Lifestyle Collection has partnered with Minted to celebrate the holiday season. Guests at select hotels can enjoy a curated collection of customizable holiday card designs and photo gifts, available at an exclusive offer. This collaboration is part of IHG's Winter Chalet seasonal experience in the Americas, featuring Chalet Day on the Winter Solstice, festive programming, and creative culinary and cocktail offerings.



LEARN MORE



Garner Debuts in Europe with First Hotels in Germany

IHG launched its midscale conversion brand, Garner, in Europe with its first hotels in Germany, in partnership with NOVUM Hospitality. IHG and NOVUM Hospitality have opened three Garner hotels in just ten days: Garner Hotel Hamburg Nord, Garner Hotel Elmshorn, and Garner Hotel Augsburg—marking the brand's first hotels to welcome guests outside of the Americas.



How IHG Leaders Applied Military Experience to Hospitality

Each year, an estimated 200,000 servicemen and women transition to civilian life, bringing invaluable skills, discipline, and a strong work ethic to thrive in diverse professional environments. IHG supports veterans by offering employment and career opportunities across our hotels, brands, and corporate roles.



Regent Launches New Season of Taste Studio: A Culinary Journey

Regent will reimagine fine dining with two new interpretations of its multisensory pop-up dining experience, Regent Taste Studio. In collaboration with a group of celebrated creatives, chefs from Regent Phu Quoc, Regent Shanghai on The Bund, and Regent Chongqing will present two new chapters in the Regent Taste Studio series.

LEARN MORE

LEARN MORE

LEARN MORE

Incentive Trips

IHG Hotels & Resorts

Elevating Incentive Trips















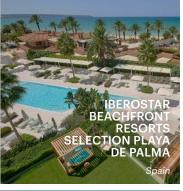








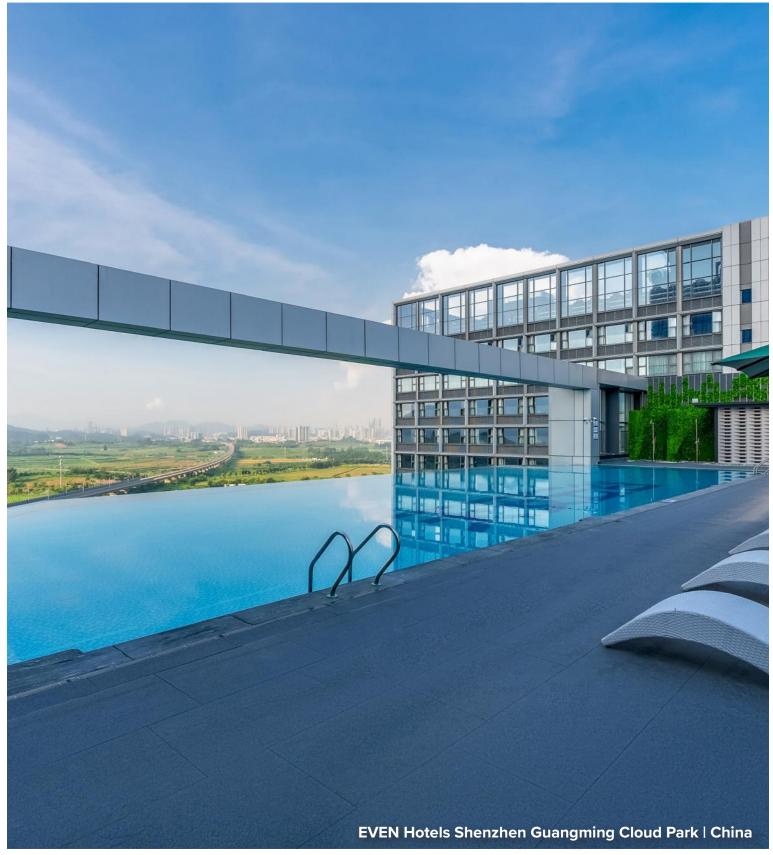




Unlock a world of unforgettable experiences with IHG incentive destinations. This curated selection of hotels and resorts around the globe promise luxury, comfort, and exceptional service. Click each hotel or resort thumbnail to learn more or check out the special edition of the Incentive newsletter.

Brand Spotlight

III EVEN



POSSIBILITY | CHOICE | ENERGY

Making travel more balanced

EVEN Hotels empowers business travelers who prioritize health and wellness, helping them maintain their routines while on the road. With wellness-savvy staff, top-tier fitness facilities, healthier dining options, and serene, nature-inspired spaces, EVEN Hotels provides a holistic approach to staying balanced and energized.

GUEST EXPERIENCE

Best-in-class fitness experience

Featuring a top-of-the-line 1,000+ square foot athletic studio, complemented by in-room fitness zones for added convenience. Guests can also enjoy on-demand fitness classes, providing a personalized and flexible approach to staying active.

Productivity at your pace

EVEN Hotels offers guests essential amenities and versatile, comfortable workspaces ideal for productive and collaborative meetings. After a long day, guests can unwind and recharge with features such as infused water in the lobby, nightly tea service, a signature sleep experience, and spa-inspired showers—each designed to restore balance and bring guests back to their Zen.

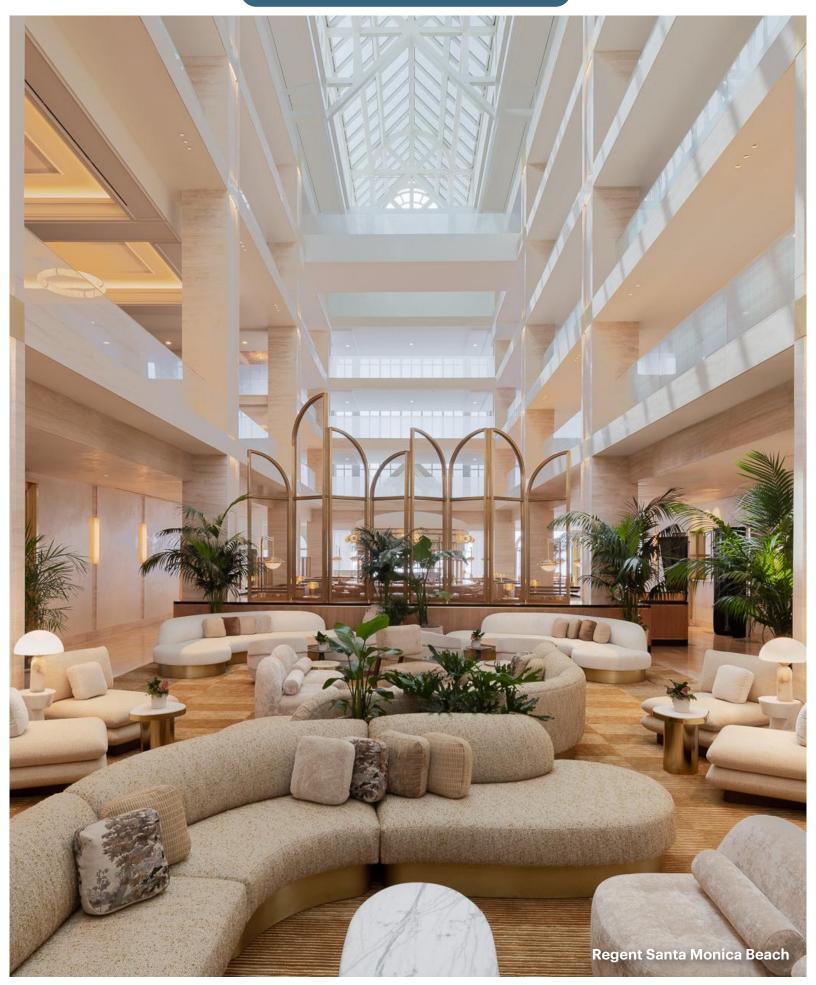
Flexible food and beverage

Each hotel features an EVEN Kitchen & Bar, offering a variety of indulgent and healthier food options for breakfast and dinner, as well as catering for on-site meetings and events. For those on the go, the brand also provides a 24/7 marketplace, ensuring guests can easily grab something whenever they need it.





Destination Spotlight





Destination Spotlight - Los Angeles, California, US

Los Angeles seamlessly blends cultural diversity, iconic attractions, and business opportunities, making it a top destination for corporate travel and events. IHG's diverse portfolio, including InterContinental, Kimpton, Crowne Plaza, and Holiday Inn, provides tailored solutions for every business need. From luxury stays with stunning views to centrally located hotels near key business hubs, IHG ensures an elevated experience in the heart of this vibrant city.



Kimpton Everly



Hotel Indigo Los Angeles Downtown



Crowne Plaza Los Angeles Harbor Hotel

New Hotels & Resorts



AMER:

voco hotels

The Clair Cincinnati Downtown Ohio
The Darwin - Atlanta Midtown Georgia

Crowne Plaza Hotels & Resorts

<u>San Diego - Mission Valley</u>
<u>Niagara Falls NY - Riverside</u> **New York**

Holiday Inn Express

<u>Chicago – Matteson</u>
<u>Stevensville - Benton Harbor</u>

<u>Bronx - NYC</u>

Abilene

Illinois

Michigan

New York

Texas

Holiday Inn

Port Arthur - Park Central Texas
Richmond - West End Virginia

Garner Hotels

Phoenix - SurpriseArizonaLongview SouthTexasGillette SouthWyoming

Atwell Suites

<u>Henderson – at the Pass</u> Nevada <u>Fort Worth – Alliance Area</u> Texas

avid hotels

Oak Creek Wisconsin

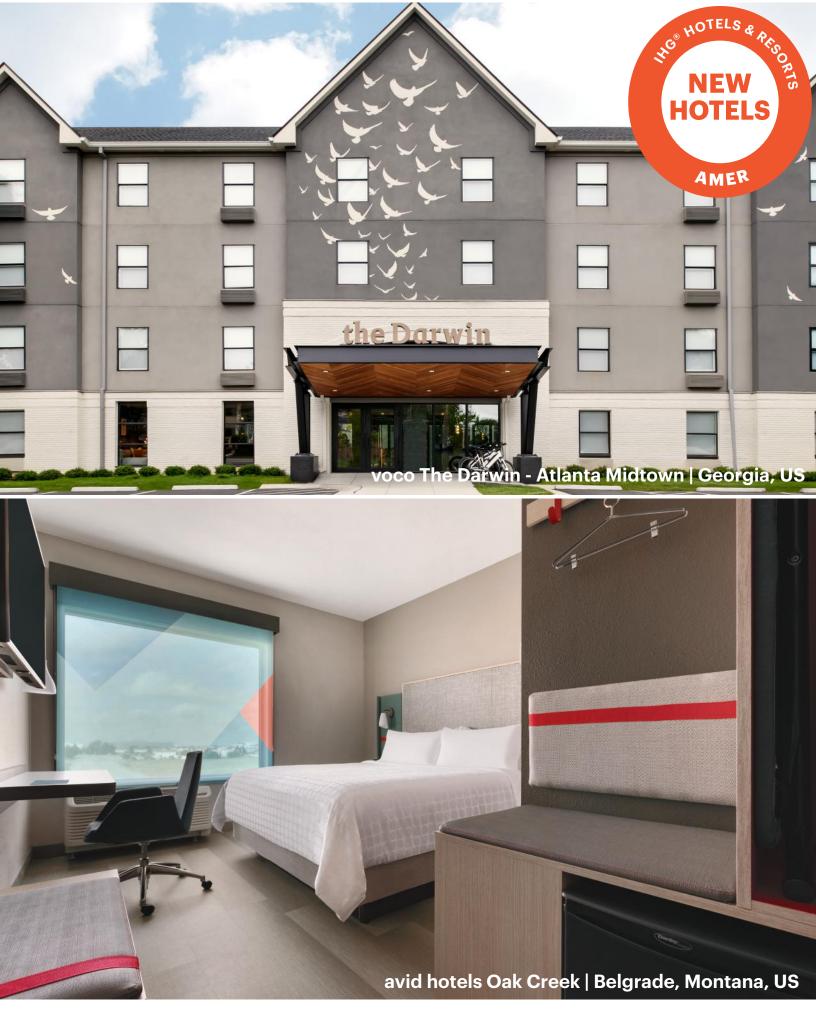
Staybridge Suites

Port Arthur - Mall Area Texas

Candlewood Suites

Annapolis Maryland
Orange Texas

Note: All hotels listed opened November through December 2024





EMEAA:

Regent Hotels & Resorts

Bali Canggu Indonesia

InterContinental Hotels & Resorts

Lifou Wadra Bay Resort **New Caledonia**

Vignette Collection

The Windsor Hotel TOYA Japan **Noku Maldives Maldives** Vietnam Moire Hoi An Dinso Resort & Villas Ko Chang Thailand

Hotel Indigo

Nagasaki Glover Street Japan Auckland **New Zealand** Saigon The City Vietnam

voco hotels

Indonesia Bali Seminyak <u>London – Marylebone</u> **United Kingdom**

Crowne Plaza Hotels & Resorts

Adelaide Mawson Lakes **Australia** Sydney Airport **Australia Turkey** Kayseri

Danang City Centre Vietnam **Podgorica** Montenegro

Holiday Inn Express

Bali Sunset Road Indonesia Ghent Belgium

Holiday Inn

the niu, Blade Solingen Germany the niu, Rig Lübeck Germany Bintan Lagoi Beach Indonesia Vientiane Laos Kuala Lumpur Bangsar Malaysia

Garner Hotels

Augsburg Nord Germany Berlin - Checkpoint Charlie Germany Berlin - Gendarmenmarkt Germany Berlin - Mitte Germany Berlin - Schöneberg Germany Berlin - Spandau Germany Mannheim City Germany Osaka Honmachi Station Japan Osaka Honmachi Midosuji Japan Osaka Honmachi Kita Semba Japan Preston Samlesbury **United Kingdom**

Note: All hotels listed opened November through December 2024







REGION

GREATER CHINA:

Vignette Collection

Shanghai Snow World Hotel

Hotel Indigo

Ningbo Riverside

voco Hotels

<u>Jincheng Danhe</u>

Shanghai Zhangjiang

HUALUXE

Haining

Holiday Inn Express

Luoyang Longmen
Nanjing Xi'anmen
Taizhou City Center
Wuxi Xishan
Xi'an Fengdong

Holiday Inn

Chongqing Nanan

Chongqing Science Hall

Jiuhua Mountain Hot Spring

Kanas Hemu

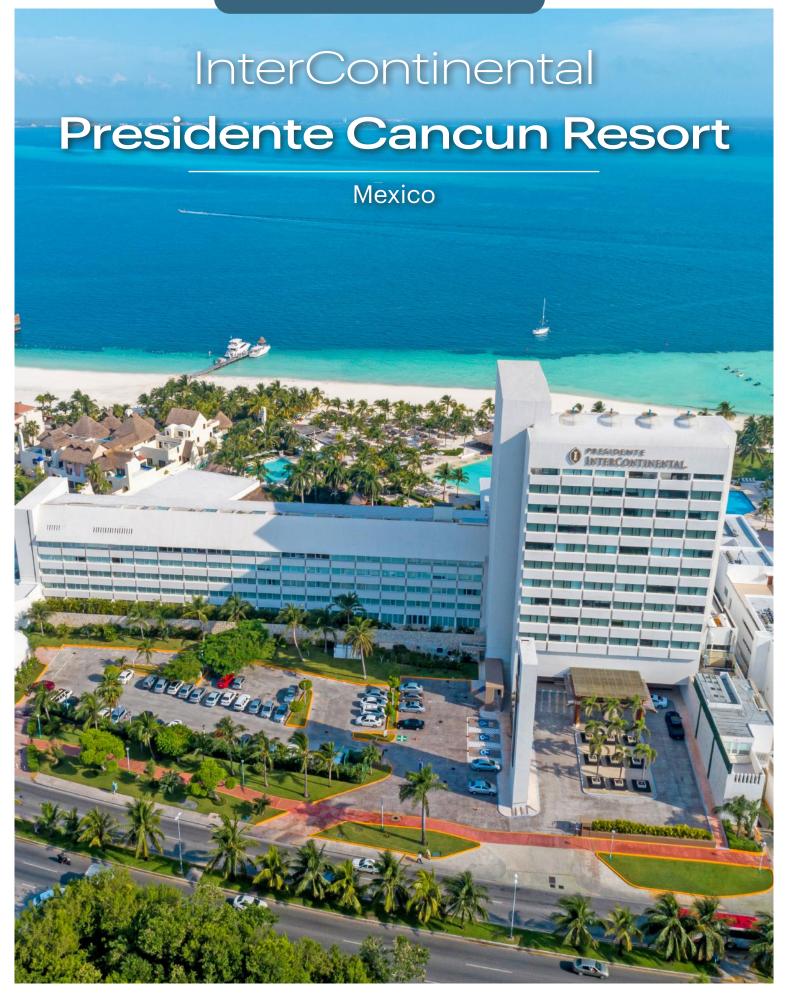
Shenzhen Nanshan

Note: All hotels listed opened

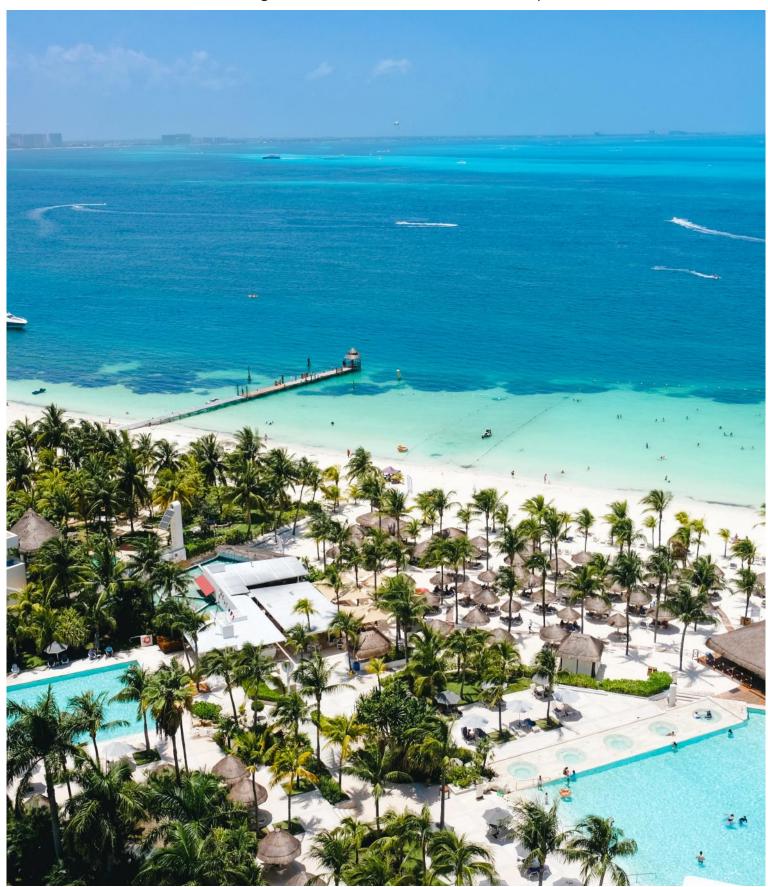
November through December 2024





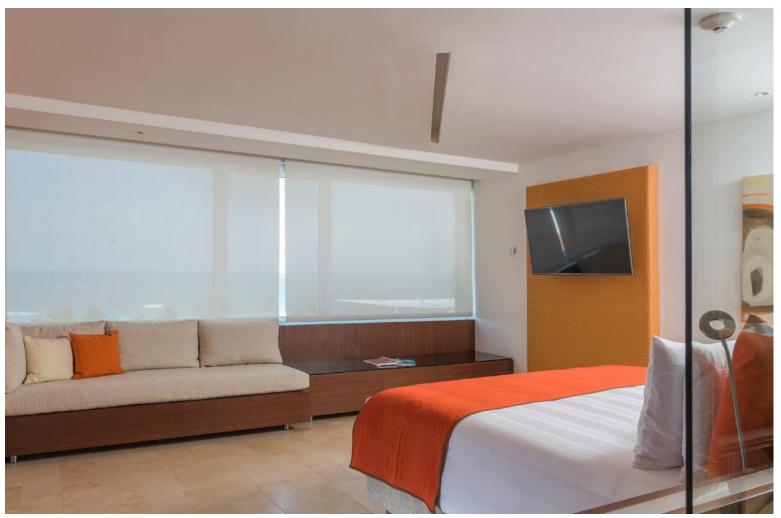


Nestled along the pristine white sands and crystal-clear Caribbean waters, The InterContinental Presidente Cancun Resort offers five-star luxury on Cancun's finest beach. The resort features stunning ocean views, five exceptional dining and beverage venues, a kid's club for young guests, and a prime location near Cancun's vibrant nightlife. Guests can indulge in spa treatments or unwind in the comfort of their rooms, soaking in the serene ambiance of the tranquil sea.

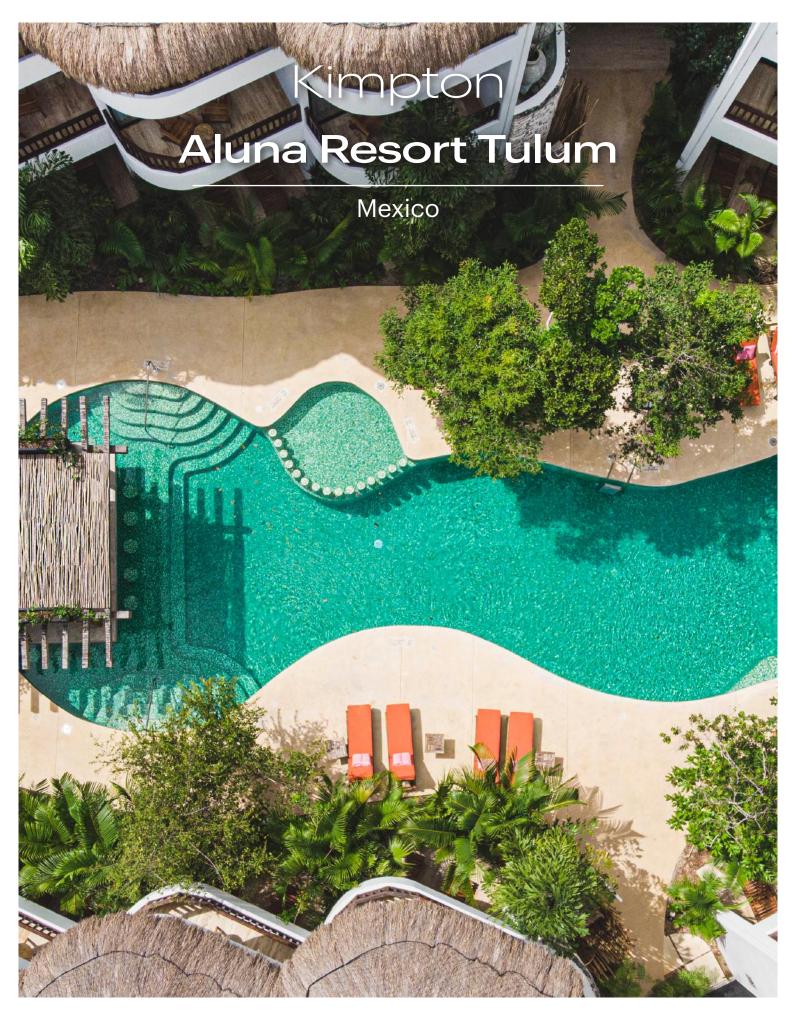




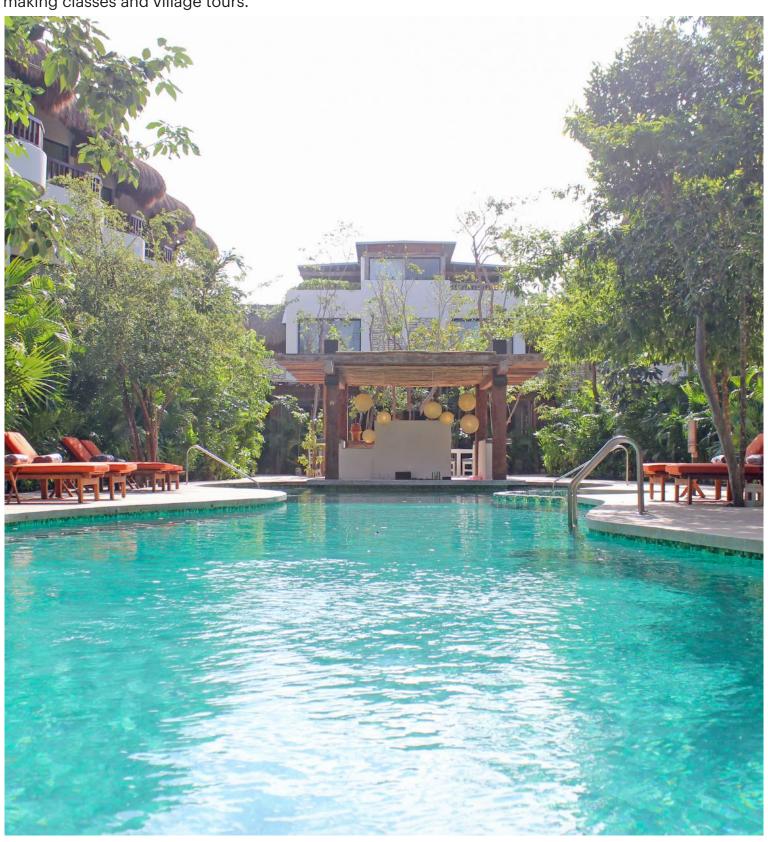








Set between the jungle and the sea, this luxury 4-star boutique hotel offers an oasis of beauty and tranquility, far removed from the party atmosphere. Guests can enjoy exclusive beach clubs and easily explore the surroundings using complimentary bicycles. The hotel seamlessly blends modernity with spirituality, offering yoga classes at no additional cost to help restore mental, physical, and emotional balance. Guests can relax by the pool surrounded by lush vegetation or take in breathtaking sunset views from the rooftop pool. The experience is enhanced by a social hour featuring drinks and snacks, as well as opportunities to immerse in local culture through tortillamaking classes and village tours.







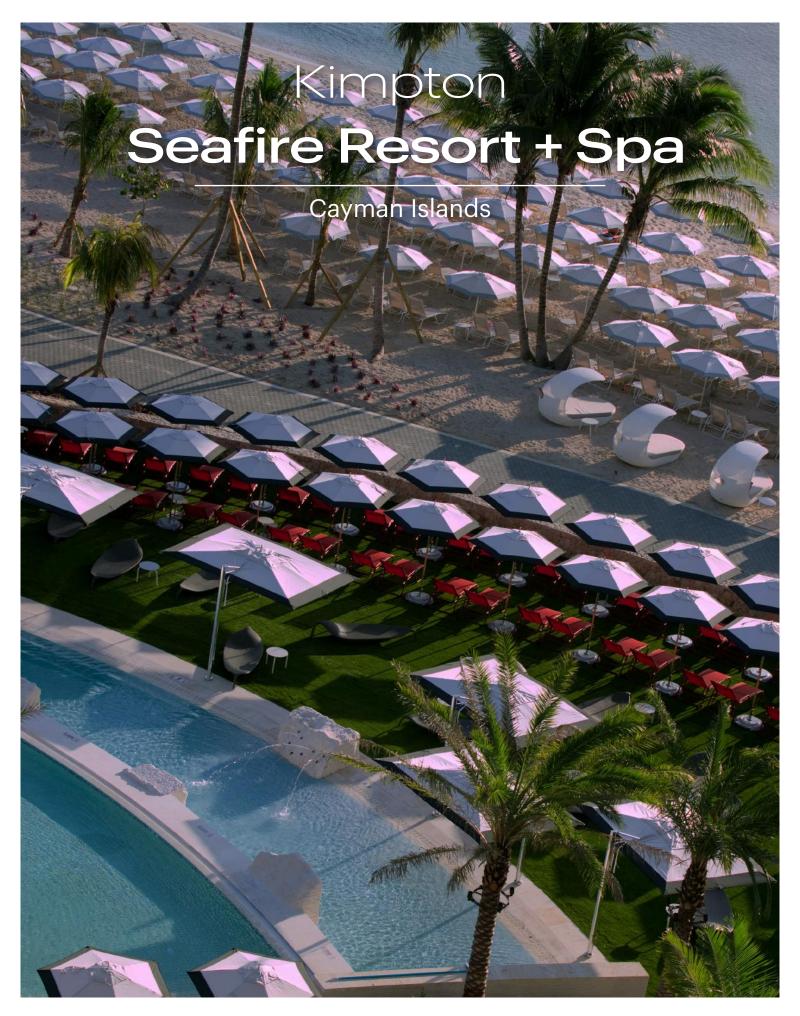


 ${\sf W} \; {\sf W} \; {\sf W} \; . \; {\sf I} \; {\sf H} \; {\sf G} \; {\sf B} \; 2 \; {\sf B} \; . \; {\sf C} \; {\sf O} \; {\sf M}$

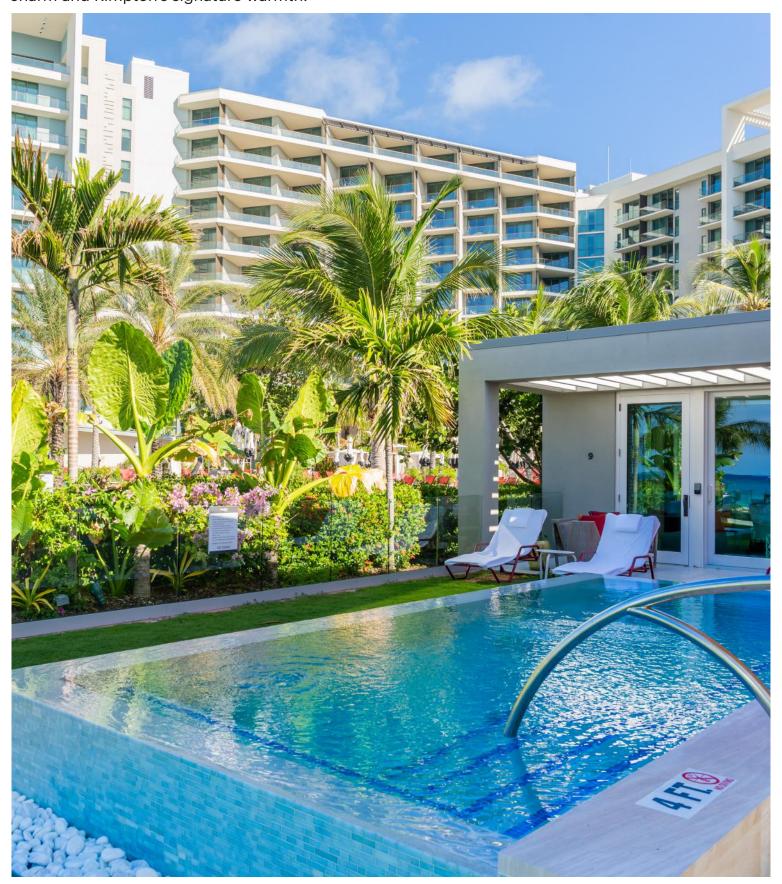








Combining trendsetting contemporary design with the timeless allure of the world-famous Seven Mile Beach, the Kimpton Seafire Resort + Spa offers a fresh take on island luxury. Its open-air architecture provides sweeping sea views, complemented by lush gardens, hidden sanctuaries, and vibrant gathering spaces. Guests can tailor their stay to their preferences, whether seeking social and spontaneous experiences or serene and secluded escapes—all infused with authentic Caymanian charm and Kimpton's signature warmth.







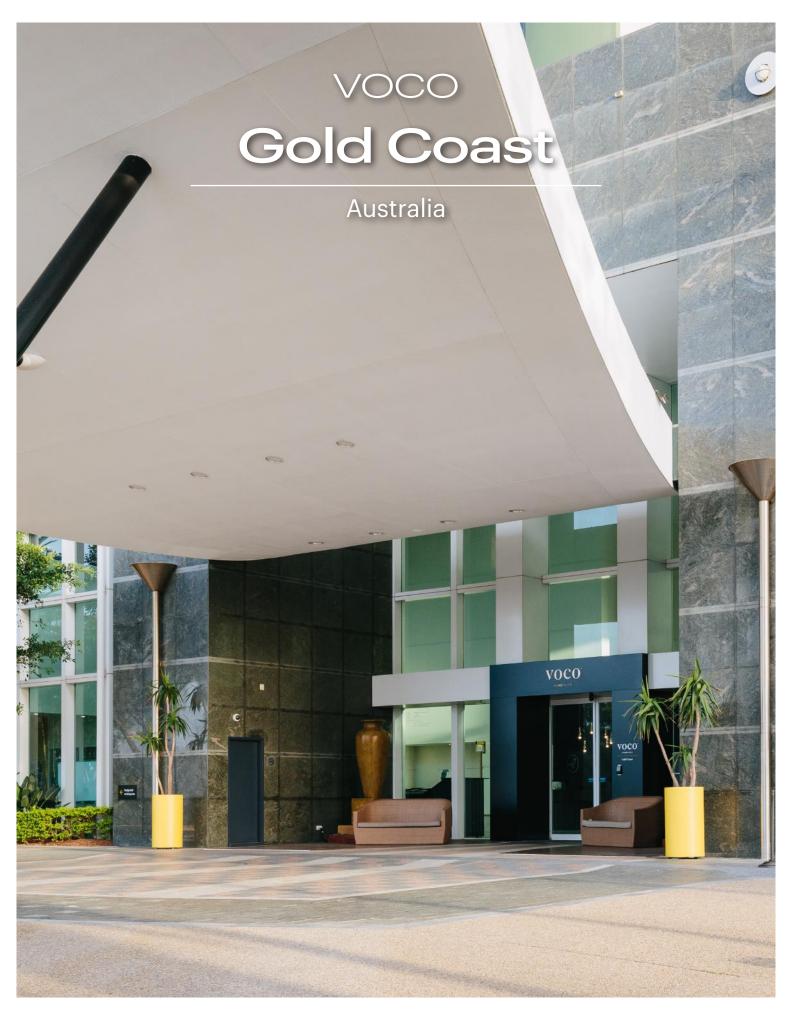


 ${\sf W} \; {\sf W} \; {\sf W} \; . \; {\sf I} \; {\sf H} \; {\sf G} \; {\sf B} \; 2 \; {\sf B} \; . \; {\sf C} \; {\sf O} \; {\sf M}$

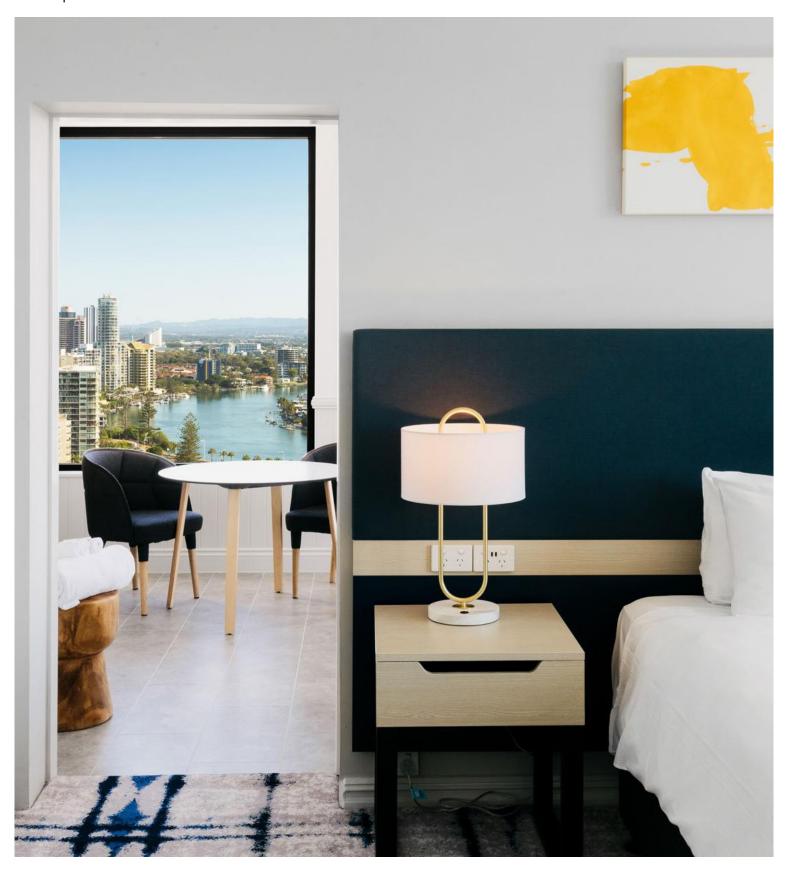


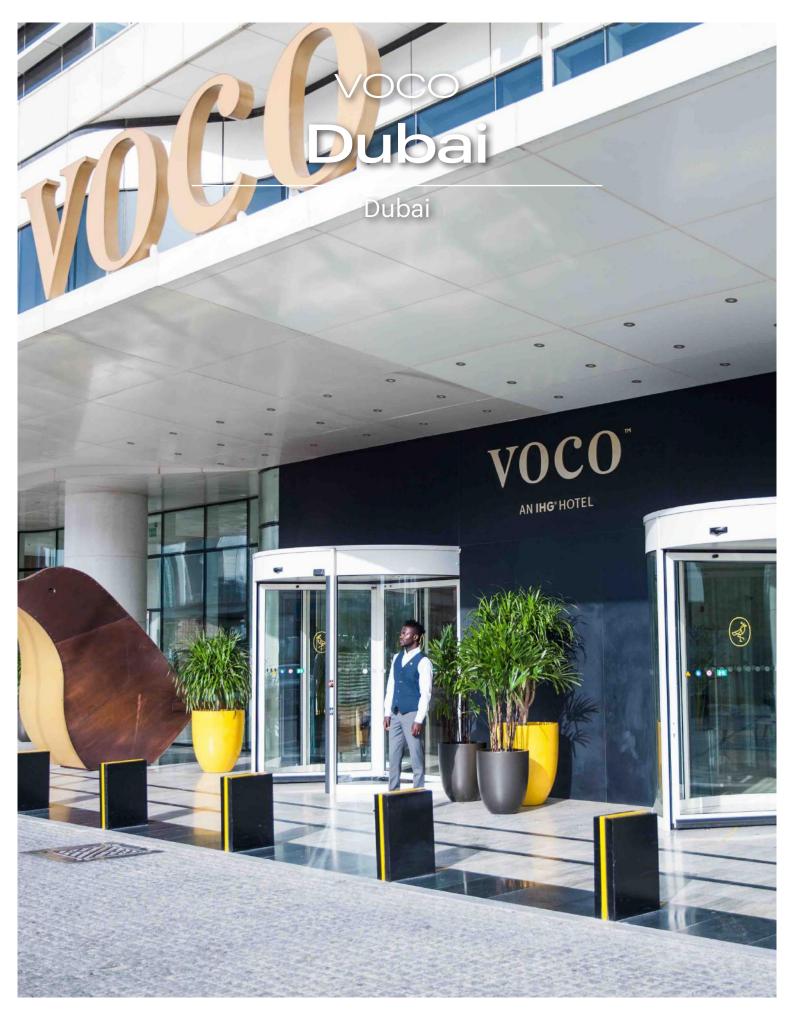




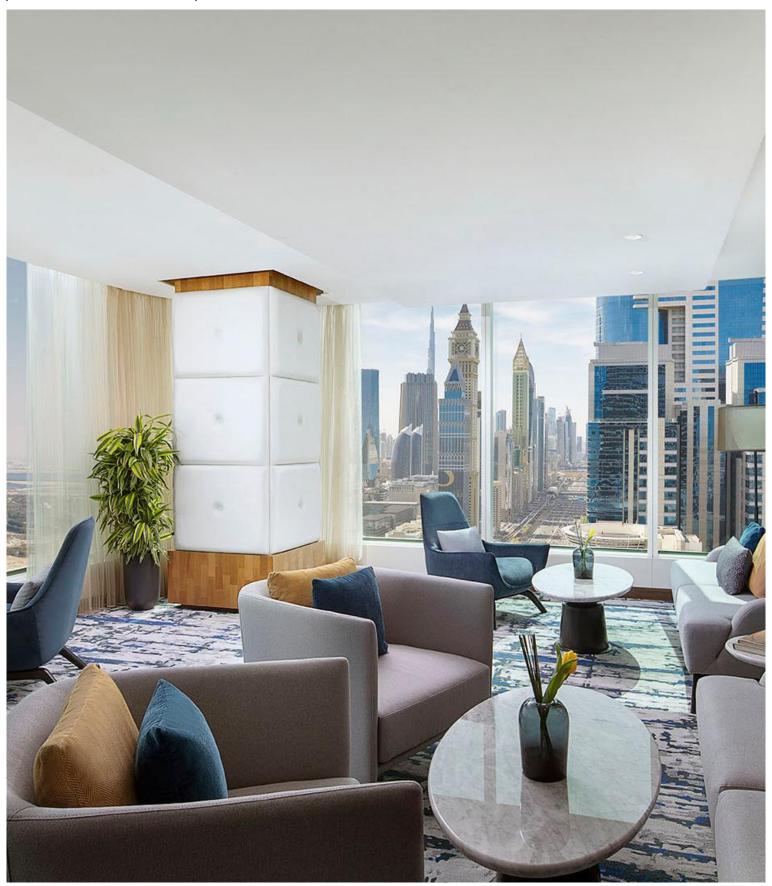


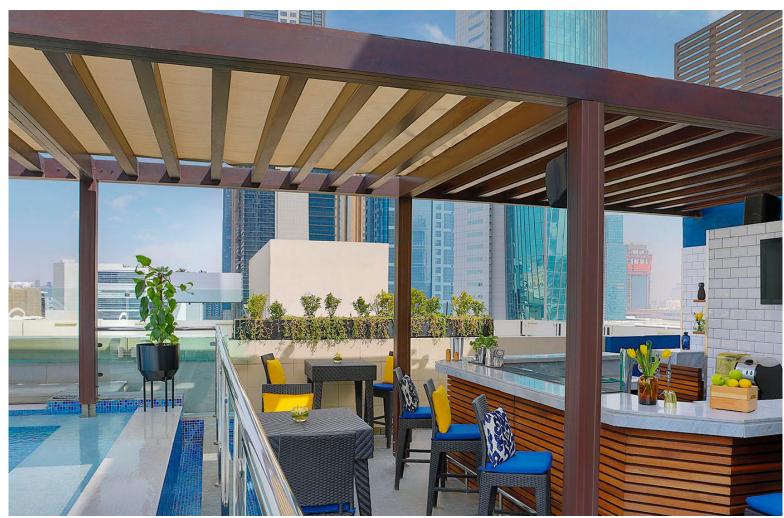
voco Gold Coast offers an upscale Surfers Paradise experience, combining premium amenities with a personal touch. Conveniently located near the beach and Cavill Avenue's shops, dining, and nightlife, the hotel provides easy access to local attractions, including the G:link tram just steps away. Guests can unwind in the gym, relax by one of two pools, or savor fresh seafood and premium steaks in stylish yet laid-back restaurants. Plush suites with ocean views, luxurious bedding, and modern technology ensure a comfortable and memorable stay. Discover the unique charm that sets voco apart.





Located across from the World Trade Centre and a metro stop with direct access to Dubai's top attractions, voco Dubai offers 471 modern guestrooms designed for comfort and relaxation. Guests can enjoy diverse dining options, a club lounge with stunning views, and versatile event spaces. With a health club and seamless access to business and leisure destinations, voco Dubai ensures a premium, memorable stay.

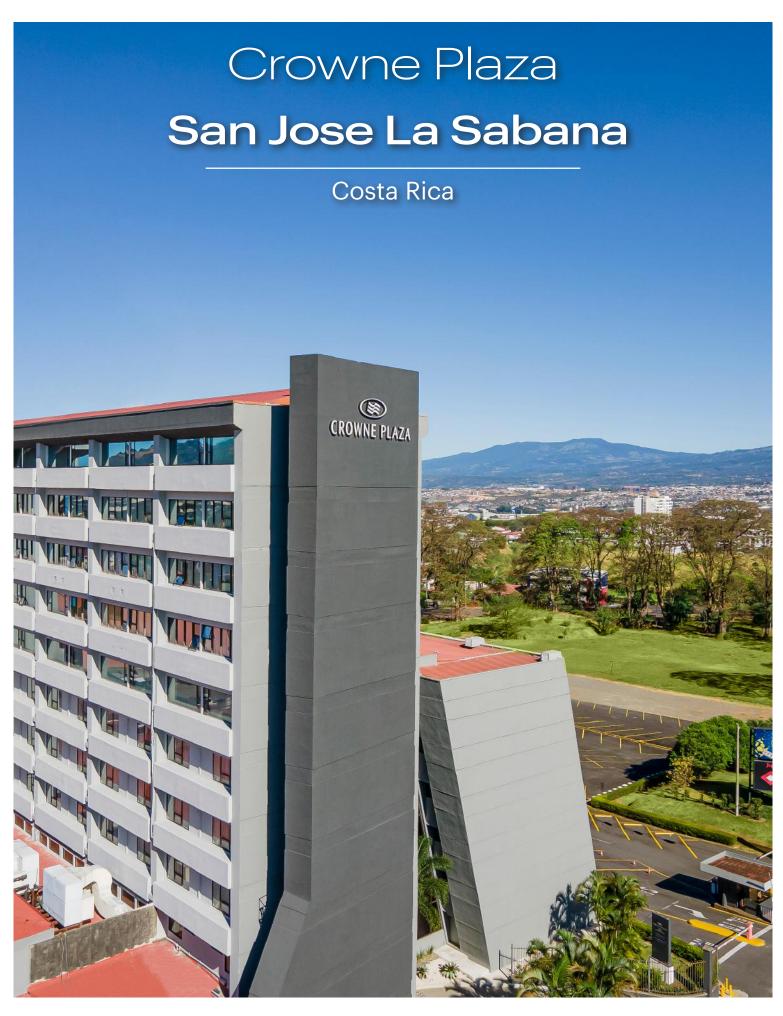


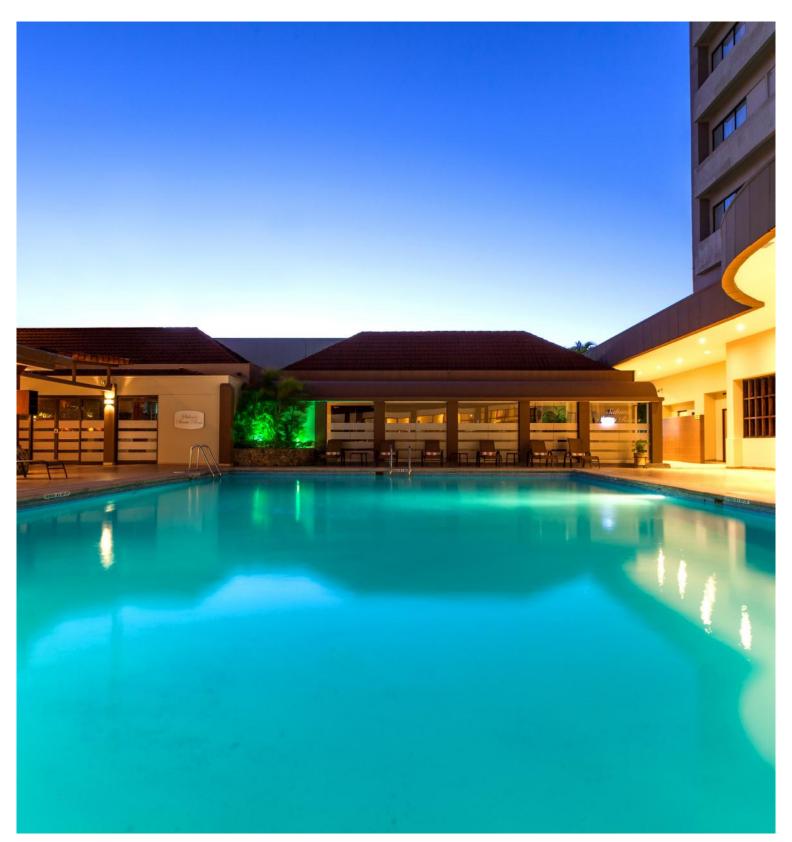




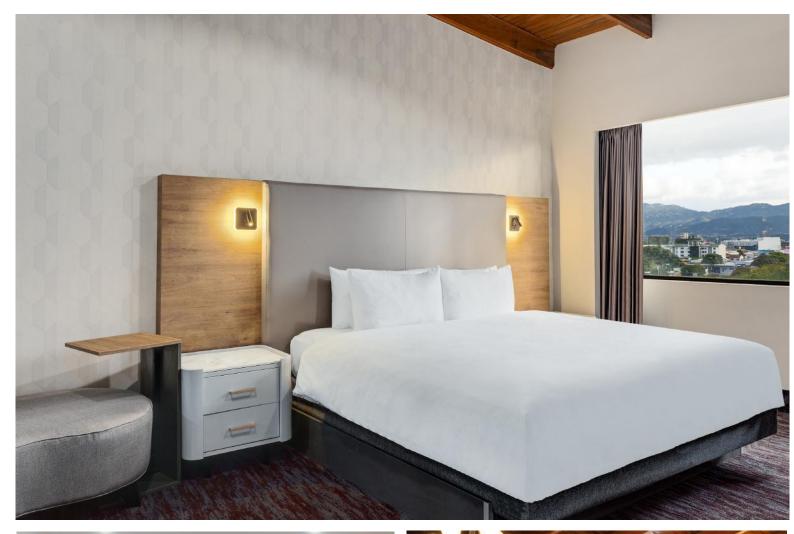








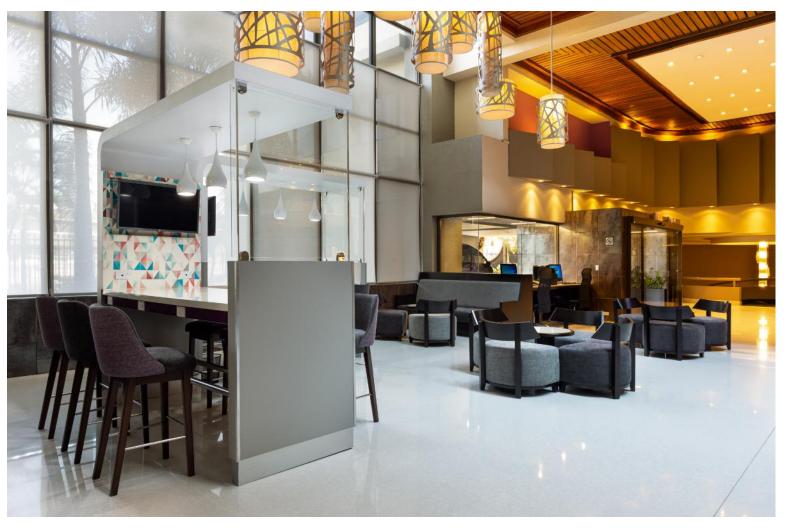
Situated next to the lush La Sabana Metropolitan Park, Crowne Plaza San Jose La Sabana provides an ideal base for exploring San Jose's vibrant culture and modern attractions. It offers convenient access to top corporate offices, cultural landmarks, and renowned dining destinations. Just 20 minutes from Juan Santamaria International Airport, the hotel features extensive conference facilities and expert event planning services, ensuring exceptional gatherings. Guests can stay active at the fully equipped fitness center or unwind in the outdoor pool. Dining options include international specialties at Fuji Restaurant and local flavors at Nattivo Urban Cuisine, offering a variety of culinary experiences.





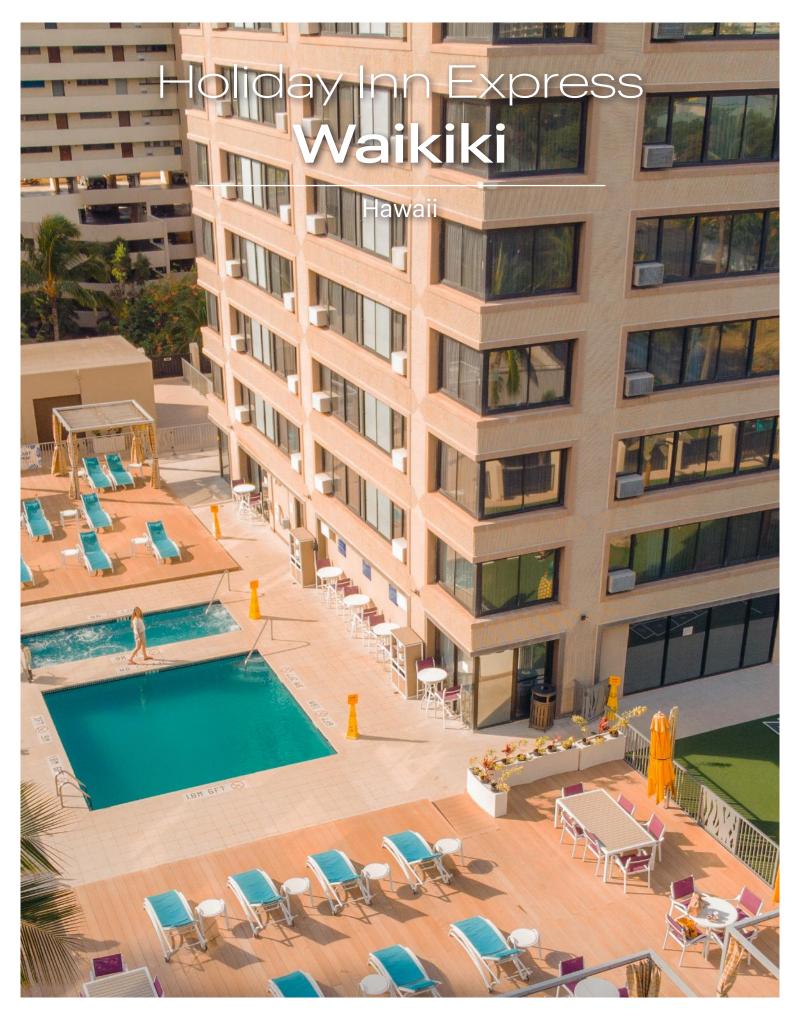


 ${\sf W} \; {\sf W} \; {\sf W} \; . \; {\sf I} \; {\sf H} \; {\sf G} \; {\sf B} \; 2 \; {\sf B} \; . \; {\sf C} \; {\sf O} \; {\sf M}$

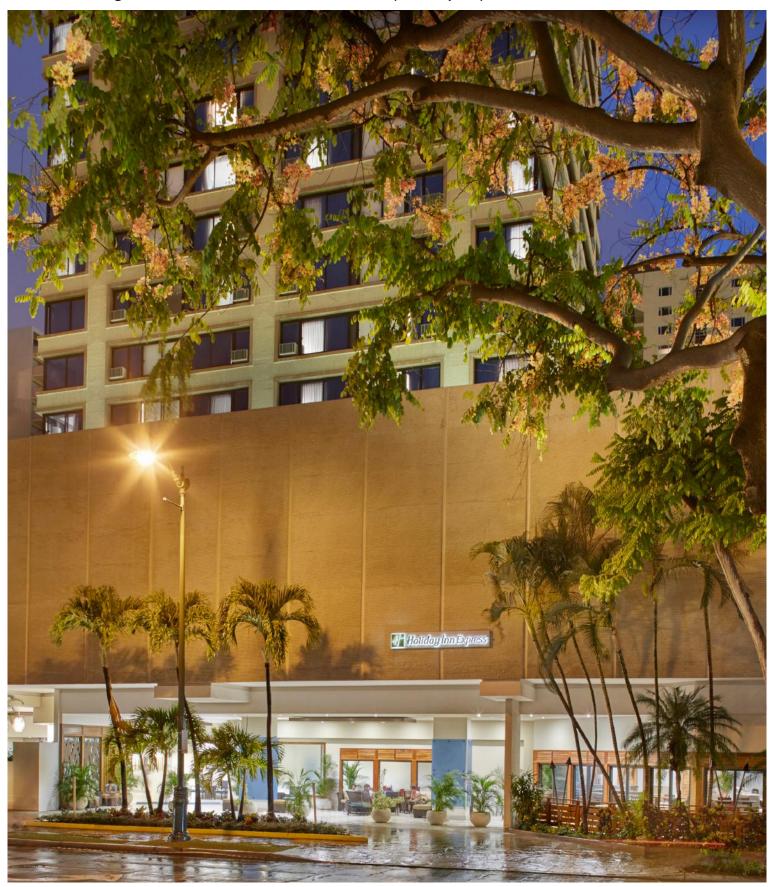




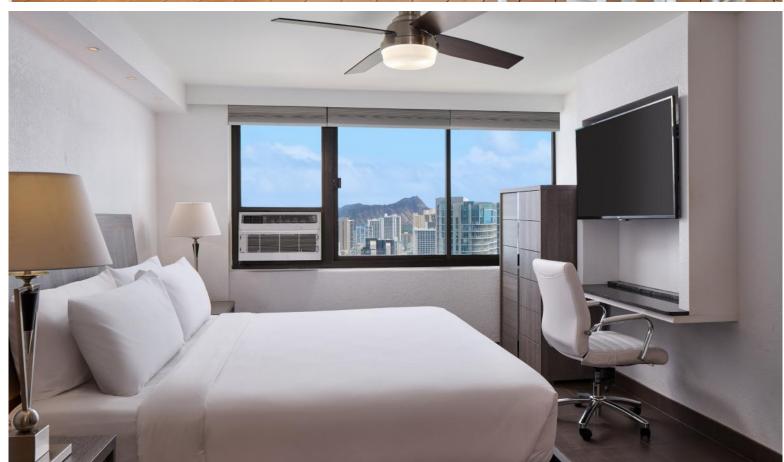




The Holiday Inn Express Waikiki offers a daily free hot breakfast for all guests and is ideally located at the gateway of Waikiki in Honolulu. This 44-story hotel features panoramic views of the Pacific Ocean, Koolau Mountains, and Waikiki skyline, just three blocks from Waikiki Beach and four blocks from the Hawaii Convention Center. Guests enjoy convenient access to nearby shopping, dining, and activities, along with amenities such as free Wi-Fi, a pool, a jet spa, and a business center.



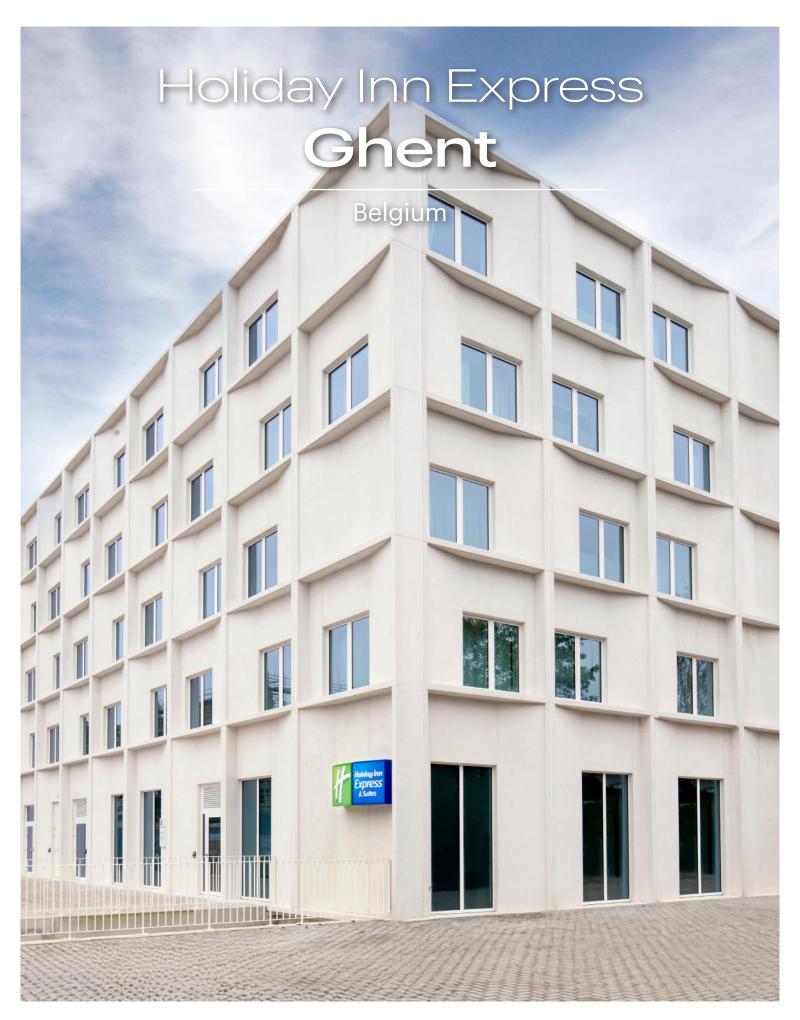




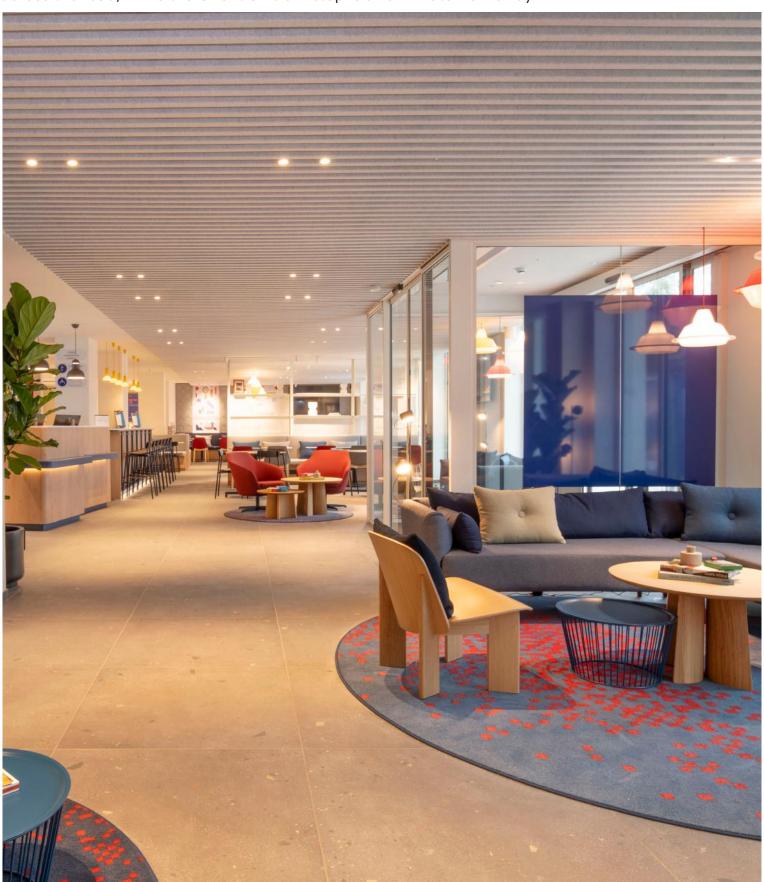


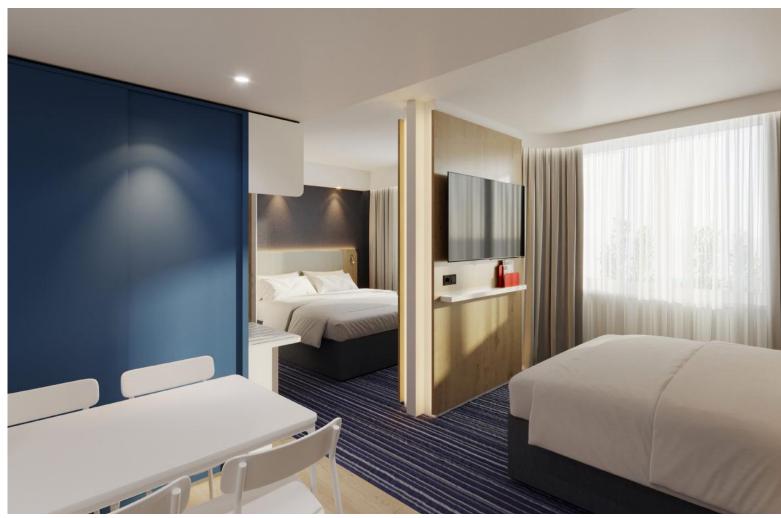


 ${\sf W} \; {\sf W} \; {\sf W} \; . \; {\sf I} \; {\sf H} \; {\sf G} \; {\sf B} \; 2 \; {\sf B} \; . \; {\sf C} \; {\sf O} \; {\sf M}$



The Holiday Inn Express & Suites Ghent is situated in Ghent's vibrant business district, offering guests convenient amenities and comfortable accommodations. The hotel features complimentary Wi-Fi, a free daily breakfast buffet, a bar, and a well-equipped boardroom for meetings. Guests can easily access the city center via various transportation options. The Gent Proeftuinstraat bus stop is directly across the road, while the Ghent UZ tram stop is a 10-minute walk away.











10 Tips for Hosting Responsible Meetings and Events

The rise of responsible business travel has driven meeting venues to adopt strategies to reduce energy and water usage, food waste, and carbon emissions. For businesses targeting net-zero goals, sustainable practices can minimize environmental impact and cut costs. Here are 10 practical tips for hosting responsible meetings and events:

Promote Sustainable Travel: Choose centrally located venues near public transport, and encourage ridesharing, cycling, or walking.

Pick Green Venues: To reduce waste and emissions, select venues with eco certifications like Green Key or EIC Sustainable Event Standards.

Cut Waste: Use reusable or compostable items, provide clear recycling bins, and partner with venues like IHG for waste-reducing practices.

Embrace Catering: Offer plant-based menus, source local ingredients, and donate or compost leftovers.

Go Paperless: Use digital tools like apps or QR codes for event materials. If printing is essential, use recycled paper.









Save Energy: Opt for venues with energyefficient systems like LED lighting and smart thermostats.

Conserve Water: Choose venues with watersaving measures and ban single-use bottles in favor of refilling stations.

Include Hybrid Options: Reduce travel emissions with virtual attendance and ensure venues support hybrid setups.

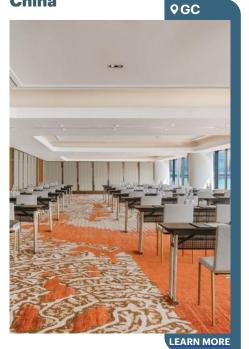
Share Efforts: Highlight your sustainability initiatives to educate and inspire attendees.

Partner Smartly: Work with responsible hotels like IHG's Meeting for Good or Iberostar's Wave of Change programs for sustainable solutions.

Plan sustainable, impactful events with ease. Visit our Meetings & Events page for tailored solutions and eco-conscious venues.

Venues Around the World

Regent Hong Kong, China



497 guest rooms

16,415 ft² of meeting space

11 meeting rooms

voco Brisbane City Centre, Australia



194 guest rooms

12,917 ft² of meeting space

11 meeting rooms

InterContinental Chantilly Chateau Mont Royal,



525 guest rooms

14,500 ft² of meeting space

6 meeting rooms

voco Orchard Singapore



423 guest rooms

20,602 ft² of meeting space

17 meeting rooms

WWW.IHGB2B.COM

InterContinental Edinburgh The George, United Kingdom



403 guest rooms

20,646 ft² of meeting space

11 meeting rooms

voco Stockholm - Kista



201 guest rooms

1,249 ft² of meeting space

5 meeting rooms

InterContinental San Francisco



721 guest rooms

27,593 ft² of meeting space

11 meeting rooms

Crowne Plaza
Sun Palace Beijing,
China



310 guest rooms

40, 902 ft² meeting space

13 meeting rooms

Kimpton
Palomar Beverly Hills
California, US



264 guest rooms

6,000 ft² of meeting space

6 meeting rooms

Crowne Plaza
Louisville Airport Expo Ctr
Kentucky, US



588 guest rooms

50,000 ft² meeting space

24 meeting rooms

Kimpton Pittman Texas, US

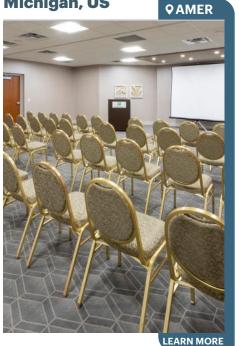


165 guest rooms

5,000 ft² of meeting space

4 meeting rooms

Holiday Inn Marquette Michigan, US



187 guest rooms

4,256 ft² meeting space

2 meeting rooms



Global Sales Key Events Calendar

PCMA Convening Leaders AMER 12 January - 15 January, 2025 Houston, TX, US

Join us on Jan. 12-15, 2025, when PCMA Convening Leaders brings its flagship education and networking event to Houston, Texas. Discover why thousands of business events professionals and community leaders from around the world come to Convening Leaders every year to explore, through leading-edge education, research, and networking, how business events generate economic and social legacies for businesses and communities.

Arabian Travel Market (ATM) EMEAA 28 April - 1 May, 2025 Dubai, UAE

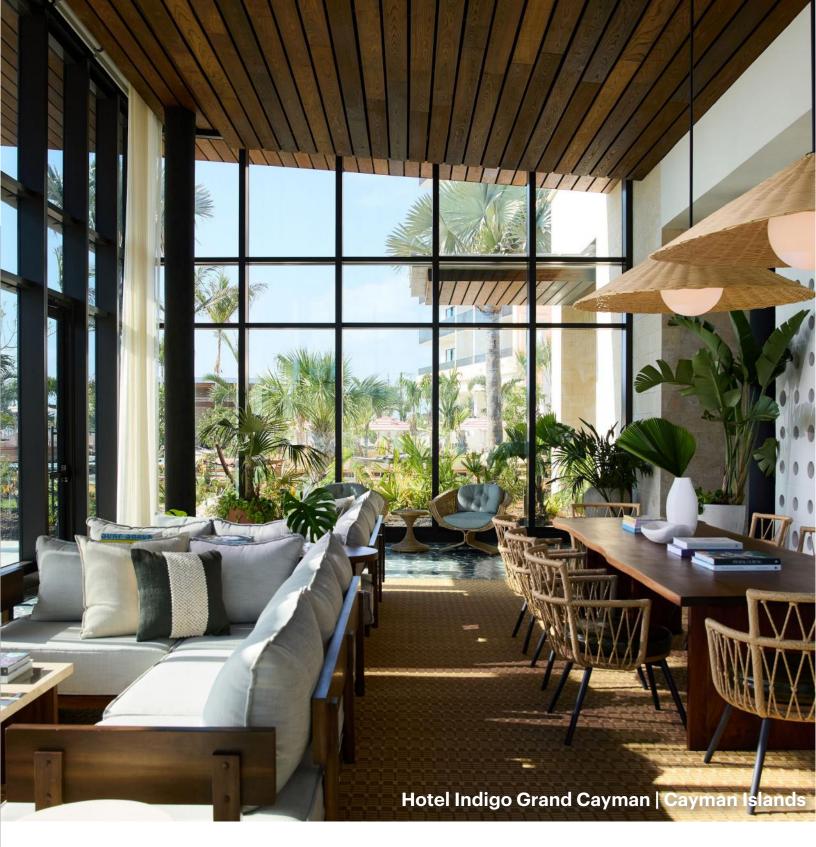
Arabian Travel Market is the market leading, international travel and tourism event unlocking business potential within the Middle East for inbound and outbound tourism professionals. Tourism destinations from around the world showcase a diverse range of accommodation options, breath taking tourism attractions, travel technology and key airline routes.

IHG will be exhibiting once again at Arabian Travel Market (ATM), showcasing our 19 brands and new hotel openings. Arrange a meeting with the IHG team at the booth to learn more.

IMEX Frankfurt EMEAA 20 - 22 May, 2025 Frankfurt, Germany

Seamlessly integrate work, leisure and the excitement of international connections at IMEX Frankfurt. Your benefits would include air/rail travel as covered by IMEX, no ordinary stay at the newly opened Kimpton Main Frankfurt, evening event at destination bar Lazuli, gourmet breakfast and exclusive access to our gifting lounge.

Discover how IHG Hotels & Resorts can transform your events with our portfolio of 19 unique brands, including Kimpton and Holiday Inn. If you're based in Europe and want to become one of our select IHG Hosted Buyers, please email charlotte.gates@ihg.com. Note that qualifying criteria apply as set by IMEX Frankfurt.







REGENT



































