

Staff Rate Walkthrough

In order to access staff rate functionality then you need to do 3 things. **Firstly**, and most important, is have an active IHG Merlin account (something all staff have). This give you access to many things including training and is also where you will find myID (mentioned below). If you do not have an IHG Merlin account, then you CANNOT have staff rate.

To obtain an IHG merlin account, during any induction or at any time you simply need to give your line manager your email address. They will then forward this to senior management who will begin your onboarding process. When that is complete you can move onto the below...

Secondly, you need to make sure you have an IHG One Rewards Club Account. Simply go to <https://www.ihg.com/onerewards/content/gb/en/home> to set this up or speak to any of the front desk team who will be able to help you. Can be done on any device.

We would strongly recommend downloading the app - it looks like this ->



Thirdly, when you have your IHG One Rewards Club account you move onto activating your own staff rate so that you can book rooms around the world (subject to availability). To do that, follow the steps below.

1. Log into myID.IHG.com
2. From the home page click on the Hamburger Icon
3. Navigate to Self Service
4. From the drop-down list select, Self Service the Profile Update and select For Me
5. Select your account (use the search option if you need to)
6. Scroll down to the bottom.
7. Input your IHG One Rewards number

So, 1 get a Merlin Account, 2 get an IHG One Rewards Account and number and 3 activate staff rate on myID

A few useful points:

Staff rate is for staff only; you cannot book staff rate for a friend or family member – it has to be for you! You can book friends and family rates for (yes you guessed it!) your friends and family.

Make sure you take photo ID with you, if you don't and they ask for it then you will likely have to pay full price or lose your room!

Staff rate is not always available, don't bang on it! If you are after a room near for 2 days time at Wembley Stadium and Taylor Swift or Oasis (or musicians are available) then its highly likely the area will be sold out. If there are any rooms, then staff rate will not be open.

Staff rate can be booked up to 180 days (6 months) before the date of stay.

You can book any room from age 16, however it's important to note than generally (some hotels may have a diff policy on it) you will not be able to stay without an 18-year-old present.