



Press Release

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Staybridge Suites® brand recognized as a J.D. Power 2014 Customer Champion *The IHG extended stay brand is one of top 50 companies to receive honor in the U.S.*

ATLANTA (March 3, 2014) – [Staybridge Suites®](#), IHG's (InterContinental Hotels Group) [LON: IHG, NYSE: IHG (ADRs)] extended stay brand for guests desiring a warm, home-like and community environment, has been recognized as a [J.D. Power 2014 Customer Champion](#)—one of 50 companies to have earned this accolade this year.

To qualify for inclusion on this elite list, companies must excel, not only within their own industry, but also among the nine industries included in the Customer Champions analysis by J.D. Power. J.D. Power examined five factors, including: People, Presentation, Process, Product, and Price to determine the 2014 Customer Champions.

“We are honored to be included in this prestigious group of companies and know this distinction is a result of the hard work and dedication of the team members who bring the brand to life at Staybridge Suites hotels across the U.S., which account for the largest percentage of our brand portfolio,” said Robert Radomski, vice president, Brand Management, Staybridge Suites® and Candlewood Suites®. “It is clear when walking into any Staybridge Suites hotel that our guests are more than just our priority – they are like family. The Staybridge Suites hotel design, service culture and amenities truly provide a sense of community and make these hotels feel like home for guests.”

For the 2014 Customer Champions, J.D. Power evaluated more than 600 brands. The 2014 Champions were identified based on customer feedback, opinions, and perceptions gathered primarily from J.D. Power's syndicated research in 2013. This group of 50 represents the highest-performing U.S. companies that deliver service excellence—both within their respective industry and across nine industries measured.

Part of the IHG family of brands, Staybridge Suites hotels participate in IHG's guest loyalty program, IHG® Rewards Club. The industry's first and largest hotel rewards program with over 76 million members is free and guests can enroll at [IHGRewardsClub.com](#), by downloading the [IHG® app](#), by calling 1-888-211-9874 or by inquiring at the front desk of any of IHG's more than 4,600 hotels worldwide.

About Staybridge Suites Hotels

Staybridge Suites® is an innovative, all-suite hotel brand designed to meet the needs of extended stay guests seeking a warm sense of community in a home-like environment that is perfect for business, relocation and vacations. Hotel amenities include: three suite types (studio, one-bedroom and two-bedroom/two-bath) with fully equipped kitchens and a highly functional work area separate from living areas. Staybridge Suites hotels offer free Wireless Anywhere, a complimentary daily hot breakfast, The Social evening reception three days a week, a 24-hour Business Center, Fitness Room and Laundry Room, all of which are complimentary for guests.

The Staybridge Suites brand entered the extended stay segment in December 1998 when its flagship location in Alpharetta, Ga., opened. Since that opening, the Staybridge Suites brand continues to grow rapidly with more than 196

hotels open across the Americas, Europe and the Middle East. There are more than 80 Staybridge Suites hotels in the pipeline, including nine outside of the Americas.

The Staybridge Suites brand is the winner of numerous awards in guest satisfaction and was named as one of the 'Top 10 Brands in Customer Satisfaction' globally by Market Metrix Hospitality Index (MMHI) in Q3 and Q4 2013. The brand was named as a J.D. Power 2014 Customer Champion, one of an elite group of 50 U.S. companies named to the list.

For more information about the Staybridge Suites brand, call 1-877-238-8889 or visit www.StaybridgeSuites.com. Find Staybridge Suites hotels on Twitter <http://www.twitter.com/Staybridge> or Facebook www.Facebook.com/StaybridgeSuites.

About J.D. Power

J.D. Power is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. Headquartered in Westlake Village, Calif., J.D. Power has offices in North/South America, Europe and Asia Pacific. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power is a business unit of McGraw Hill Financial.

Notes to Editors:

IHG (InterContinental Hotels Group) [LON:IHG, NYSE:IHG (ADRs)] is a global organization with a broad portfolio of nine hotel brands, including InterContinental® Hotels & Resorts, Hotel Indigo®, Crowne Plaza® Hotels & Resorts, Holiday Inn® Hotels and Resorts, Holiday Inn Express®, Staybridge Suites®, Candlewood Suites®, EVEN™ Hotels and HUALUXE™ Hotels & Resorts.

IHG manages IHG® Rewards Club, the world's first and largest hotel loyalty program with over 77 million members worldwide. The program was relaunched in July 2013, offering enhanced benefits for members including free internet access across all hotels, globally.

IHG franchises, leases, manages or owns 4,700 hotels and 687,000 guest rooms in nearly 100 countries and territories. With more than 1,100 hotels in its development pipeline, IHG expects to recruit around 90,000 people into additional roles across its estate over the next few years.

InterContinental Hotels Group PLC is the Group's holding company and is incorporated in Great Britain and registered in England and Wales.

Visit www.ihg.com for hotel information and reservations and www.ihgrewardsclub.com for more on IHG Rewards Club. For our latest news, visit: www.ihg.com/media, www.twitter.com/ihg, www.facebook.com/ihg or www.youtube.com/ihgplc.

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