



REWARDS



Program Brochure

Crown Sydney



Welcome to Crown Rewards

Crown Rewards offers you endless ways to earn and experience the Benefits you love. Earn Points and Rewards when you stay, play* and indulge at each of Crown's three world-class resorts.

Your Points can be used at your leisure at our acclaimed restaurants, award-winning hotel, gaming facilities* and much more^.

*Crown Rewards Members wishing to visit the Crown Sydney VIP Casino must hold a Crown Sydney VIP Casino membership. ^ Only Points that you have earned at Crown Sydney can be redeemed at Crown Sydney.



Crown Sydney VIP Casino Membership

Crown Rewards Members wishing to visit the VIP Casino at Crown Sydney must hold a Crown Sydney VIP Casino Membership. This membership is independent of your Crown Rewards Membership and requires a simple application process which is subject to separate membership criteria.

Crown Sydney VIP Casino Membership applications can be made in-person at a reception desk.

All references to gaming and VIP Casino access at Crown Sydney are only applicable to Crown Rewards Members who hold a current Crown Sydney VIP Casino Membership.

For further information, please refer to the Crown Sydney VIP Casino Membership Policy at crownsydney.com.au



Earn Points

How it works

Earn Crown Rewards Points when you play, stay and indulge across our award-winning hotels, acclaimed culinary destinations, bars and gaming facilities.

Simply present your Card as you explore your way around participating venues at Crown Sydney and be rewarded with Points.

How to Earn Points at Crown Sydney:



Dine at Crown Sydney Restaurants¹

\$1 spend = 5 Crown Rewards Points



Stay at Crown Towers Sydney¹⁵

\$1 spend = 5 Crown Rewards Points



Spend at Crown Sydney bars¹

\$1 spend = 5 Crown Rewards Points



Play on Table Games²

Points are earned based on the table game type, average bet and time played



Indulge at Crown Spa Sydney¹⁵

\$1 spend = 5 Crown Rewards Points



Hold an event or conference at Crown Sydney¹

\$1 spend = 5 Crown Rewards Points



Redeem Points

How it works

Whether you're indulging in a tranquil treatment at Crown Spa or enjoying a meal at one of our coveted restaurants, there are many ways to make use of your Crown Rewards Points.

Simply present your Crown Rewards Card at Crown Sydney restaurants, bars as well as Crown Towers Sydney and your Points can be used towards payment.

Only Points that you have earned at Crown Sydney can be redeemed at Crown Sydney.

Points can also be exchanged for Table Play*

*Points cannot be redeemed on electronic table games.

How to Redeem Points at Crown Sydney:



Use your Points to pay for your dining experience at Crown Sydney¹



Use your Points to pay for your Crown Sydney hotel accommodation and services¹⁵



Use your Points to pay at Crown Sydney bars¹



Exchange your Points for Table Play at a reception desk³



Use your Points to pay for your treatment at Crown Spa Sydney¹⁵



Use your Points to pay for your event or conference at Crown Sydney¹

100 Crown Rewards Points = \$1

It's easy to use your Points to pay at Crown. Just show your Card at participating Crown Sydney venues and any Points on your Account which have been earned at Crown Sydney can be used.



Table Play

Redeeming Points for Table Play at Crown Sydney

With Crown Rewards, you can exchange your Points for Table Play on participating Crown table games.³

Here's how:

1. Visit a reception desk located on the VIP Casino floor.
2. Present your Crown Rewards Membership Card.
3. Staff will deduct the requested amount you wish to redeem from your Points balance to exchange for Table Play.
4. Once the Points deduction is complete, you will be presented with a single-use Table Play[^] to the amount you have redeemed. You can wager this at any table game except for electronic table games

Important information on redeeming your Points:

- A minimum redemption amount of \$50 in Table Play is required.
- Redemptions of Table Play must be in multiples of \$50.
- There is a maximum limit on the amount that can be redeemed for Table Play per Day⁴, which is determined by each individual Membership Tier. Please visit any reception desk for details.

Maximum Table Play limit allowed per day is in accordance with Crown's commitment to Responsible Gaming.

[^] Single-use Table Play cannot be exchanged for cash.



Membership Tiers

Five Levels of Benefits

Crown Rewards offers five levels of Membership, each with its own unique set of Benefits.

To unlock the Benefits of each Tier, you need to earn the required number of Status Credits during the Membership Cycle to qualify.

Status Credits Required by Tier



Member Tier



Silver Tier

10
Status Credits⁵



Gold Tier

35
Status Credits⁵



Platinum Tier

150
Status Credits⁵



Black Tier



By Invitation Only

With Crown Rewards, you'll access new and exciting Benefits every time you move up the Tiers.



Status Credits

Your pathway to a new Membership Tier

Status Credits enable you to discover a new Crown Rewards Membership Tier and a range of new Benefits and Privileges.

Simply use your Crown Rewards Membership Card to earn Points. Once you've accumulated enough Points, you will automatically be awarded a Status Credit.

Status Credits will accumulate over the course of your six-month Membership Cycle.



Table Games

500 Casino Points = 1 Status Credit



Hotels



Restaurants



Bars



Events & Conferences

1,500 Lifestyle Points = 1 Status Credit

Each time you earn Points with your Crown Rewards Card you're one step closer to a new Tier and a range of new Benefits.



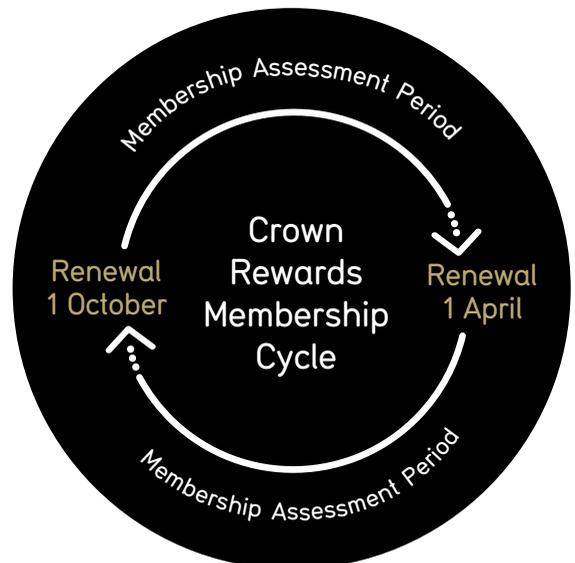
Membership Cycle

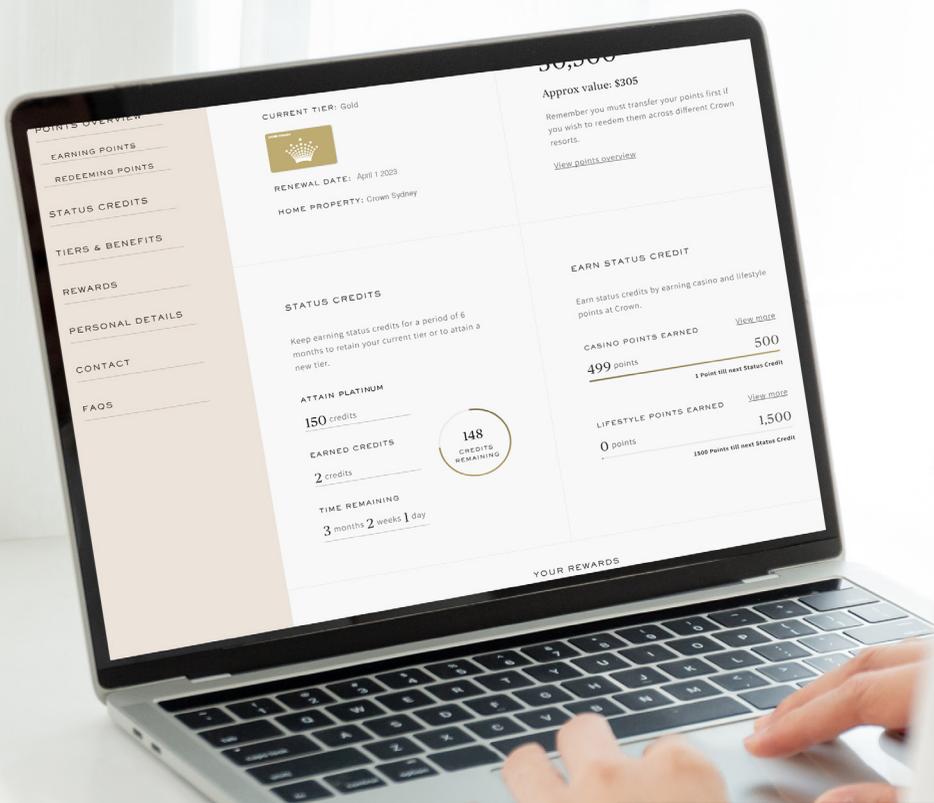
Your Crown Rewards Membership is reviewed every six months on **1 April and 1 October**.

Your Membership Tier is based on the number of Status Credits earned in the six months prior to these dates.

During each Membership Cycle, as soon as you reach the requisite number of Status Credits for the next Tier, you are eligible to be upgraded.

How the Membership Cycle works:





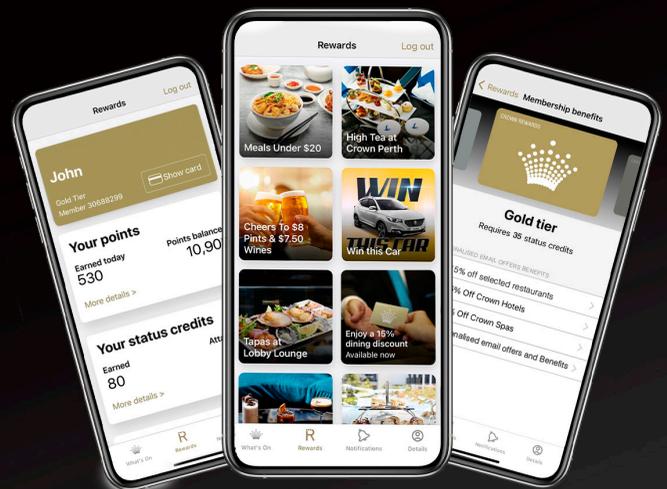
Crown Resorts Mobile App and Member Hub

The Crown Resorts Mobile App and Member Hub are your essential gateway to all your Crown Rewards and Crown Sydney VIP Casino Membership information.

From viewing your Points balance to checking your Status Credit progress, everything is at your fingertips.

You can even keep track of your personal offers and Rewards, anytime, anywhere.

Download the app for free today via the Apple Store or Google Play.



Benefits

All Benefits described are Crown Sydney specific Benefits, unless stated otherwise.



Member Silver Gold Platinum Black

	Member	Silver	Gold	Platinum	Black
Parking & Travel					
Free valet parking ⁶				Off-peak / Peak - by invitation only	
Exclusive Gaming and Room Access					
Earn Points and Status Credits while playing at Crown Sydney, Melbourne or Perth ²	✓	✓	✓	✓	
Tier recognition Points bonus ⁷				1.2x	
Turn Points into table play ³			✓	✓	
Personalised email offers & Benefits ⁸			✓	✓	
Guest passes per visit ⁹				Up to 1 Guest	
Exclusive invitations to special events, tournaments and promotions ¹⁰				✓	
Crystal Room access ¹¹			By invitation during staged opening	✓	
Access to select premium rooms at Crown Melbourne and Crown Perth ¹²			✓	✓	
Mahogany Room access with complimentary refreshments ¹³				✓	
Room host services			✓	✓	
Dedicated personal host ¹⁴				✓	
Hotel and Leisure					
Earn and redeem Points when you visit a Crown Spa or stay at a Crown hotel in Sydney, Melbourne and Perth ¹⁵	✓	✓	✓	✓	
Discount on hotel stays at Crown hotels in Sydney, Melbourne and Perth ¹⁶			15%	20%	
Discount on indulgent treatments at Crown Spas in Sydney, Melbourne and Perth ¹⁷			15%	20%	

BY INVITATION ONLY

Benefits

All Benefits described are Crown Sydney specific Benefits, unless stated otherwise.



	Member	Silver	Gold	Platinum	Black	
Free premium WiFi ¹⁸			✓	✓	BY INVITATION ONLY	
Hotel welcome gift ¹⁹		✓	✓	✓		
Priority check-in and late check-out ²⁰				✓		
Dining and Entertainment						
Earn and redeem Points when you dine at participating Crown restaurants and bars in Sydney, Melbourne and Perth ¹	✓	✓	✓	✓		
Discounts at selected restaurants & bars ²¹			15%	20%		
Exclusive invitations to private dining events ²²				✓		
Personalised dining offers & Benefits via email ²³	✓	✓	✓	✓		
Access to exclusive offers from Crown Rewards preferred partners ²⁴	✓	✓	✓	✓		
Member Priority Services						
Free WiFi on casino floor ²⁵	✓	✓	✓	✓		
Dedicated Member hotline 1300 8 CROWN ²⁶	✓	✓	✓	✓		
VIP priority concierge ²⁷				✓		
Dedicated reservations team ²⁸				✓		
Redeem Points for Crown gift card ²⁹	✓	✓	✓	✓		
Member hub and app Account access ³⁰	✓	✓	✓	✓		

Terms and Conditions:

This document is subject to the Crown Rewards Rules which can be found on the Crown Sydney website. All references to gaming and VIP Casino access at Crown Sydney are only applicable to Crown Rewards Members who also hold a current Crown Sydney VIP Casino Membership.

1. Points earning and redemption is subject to the Crown Rewards Rules and is only available when a valid Membership Card is used. To earn Points on transactions made at participating restaurants and bars, simply present your Card to staff when making payment. To earn Points for transactions relating to Crown Conferences and Events, simply provide your Membership details in your Crown Events and Conferences agreement. 5 Points are earned for every \$1 spent when paying by cash, debit or credit card. Points cannot be earned on the redemption of Points. Points earned at Crown Sydney can only be redeemed at Crown Sydney. Points earned at Crown Melbourne or Crown Perth cannot be redeemed at Crown Sydney. When redeeming, one Point is equivalent to 1 cent. The Member must pay for the difference should their Points balance not cover the cost of the entire bill. For participating restaurants and bars at Crown Sydney please visit crownsydney.com.au/crown-rewards. For participating restaurants and bars at Crown Melbourne or Crown Perth, please visit the applicable Crown website. For more information on earning and redeeming Points, please visit crownsydney.com.au/crown-rewards.
2. Points earning is subject to the Crown Rewards Rules and is only available when a valid Membership Card is used. To earn Points for play on Table Games, simply present your valid Membership Card to a dealer or insert into an Electronic Table Game while playing. Points cannot be earned on the redemption of Points. Points earned for gaming transactions are determined by each individual Membership Tier. For more information on earning Points, please visit crownsydney.com.au/crown-rewards. Gaming Machines are not available at Crown Sydney. The earning of Points within the Crown Sydney VIP Casino is only available to Crown Sydney VIP Members and approved guests.
3. Points redemption is subject to the Crown Rewards Rules and is only available to Crown Sydney VIP Casino Members and when a valid Membership card is used. Points can be redeemed for Table Play at Gaming Tables (also referred to as Table Play Voucher). The minimum amount of Points a Member can redeem for Table Play is 5,000 (\$50) and redemption must be made in multiples of \$50. Every \$50 worth of Points redeemed for Table Play will result in 5,000 Points being automatically deducted from the Member's Points balance. The maximum amount of Points a Member can redeem for Table Play is determined by each individual Membership Tier. Please visit a reception desk for details. Points cannot be redeemed on Electronic Table Games. Points earned at Crown Sydney can only be redeemed at Crown Sydney. Points earned at Crown Melbourne or Crown Perth cannot be redeemed at Crown Sydney. For more information on redeeming Points, please visit crownsydney.com.au/crown-rewards
4. A "Day" is defined as a 24-hour period commencing at 6.00am and ending at 5.59am on the following day.
5. Minimum Status Credits required to attain and maintain tier status. Status Credits must be earned within the six-month Membership Cycle. Members will be reallocated to the appropriate Tier if a Member does not meet the minimum entry level requirements of their current Tier level at the end of the Membership Cycle of six months.
6. Valet parking is subject to the car park terms and conditions, and availability of car park spaces. Off-peak valet parking is available at Crown Sydney at all times except Friday and Saturday nights from 5pm – 11pm and on public holidays and major event days.
7. Tier recognition Points bonus increases the amount of Points earned when gaming within the Crown Sydney VIP Casino. The multiplier applies to eligible Members from 6AM to 5:59AM daily. If another Points multiplier promotion also applies to eligible Members as part of a marketing campaign, it will replace the VIP Point multiplier for the duration of that promotion.
8. Personalised offers are sent via email at the discretion of Crown Rewards, subject to the Member having provided a valid email address and having consented to receiving marketing information by email.
9. Guest passes are subject to the conditions stipulated within the Crown Sydney VIP Casino Membership Policy which can be located at crownsydney.com.au/crown-rewards.
10. Separate tournament and events terms and conditions apply. Invitations will be communicated by email, subject to Member having provided a valid email address and having consented to receiving marketing information by email.
11. Conditions of entry and dress standards apply.
12. Access to The Mahogany Room in Melbourne is strictly restricted to Platinum and Black Tier Members. Access to the Teak Room in Melbourne and Perth is open to all Gold, Platinum and Black Members. Access to The Pearl Room in Perth is by invitation only and is subject to an application process and management approval. Access to all rooms in Melbourne and Perth are subject to conditions of entry and dress standards at those properties.
13. Conditions of entry and dress standards apply. Limits apply to complimentary refreshments which are solely at the discretion of Crown.
14. Personal hosts are assigned to Black and Platinum Members who are Crown Sydney VIP Casino Members at Crown's discretion and may be determined by the Member's gaming activity.
15. Points earning and redemption is subject to the Crown Rewards Rules and is only available when a valid Membership Card is used. To earn Points on transactions made at the hotel or spa, simply present your Card to staff when making payment. 5 Points are earned for every \$1 spent when paying by cash, debit or credit card. Points cannot be earned on complimentary hotel nights, bookings or special offers made via a third party, special group bookings or conference hotel bookings. Points cannot be earned on the redemption of Points. Points earned at Crown Sydney can only be redeemed at Crown Sydney. Points earned at Crown Melbourne or Crown Perth cannot be redeemed at Crown Sydney. When redeeming, one Point is equivalent to 1 cent. The Member must pay for the difference should their Points balance not cover the cost of the entire bill. For more information on earning and redeeming Points, please visit crownsydney.com.au/crown-rewards.
16. Some blackout periods or limited availability may apply to special event periods and public holidays. Discount applies to room only and excludes Crown Villas. Discount is applied to the Best Available Rate as advertised for the room type on crownhotels.com.au. This discount is strictly limited to the Member and is not transferable. Accommodation is subject to availability and advanced bookings are required. This Benefit is subject to the Crown Rewards Rules. Cash, debit, credit card or Points payment only. Discount is limited to 1 (one) room per eligible Member per night and cannot be used in conjunction with any other offer including advance purchase, other Crown Rewards discounts and other reward/redemption rates (including airlines). Standard booking conditions apply.
17. Available Monday to Thursday, excluding public holidays. Some blackout periods or limited availability may apply to event periods. Advanced bookings are essential. Discount is subject to availability and is non-transferable. Discount is applied to the treatment rate available at crownhotels.com.au/sydney/crown-spa. Discount is not available on the purchase of retail items. Cash, debit, credit card or Points payment only. Not to be used in conjunction with any other offer. Standard booking conditions apply.

Terms and Conditions cont:

18. Users must accept the Crown Internet Access Terms of Use to access complimentary premium Wi-Fi. Fair use applies. Available in room and during paid hotel nights only. Excludes complimentary night stays and stays booked on promotional rates.
19. The hotel welcome gift is subject to change at Crown's discretion. Reward available to paid hotel nights only and excludes complimentary night stays and stays booked on promotional rates.
20. Priority check-in is dependent on availability and is at the discretion of the hotel. A late check-out of 12pm is dependent on availability. Late check-out is available to paid hotel nights only and excludes complimentary night stays and stays booked on promotional rates.
21. Discount available when paying by cash, Points, credit or debit card. Not to be used in conjunction with any other offer. Discount does not apply on bookings of more than nine people including events, banquets or special group bookings. Discount not applicable on gratuities or service charges. Discount applicable to bills of up to \$10,000 and will not apply to any amount of a bill above \$10,000. The cardholder must be present for the duration of the booking to receive the discount. Restaurant and bar discount available at participating venues only and reservations are subject to availability. For a list of participating venues please visit crownsydney.com.au/crown-rewards. Standard booking conditions apply.
22. Separate event terms and conditions may apply. Private dining events are administered at Crown's discretion.
23. Personalised offers are sent via email at the discretion of Crown Rewards, subject to Member having provided a valid email address and having consented to receiving marketing information by email.
24. This offer is subject to Crown Rewards rule 10.1 to 10.4 (Third Party Offers), subject to Member having provided a valid email address and having consented to receiving marketing information by email.
25. Members must be located on the VIP Casino Floor to access free Wi-Fi. Users must accept the Crown Internet Access Terms of Use to access Crown Wi-Fi. Fair use applies.
26. Member hotline available 10am to 7pm daily. Call charges apply.
27. VIP priority concierge available from 8am to 12am daily, 7 days a week on 1800 882 522. Call charges apply.
28. Dedicated reservations team available from 8am to 12am daily, 7 days a week on 1800 882 522. Call charges apply.
29. Points cannot be earned on Point redemptions. When redeeming, one Point is equivalent to 1 cent. Redemption of Points for Crown Gift cards can only be made via the Crown Rewards Member Hub.
30. To access your account via the Member Hub or App you must have a password and PIN. If you have lost or forgotten your password or PIN please visit a reception desk or call the Crowns Rewards hotline on 1300 827 696. There is also a PIN reset feature conveniently located on the Details page of the Crown Resorts Mobile App.



Contact Us



Have a question? We're here to help

Contact us on the Crown Rewards hotline

1300 8 CROWN



Crown Rewards Hub



Your personalised online experience

CROWNSYDNEY.COM.AU/CROWN-REWARDS



CROWN



MOBILE APP



CROWNRESORTS



CROWNSYDNEY



CROWNSYDNEY



responsiblegaming
AWARENESS, ASSISTANCE, SUPPORT
Responsible Gaming Centre 1800 801 098
Help is close at hand
GAMBLEAWARE 1800 858 858
gambleaware.nsw.gov.au