



# PROGRAM BROCHURE

CROWN SYDNEY



CROWN REWARDS



## 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 Casino must hold a Crown Sydney Casino membership. ^ Only Points that you have earned at Crown Sydney can be redeemed at Crown Sydney.



## **CROWN SYDNEY CASINO MEMBERSHIP**

Crown Rewards Members wishing to visit the Casino at Crown Sydney must hold a Crown Sydney 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 Casino Membership applications can be made in-person at a Crown Rewards Desk.

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

Crown annually assess all members for continued access to the Crown Sydney Casino.

For further information, please refer to the Crown Sydney VIP Casino Membership Policy at [crowsydney.com.au](https://crowsydney.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 Restaurants<sup>1</sup>**  
\$1 spend = 2 Crown Rewards Points



**Spend at Crown Sydney bars<sup>1</sup>**  
\$1 spend = 2 Crown Rewards Points



**Hold an event or conference at Crown Sydney<sup>1</sup>**  
\$1 spend = 2 Crown Rewards Points



**Stay at Crown Towers Sydney<sup>2</sup>**  
\$1 spend = 5 Crown Rewards Points



**Indulge at Crown Spa Sydney<sup>2</sup>**  
\$1 spend = 5 Crown Rewards Points



**Play on Table Games<sup>3</sup>**  
Points are earned based on the table game type, average bet and time played

**It's simple to earn Points with Crown Rewards.  
Just remember to present your Card.**



## 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 Sydney<sup>1</sup>



Use your Points to pay at Crown Sydney bars<sup>1</sup>



Use your Points to pay for your event or conference at Crown Sydney<sup>1</sup>



Use your Points to pay for your Crown Sydney hotel accommodation and services<sup>2</sup>



Use your Points to pay for your treatment at Crown Spa Sydney<sup>2</sup>



Exchange your Points for Table Play at a reception desk<sup>4</sup>

**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

With Crown Rewards, you can exchange your Points for Table Play on participating Crown table games.<sup>4</sup>

### HERE'S HOW:

1. Visit a reception desk located on the 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<sup>^</sup> to the amount you have redeemed. You can wager this at any table game except for electronic table games.

### HERE'S SOME 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 Day<sup>5</sup>, 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.**

<sup>^</sup> Single-use Table Play cannot be exchanged for cash.

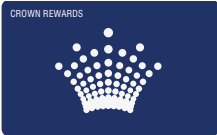


# MEMBERSHIP TIERS FIVE LEVELS OF BENEFITS

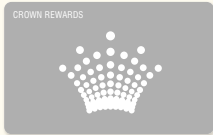
Crown Rewards offers five levels of Membership, each with its own unique set of Benefits.

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

# MEMBERSHIP TIER STATUS CREDIT REQUIREMENTS

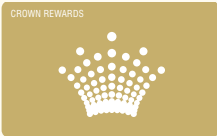


MEMBER TIER



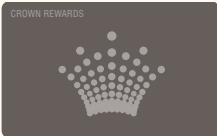
SILVER TIER

**20**  
Status Credits<sup>6</sup>



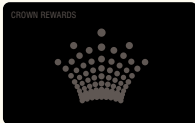
GOLD TIER

**70**  
Status Credits<sup>6</sup>



PLATINUM TIER

**300**  
Status Credits<sup>6</sup>



BLACK TIER

  
**By Invitation Only**

With Crown Rewards, you'll access new and exciting Benefits every time you attain a new Tier.



## 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 12 month Membership Cycle.

## IMPORTANT INFORMATION ABOUT EARNING STATUS CREDITS:

Earn Points when you dine or pay for a purchase at Participating Facilities



Restaurants



Bars



Shopping



Events &  
Conferences

**1,500 F&B AND RETAIL POINTS = 1 STATUS CREDIT\***

Earn Points when staying at Crown Hotels



Hotels

**1,000 HOTEL POINTS = 1 STATUS CREDIT\***

Earn Points when playing Casino Games at Crown



Table Games

**500 CASINO 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.

\*Earn rates for Food & Beverages/ Retail, Hotel points, and Casino Points may vary. See page 7 or a staff member for more information.



# MEMBERSHIP CYCLE

Your Crown Rewards Membership is reviewed every twelve months, on the 1st of October.

Your Membership Tier is determined by the number of Status Credits you've earned in the twelve months leading up to that date.

If you joined mid-cycle, you can still be upgraded to a higher Tier at any time based on your Status Credits.

## 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 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.



# FIVE LEVELS OF BENEFITS FOR CROWN SYDNEY

					
BENEFITS	MEMBER	SILVER	GOLD	PLATINUM	BLACK
Parking & Travel					
Free valet parking <sup>7</sup>				Off-peak / Peak - by invitation only	
Exclusive Gaming and Room Access					
Earn Points and Status Credits while playing at Crown Sydney, Melbourne or Perth <sup>3</sup>	✓	✓	✓	✓	
Turn Points into table play <sup>4</sup>			✓	✓	
Personalised email offers & Benefits <sup>8</sup>			✓	✓	
Guest passes per visit <sup>9</sup>			Up to 1 Guest	Up to 2 Guests	
Exclusive invitations to special events, tournaments and promotions <sup>10</sup>			✓	✓	
Mahogany Casino access at Crown Sydney with complimentary refreshments <sup>11</sup>		✓	✓	✓	
Access to select premium rooms at Crown Melbourne and Crown Perth <sup>12</sup>			✓	✓	
Dedicated personal host <sup>13</sup>				✓	
Eligible for Crown Sydney Casino access renewal <sup>14</sup>		✓	✓	✓	
Hotel and Leisure					
Earn and redeem Points when you visit a Crown Spa or stay at a Crown hotel in Sydney, Melbourne and Perth <sup>2</sup>	✓	✓	✓	✓	
Discount on hotel stays at Crown hotels in Sydney, Melbourne and Perth <sup>15</sup>		10%	15%	20%	
Discount on indulgent treatments at Crown Spas in Sydney, Melbourne and Perth <sup>16</sup>			15%	20%	

- Parking

Room Access


Hotel & Leisure
- Dining & Entertainment


Member Priority Services


BY INVITATION ONLY

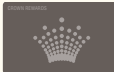
FIVE LEVELS OF BENEFITS  
FOR CROWN SYDNEY  
CONTINUED


CONTINUED











BENEFITS	MEMBER	SILVER	GOLD	PLATINUM	BLACK
Free premium WiFi <sup>17</sup>			✓	✓	BY INVITATION ONLY
Hotel welcome gift <sup>18</sup>		✓	✓	✓	
Priority check-in and late check-out <sup>19</sup>				✓	
Dining and Entertainment					
Earn and redeem Points when you dine at participating Crown restaurants and bars in Sydney, Melbourne and Perth <sup>1</sup>	✓	✓	✓	✓	
Discounts at selected restaurants & bars <sup>20</sup>			15%	20%	
Exclusive invitations to private dining events <sup>21</sup>				✓	
Personalised dining offers & Benefits via email <sup>22</sup>	✓	✓	✓	✓	
Access to exclusive offers from Crown Rewards preferred partners <sup>23</sup>	✓	✓	✓	✓	
Member Priority Services					
Free WiFi on casino floor <sup>24</sup>	✓	✓	✓	✓	
Dedicated Member hotline 1300 8 CROWN <sup>25</sup>	✓	✓	✓	✓	
VIP priority concierge <sup>26</sup>				✓	
Dedicated reservations team <sup>27</sup>				✓	
Redeem Points for Crown gift card <sup>28</sup>	✓	✓	✓	✓	
Member hub and app Account access <sup>29</sup>	✓	✓	✓	✓	

- Parking
- Room Access
- Hotel & Leisure
- Dining & Entertainment
- Member Priority Services



## RESPONSIBLE PRACTICES PROTECTING YOU, PROTECTING THE COMMUNITY

It's Crown's responsibility to ensure Acceptable Identification, personal details and, in some cases, financial information from our customers is up-to-date. Responsible Practices aims to mitigate the risk of individuals using illicit funds at Crown. You can play an important role to help us protect the community by being aware of our processes and declaring certain information to Crown when requested.



Crown is committed to providing a safe and enjoyable gambling experience for all guests, and minimising the risks of gambling harm. This includes a dedicated Crown PlaySafe Centre open during Casino hours or by phone 24 hours a day, 7 days a week. The Centre provides a range of free and confidential services to assist guests, their family members and friends, including:

- Crown PlaySafe Information
- Self-Exclusion
- Third-Party Exclusion
- Referral to external support services

Crown PlaySafe has a diverse team who speak multiple languages. They are available to help bridge the language gap to ensure understanding and inclusivity. Interpreters can also be arranged.

### PRE-COMMITMENT – PLAY SAFE LIMITS

Play Safe Limits is Crown's voluntary money and time limit setting program and allows Crown Rewards Members to set voluntary money and/or time limits for their Electronic Table Game (ETG) Play.

### PLAYER ACTIVITY STATEMENTS

Player Activity Statements provide information on each Member's ETG play, including all wins and losses for the period of the statement. Members are able to collect their Player Activity Statement on request at any Crown Rewards desk.

If you would like to speak to the team to find out more information on Crown's PlaySafe programs and services for you or someone you care about, please call **1800 801 098** any time.

Additionally, information is available via the below Crown website:

**[www.crownsydney.com.au/crownplaysafe](http://www.crownsydney.com.au/crownplaysafe)**

Support and information is also available via

**[www.gambleaware.nsw.gov.au](http://www.gambleaware.nsw.gov.au)**

or the GambleAware Helpline on 1800 858 858.

If you have any questions, please send us an email at **[cps@crownsydney.com.au](mailto:cps@crownsydney.com.au)**

## OUR COMMITMENT TO YOU

3 and 6 Hours Continuous Play, 12 Hours Daily and 48 Hours Weekly visit Policies are in place at Crown Sydney.



For any 3 hours of continuous play on an Electronic Table Game and 6 hours of continuous play on a Table Game, our team will check in with you regarding your gaming experience at Crown.



Our team will approach to assess your welfare, encourage breaks and to remind you of our Play Period policy.



At 12-hours of time played in the Casino within a 24-hour period, a member of our Crown PlaySafe team will approach you regarding the requirement to take a mandatory break for 24-hours.



At 48-hours played within a 7-day period, a member of our Crown Play-Safe team will approach you regarding the requirement to take a mandatory break for 7-days.

As part of our commitment to safer play, our friendly Crown PlaySafe team will check in with you throughout your visit to the Casino.

For more information, please visit our Crown PlaySafe page at [crownsydney.com.au/crownplaysafe](https://crownsydney.com.au/crownplaysafe)



## 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 Casino access at Crown Sydney are only applicable to Crown Rewards Members who also hold a current Crown Sydney Casino Membership.

- 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 or before checkout at Crown hotels. To earn Points for transactions relating to Crown Conferences and Events, simply provide your Membership details in your Crown Events and Conferences agreement. 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 [crowsydney.com.au/crown-rewards](https://crowsydney.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 [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards).
  - 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 or before checkout at Crown hotels. 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 [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards).
  - 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 [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards). Gaming Machines are not available at Crown Sydney. The earning of Points within the Crown Sydney Casino is only available to Crown Sydney Members and approved guests.
  - Points redemption is subject to the Crown Rewards Rules and is only available to Crown Sydney 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 [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards).
- A "Day" is defined as a 24-hour period commencing at 6.00am and ending at 5.59am on the following day.
  - Minimum Status Credits required to attain and maintain tier status. Status Credits must be earned within the twelve-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 twelve months.
  - 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.
  - 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.
  - Guest passes are subject to the conditions stipulated within the Crown Sydney Casino Membership Policy which can be located at [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards).
  - 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.
  - Access to the Crown Sydney Casino is subject to an application process and limited to Crown Rewards Members who hold a current Crown Sydney Casino Membership. Dress standards apply. Limits apply to complimentary refreshments which is solely at the discretion of Crown. Service is subject to applicable RSA guidelines.
  - 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.
  - Personal hosts are assigned to Black and Platinum Members who are Crown Sydney Casino Members at Crown's discretion and may be determined by the Member's gaming activity.
  - Crown annually assesses all members for continued access to the Crown Sydney Casino. Please refer to the "Crown Sydney Casino VIP Membership Policy" Casino VIP Membership Policy - Crown Sydney, for more information.
  - Crown Hotels have some blackout periods and 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](https://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.

16. Crown Spa is 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- transferrable. Discount is applied to the treatment rate available at [crownhotels.com.au/sydney/crown-spa](http://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.
17. 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.
18. 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.
19. 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.
20. 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](http://crownsydney.com.au/crown-rewards). Standard booking conditions apply.
21. Separate event terms and conditions may apply. Private dining events are administered at Crown's discretion.
22. 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.
23. 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.
24. Members must be located on the 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.
25. Member hotline 1300 8 CROWN is available 7 days a week. Call charges apply.
26. VIP priority concierge available from 10am to 10pm daily, 7 days a week on 1800 882 522. Call charges apply.
27. Dedicated reservations team available from 10am to 10pm daily, 7 days a week on 1800 882 522. Call charges apply.
28. 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.
29. 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 Crown 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.







**Crown PlaySafe**

A more enjoyable way to play

Crown PlaySafe Centre 1800 801 098

Help is close at hand,

GambleAWARE 1800 858 858

[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)



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