

# Five Levels of Benefits

Crown Rewards recognises you with new and exclusive Benefits each time you attain a new Tier.

Here's the range of Benefits at each Membership Tier.



Benefits	Member	Silver	Gold	Platinum	Black
Free multi-level parking <sup>8</sup>	✓ <sup>^</sup>	✓	✓	✓	
Free basement parking <sup>9</sup>			✓	✓	
Free valet parking (The Mahogany Room valet entrance) <sup>10</sup>				✓	
Birthday offer - sparkling wine and chocolates <sup>11</sup>	✓	✓	✓	✓	
Special offers and promotions	✓	✓	✓	✓	
Crown Rewards partnership offers <sup>12</sup>	✓	✓	✓	✓	
Discounted movie tickets with Choovie <sup>13</sup>	✓	✓	✓	✓	
Spa discount <sup>14</sup>		10%	15%	20%	
Hotel discount <sup>15</sup>		10%	15%	20%	
Hotel privileges - hotel welcome gift <sup>16</sup>		✓	✓	✓	
Hotel privileges - free high speed Wi-Fi			✓	✓	
Hotel privileges - express registration				✓	
Platinum Reward <sup>17</sup>				✓	
Exclusive invitations to special events				✓	
Free Premium Wi-Fi on casino floor <sup>18</sup>	✓	✓	✓	✓	
Complimentary beverages from the dispensers on casino floor <sup>19</sup>	2 per Day <sup>#</sup>	2 per Day	3 per Day	4 per Day	
Access to member hotline - 1300 8 CROWN	✓	✓	✓	✓	
Access to VIP services line				✓	
Dedicated host (may be assigned based on criteria) <sup>20</sup>				✓	
Teak Room access			✓	✓	
Complimentary selected beverages			✓	✓	
The Mahogany Room access				✓	
Complimentary beverages				✓	
The Mahogany Room salon access				By invitation	

Our most exclusive benefits – by invitation only

Parking
  Special Member Offers
  Services
  Room Access

<sup>^</sup> Member Tier must earn 250 Lifestyle Points at a Crown hotel, restaurant or other participating outlets or earn 25 Casino Points to receive free 24 hour multi-level parking on same visit. <sup>#</sup>Member Tier must earn one Point in a Day to receive two complimentary drinks.

## Terms and Conditions:

1. For participating outlets please visit [crownmelbourne.com.au/crownrewards](http://crownmelbourne.com.au/crownrewards). 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.
2. Points earning and redemption on rated table games only available to full Members of Crown Rewards and who are not excluded or prohibited from the casino or the Crown Entertainment Complex for any reason. 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.
3. Points can be earned on food and beverage for events and conference bookings. Not applicable on cash bar sales with Crown function rooms. See event and conference agreement for more information. 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.
4. Table games Table Play is subject to other Terms and Conditions as set out in the Crown Rewards Rules. Table Play is only available to full Members of Crown Rewards and who are not excluded or prohibited from the casino or the Crown Entertainment Complex for any reason. Table Play redemptions on a ViK (Voucher Issuance Kiosk) are only available to Members who have been issued with a PIN. Every \$5 worth of Crown Rewards Points redeemed for Table Play will result in 500 Points being automatically deducted from a Member's Points balance. Once Points have been exchanged for Table Play the transaction cannot be reversed. The minimum amount of Crown Rewards Points a Member can redeem for Table Play is 2,500 (\$25). The maximum amount of Crown Rewards Points a Member can redeem for Table Play is determined by each individual Membership Tier. Please see any Crown Rewards desk for details. Crown Rewards Points earned on gaming machines cannot be redeemed for Table Play, but all other Crown Rewards Points can be.
5. Not available on fully automated table games, semi-automated table games, poker tables, some table games during trial periods and during tournaments. Visit a Crown Rewards desk for details.
6. A "Day" is defined as a 24 hour period commencing at 6.00am and ending at 6.00am on the following day.
7. Minimum Status Credits required for 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.
8. Parking at Crown under this offer is subject to car park Terms and Conditions (which are displayed at Crown car park entrances) and to the availability of car park spaces. Not available for basement or valet parking.
9. Parking at Crown under this offer is subject to car park Terms and Conditions (which are displayed at Crown car park entrances) and to the availability of car park spaces. Not available for valet parking.
10. Parking at Crown under this offer is subject to the car park Terms and Conditions (which are displayed at Crown car park entrances) and to the availability of car park spaces. Valet parking is subject to the availability of car park spaces at The Mahogany Room valet entrance only. Charges apply for valet parking at alternative car parks offering valet parking.
11. In order to receive the Birthday Offer, a Member, on making a reservation at a participating Crown restaurant, must advise the attendant that they wish to receive the offer. A glass of sparkling wine is limited to a maximum of 4 guests in addition to the Member. Complimentary chocolates are limited to the birthday Member only. Restaurant bookings must be made 24 hours in advance. Each guest must order a main meal with complimentary sparkling wine to be consumed in the restaurant. A list of participating restaurants is located at [crownmelbourne.com.au/birthdaybenefits](http://crownmelbourne.com.au/birthdaybenefits) or at any Crown Rewards desk.
12. Members participating in any Crown Rewards Partnerships arrangements between Crown Rewards and any Third Party are subject to Crown Rewards rule 10.1 to 10.4 (Third Party Offers).
13. Choovie is a third-party offeror and is a separate entity to Crown Resorts. Movie tickets purchased via Choovie's online portal is subject to Choovie's terms and conditions located here. Please refer all enquiries to Choovie's customer service center at [whatsapp@movie-vouchers.com.au](mailto:whatsapp@movie-vouchers.com.au). Goods and services offered by Choovie is subject to the terms and conditions listed in section 10 of the Crown Rewards Rules.
14. Spa discount is available Monday to Thursday and is subject to availability. Not to be used in conjunction with any other offer. Advanced bookings are essential. A three hour cancellation policy applies or the full fee will be charged.
15. Hotel discount is only available on best available rate at time of booking. Crown Rewards Membership Card must be provided at check-in. Subject to availability. Not available with any other offer. Not transferable. Room only. A 24 hour cancellation policy applies. Please note a service fee of 1.15% applies to accounts settled by credit card.
16. 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.
17. Tier status will be reviewed every six months. Only one Platinum Reward per person. Eligibility for the full Platinum Reward (choose your preferred Reward from a Voucher Issuance Kiosk (ViK)) is subject to a Member being at the Platinum Tier for the full Membership Cycle of 6 months. Where a Member is upgraded during a Membership Cycle to the Platinum Tier and the period remaining is less than 6 months but more than 4 months, a Member is entitled to two complimentary hotel nights. When an upgrade occurs and the period remaining is 4 months or less but more than 2 months, a Member is entitled to one complimentary hotel night. When an upgrade occurs at less than 2 months, a Member is not entitled to a Platinum Reward. Complimentary hotel nights are subject to availability and may be restricted over peak periods. Members cannot carry over un-collected free hotel nights into another Membership Cycle. If Member is downgraded from Platinum Tier and has not booked their free night, they will lose their entitlement. The Platinum Reward is not transferable and cannot be sold or given as a gift. The Member must be present at check-in and be the primary guest at the hotel. The Platinum Reward cannot be exchanged for cash or another product. Any Member awarded Platinum Tier Crown Rewards Membership status without having earned the required number of Status Credits (e.g. VIP Program players), is not eligible to receive a Platinum Reward.
18. Patrons must be located on the Gaming Floor to access free Wi-Fi. Premium Wi-Fi is only available to Crown Rewards Members or patrons who have an access code. Users and Crown Rewards Members must accept the Crown Internet Access Terms of Use to access Crown Wi-Fi.
19. For the purpose of this complimentary drink offer a 'Day' is defined as a 24-hour period commencing at 6.00am and ending at 6.00am on the following day.
20. Personal hosts are assigned to Black and Platinum Members at Crown's discretion and may be determined by the Member's gaming activity.