



PROGRAM BROCHURE



CROWN REWARDS

CROWN REWARDS

JOIN FREE. DISCOVER MORE.
CROWN REWARDS DOES THAT.

BE REWARDED AT EVERY TIER

Discover a Membership that rewards every way you enjoy Crown.

From unforgettable dining and luxury stays, to world-class entertainment, premium gaming and truly memorable moments, Crown Rewards invites you to enjoy more of the experiences you love.

Join for free, earn Rewards Points as you stay, dine, play and explore, then redeem them for even more experiences across Crown Melbourne, Crown Perth and Crown Sydney.

Because the more you discover, the more rewarding every visit becomes.

DISCOVER MORE ACROSS CROWN

Crown Melbourne

Home to acclaimed restaurants, luxury hotels, premium shopping, world-class entertainment and unforgettable casino experiences.

Crown Perth

A vibrant and luxurious resort destination offering exceptional dining, world-class entertainment and casino experiences, and truly unforgettable stays on the banks of the Swan River.

Crown Sydney

Discover waterfront dining, luxury accommodation and extraordinary experiences all overlooking one of the world's most spectacular harbours.

At Crown, we're committed to creating exceptional experiences while promoting safer gambling behaviours through a continued focus on harm minimisation.



JOINING IS JUST THE BEGINNING

Becoming a Crown Rewards Member only takes a few moments and your first Rewards are actually closer than you think.

Join digitally to become an 'Explore' Member and start earning Rewards Points straight away at participating lifestyle facilities. Then, when you're ready for more Rewards, simply visit a Crown Rewards Desk or Express Kiosk to unlock Member Tier by completing the full Member registration process, where you'll be able to redeem Rewards Points and enjoy even more Rewards, personalised offers and exciting Member Privileges.

However you choose to experience Crown, simply joining is your first step towards discovering more.

STEP 1 Join instantly

Getting started couldn't be easier.

Scan the QR code or download the Crown Resorts Mobile App to join Explore in just a few minutes.

As an Explore Member, you'll be able to start earning Rewards Points¹ from your very first visit.



STEP 2 Unlock full Membership

Visit a Crown Rewards Desk or an Express Kiosk (Melbourne and Perth only) to verify your details and upgrade to Member Tier.

You'll then be able to redeem your Rewards Points while unlocking even more Member Rewards, personalised offers and exclusive Privileges as your Membership grows.

**ENJOYING MORE, RIGHT FROM THE VERY BEGINNING.
CROWN REWARDS DOES THAT.**

RECOGNITION EVERY STEP OF THE WAY

Wherever you are on your Crown Rewards journey, your Membership is recognised with a growing collection of exclusive Privileges, personalised offers and rewarding experiences.

As you progress through the Membership Tiers, you'll enjoy even more of the moments that make a visit to Crown feel special.



THE SIX MEMBERSHIP TIERS



EXPLORE

Your journey begins here.



MEMBER

Unlock full Membership.



SILVER

More recognition.

10,000 Tier Credits



GOLD

More personalised Rewards.

30,000 Tier Credits



PLATINUM

More exclusive experiences.

125,000 Tier Credits



BLACK

Highest level of recognition.

By Invitation Only

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

RECOGNITION THAT GROWS WITH EVERY VISIT.
CROWN REWARDS DOES THAT.

TIER CREDITS WILL TAKE YOUR CROWN REWARDS EXPERIENCE FURTHER

Every Crown experience brings you one step closer to your next exciting Membership Tier.

You'll earn Tier Credits for every dollar you spend across Crown's lifestyle and casino experiences. The more Tier Credits you collect, the further you will progress through the Tiers, unlocking more recognition, exclusive Benefits and Rewards made just for you.

Every visit adds up. Over your 12-month Membership Cycle, however you choose to experience Crown, Tier Credits bring you closer to your next Tier.



Melbourne And Sydney Tier Credit Earn Rate



Casino Games

Tier Credits earned varies by casino product and is based on the game played and the amount wagered.



Stay at a Crown hotel

\$1 spend = 5 Tier Credits



Visit participating Crown restaurants, bars, and nightclubs

\$1 spend = 5 Tier Credit



Book and hold an event or conference at Crown^

\$1 spend = 1 Tier Credit



Shop at Crown's participating retail outlets^^

\$1 spend = 1 Tier Credit

[^]A Tier Credit cap of 30,000 will apply to Events & Conferencing or Retail transactions per Membership Cycle.

^{^^}Tier Credit earning is limited to Melbourne.

Perth Tier Credit Earn Rate



Casino Games

Tier Credits earned varies by casino product and is based on the game played and the amount wagered.



Stay at a Crown hotel

\$1 spend = 2.5 Tier Credits



Visit participating Crown restaurants, bars, and nightclubs

\$1 spend = 2 Tier Credits



Book and hold an event or conference at Crown^

\$1 spend = 1 Tier Credit



Shop at Crown's participating retail outlets^

\$1 spend = 1 Tier Credit

^A Tier Credit cap of 30,000 will apply to Events & Conferencing or Retail transactions per Membership Cycle.



EVERY VISIT MOVING YOU FORWARD.
CROWN REWARDS DOES THAT.

EARN REWARDS POINTS DOING WHAT YOU ENJOY

The more you experience, the more rewarding every visit becomes.

Whether you're dining with friends, enjoying a weekend escape, exploring our bars, relaxing at the spa, or just experiencing the excitement of the casino, simply present your Crown Rewards Membership whenever you pay or play and you'll earn Rewards Points along the way.

Nearly every Crown experience brings you one step closer to even more Rewards.



THE MORE YOU ENJOY,
THE MORE REWARDING EVERY VISIT BECOMES.
CROWN REWARDS DOES THAT.

HOW TO EARN REWARDS POINTS

Simply present your Crown[®] Rewards Card whenever you pay or play at participating venues.



Casino Games

Rewards Points earned varies by casino product and is based on the game played and the amount wagered.



Stay at a Crown hotel

\$0.50 spend = 1 Crown Rewards Point



Dine at participating Crown restaurants

\$1 spend = 1 Crown Rewards Point



Book and hold an event or conference at Crown

\$0.50 spend = 1 Crown Rewards Point[^]



Shop at Crown's participating retail outlets

\$0.20 spend = 1 Crown Rewards Point[#]

[^]A maximum of one Events and Conferencing transaction eligible for the 30,000 Points cap may occur within any seven (7) day period. Cap applies to Events and Conferencing bookings that are funded by a third party. Events and Conferencing bookings funded by the Member personally, such as weddings and private events are exempt from the cap.

[#]Crown Rewards Points earning is limited to Melbourne and Perth locations.



USE REWARDS POINTS AND REWARD YOURSELF

Turn the Rewards Points you've earned, into more of the experiences you love.

Use your Crown Rewards Points towards dining, hotel stays, shopping, entertainment, selected casino experiences and more. Simply present your Crown Rewards Card and you can use your Rewards Points to pay or play.

With Crown Rewards, redeeming your Rewards Points is just as enjoyable as earning them.

WHERE YOUR REWARDS POINTS CAN TAKE YOU

Use your Rewards Points towards:

- Dining
- Bars
- Hotel Stays
- Retail
- Events & Conferences
- Casino Play



100 CROWN REWARDS POINTS = \$1

CROWN REWARDS

**TURNING TODAY'S REWARDS POINTS
INTO TOMORROW'S EXPERIENCES.
CROWN REWARDS DOES THAT.**

YOUR MEMBERSHIP JOURNEY CONTINUES

Your Crown Rewards Membership is reviewed every year on 1 October.

Your Membership Tier is based on the number of Tier Credits you've earned during the 12 months leading up to your review date.

You can progress to a higher Tier at any time during the Membership Cycle by earning the required Tier Credits.

HOW THE MEMBERSHIP CYCLE WORKS



A NEW MEMBERSHIP CYCLE,
NEW OPPORTUNITIES FOR REWARDS.
CROWN REWARDS DOES THAT.



YOUR MEMBERSHIP, WHEREVER YOU ARE

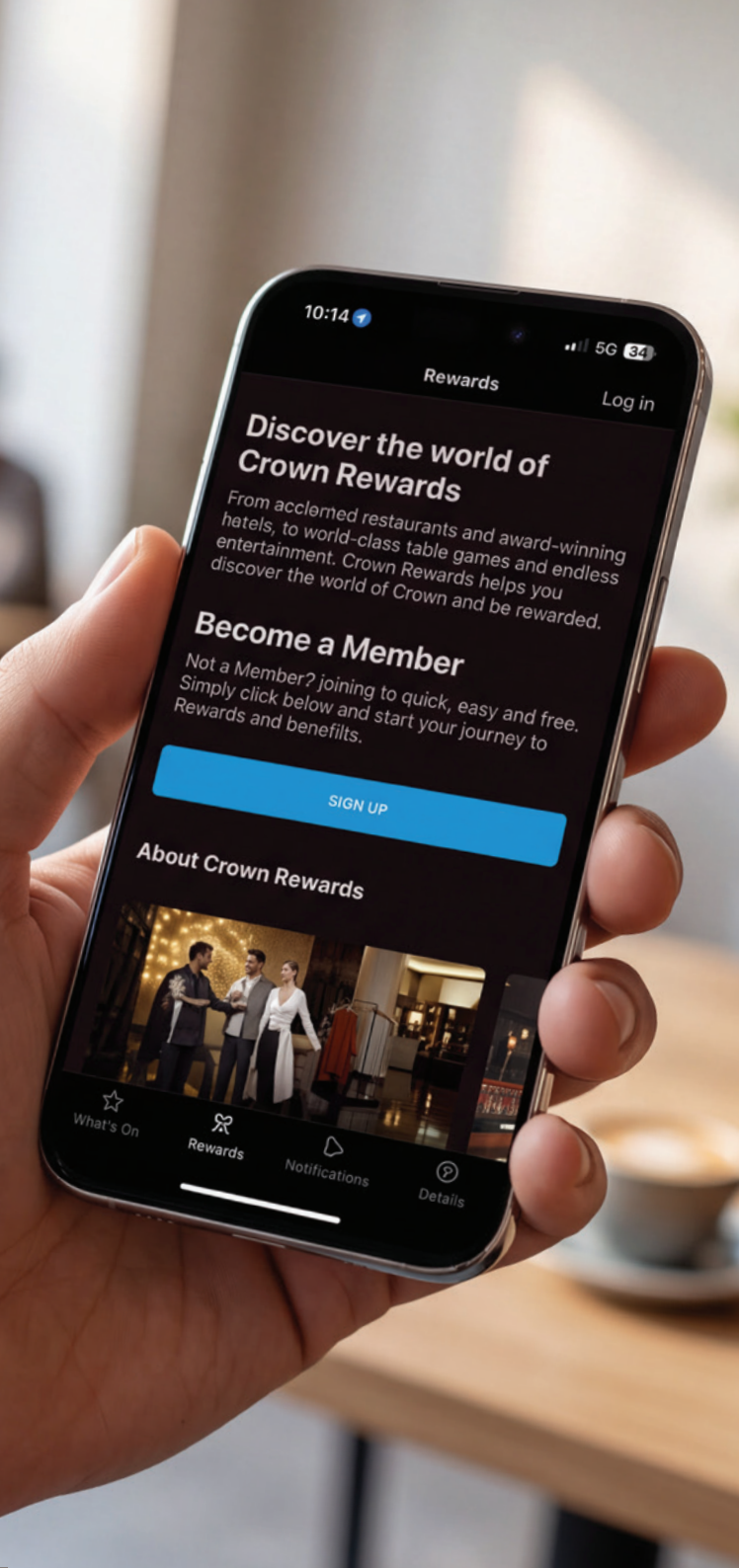
Your Crown Rewards experience shouldn't end when you leave Crown.

With the Crown Resorts Mobile app and Member Hub online, everything you need is right at your fingertips. It's the easiest way to stay connected to your Membership, wherever your next Crown experience takes you, so you can keep track of your progress and discover new offers and Rewards whenever it suits you.

CROWN RESORTS MOBILE APP & MEMBER HUB ONLINE

- Track your Crown Rewards Points and Tier Credits
- Follow your Membership Tier progression
- Access personalised offers and Rewards
- Manage your Membership and Account details
- Enjoy discounted movie tickets
- Stay connected across Crown Melbourne, Crown Perth and Crown Sydney

**YOUR MEMBERSHIP AT YOUR FINGERTIPS.
CROWN REWARDS DOES THAT.**



EVERY TIER MORE TO DISCOVER

Every Membership Tier has been thoughtfully designed to make your Crown experience even more rewarding.

As you progress through the Tiers, you'll enjoy a growing range of personalised Rewards, exclusive Privileges and memorable experiences across Crown Melbourne, Crown Perth and Crown Sydney.

**A JOURNEY THAT'S FREE TO JOIN,
WITH SO MUCH TO DISCOVER.
CROWN REWARDS DOES THAT.**



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 (CPC) available across Crown Melbourne, Crown Perth and Crown Sydney. 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.

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.

PLAY PERIOD

Play Periods are global limits for all gaming products and supersede any other limits applied to specific gaming products. As a Crown Rewards Member, we want to ensure that your gambling experience is a positive one. Crown PlaySafe is an industry leading approach which focuses on guest wellbeing and safety at the forefront. Play Period guidelines form part of this ongoing and are in place to help minimise gambling harm.

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

For more information including specific Play Period guidelines relating to each property, please visit:

CROWN MELBOURNE

Website:

www.crownmelbourne.com.au/crown-playsafe

If you have any questions, please send us an email at cps@crownmelbourne.com.au



Crown PlaySafe

A more enjoyable way to play
Crown PlaySafe Centre 1800 801 098
Gamblers/Gambling Help 1800 858 858
gamblershelp.com.au

CROWN PERTH

Website: www.crownperth.com.au/crown-playsafe

If you have any questions, please send us an email at cps@crownperth.com.au.



Crown PlaySafe

A more enjoyable way to play
Crown PlaySafe Centre 1800 801 098
Helpline 1800 858 858
gamblinghelponline.org.au

CROWN SYDNEY

Website: www.crownsydney.com.au/crown-playsafe

If you have any questions, please send us an email at cps@crownsydney.com.au.



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

Support and information is also available via www.gamblinghelponline.org.au or the Gambling Helpline on 1800 858 858.



BENEFITS

MEL = Melbourne Benefit
PER = Perth Benefit
SYD = Sydney Benefit
GRP = Group Benefit



EXPLORE



MEMBER



SILVER



GOLD



PLATINUM



BLACK

Eligible to Earn Rewards Points	Select Lifestyle ¹	✓	✓	✓	✓
Eligible to Redeem Rewards Points		✓	✓	✓	✓
MEL - Multi-Level Parking ²		Earn ⁺	Free	Free	Free
MEL - Basement Parking ³				Free	Free
MEL - Valet Parking (The Mahogany Room Valet Entrance) ⁴				Discounted	Free
PER - General Parking (P3, P6 & P8) ⁵		Free	Free	Free	Free
PER - General Parking (P2 & P4) ⁵		Earn ^{**}	Free	Free	Free
PER - P1 Undercroft Parking ⁵		Discounted	Discounted	Free	Free
PER - Valet Parking ⁵				Discounted	Free
SYD - Valet Parking ⁶					Free
SYD - Self-Parking ⁷				By Invitation	By Invitation
MEL and PER - Access to Select Premium Rooms ⁸			Perth Only	✓	✓
GRP - Crown Rewards Exclusive Hotel Rates ⁹	✓	✓	✓	✓	✓
GRP - Early Check-in / Late Check-out (subject to availability) ¹⁰				✓	✓
GRP - Hotel Welcome Gift ¹¹				✓	✓
GRP - Hotel Check-in Priority Queue ¹²					✓
GRP - Upgrade to Next Best Available Room Type at Check-In (Excludes Suites/Villas) - Subject to Availability ¹³					✓
MEL - Complimentary Beverages from Dispensers on Casino Floor ¹⁴		2 per Day [^] #	2 per Day [#]	3 per Day [#]	4 per Day [#]
PER - Complimentary Beverages from Dispensers on Casino Floor ¹⁴		5 per Day [#]	5 per Day [#]	5 per Day [#]	5 per Day [#]
PER - Discounts at Select Crown Restaurants and Bars ¹⁵				10%	10%
SYD - Discounts at Select Crown Restaurants and Bars ¹⁶				10%	15%
PER - Platinum Reward					✓
GRP - Access to Event Ticket Pre- sales ¹⁷	✓	✓	✓	✓	✓
GRP - Special Offers from Crown's Partners ¹⁸	✓	✓	✓	✓	✓
GRP - Discounted Movie Tickets at Select Cinemas via Choovie ¹⁹	✓	✓	✓	✓	✓
GRP - Special Birthday Offer - Sparkling Wine and Chocolates ²⁰		✓	✓	✓	✓
GRP - Crown Rewards Member-Only Offers and Invitations ²¹		✓	✓	✓	✓

OUR MOST EXCLUSIVE REWARDS - BY INVITATION ONLY

 Crown Rewards Points

 Hotels

 Tier Benefits

 Parking

 Food & Beverage

 Offers and Invitations

 Casino

*Member Tier must earn 100 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.
**Member Tier must earn 50 Crown Rewards Points on the day of visit to redeem free general parking at P2 & P4. Please see crownperth.com.au/general/parking/information for more information. ^ Member Tier must earn one Rewards Point in a Day to receive two complimentary drinks. #A "Day" is defined as a 24-hour period commencing at 6.00am and ending at 6.00am on the following day.



TERMS AND CONDITIONS:

1. Rewards Points earning available for hotel accommodation and spa transactions only.
2. 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.
3. 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.
4. 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
5. Subject to car park rules and availability. Please see crownperth.com.au/general/parking/ information for more information.
6. Valet parking is subject to the car park terms and conditions, and availability of car park spaces.
7. Self-parking is available to all Black Tier Members and to eligible Platinum Tier and Gold Tier Members by invitation only. Limited to one (1) vehicle per Member and a maximum parking period of twenty-four (24) hours unless the Member is a registered hotel guest. This Benefit is personal to the Member, non-transferable, and cannot be shared, assigned, or otherwise redeemable by third party.
8. Pearl Room access is by invitation only and is subject to an application process and management approval. Applications for Pearl Room access is only available to Members who have received Gold, Platinum or Black Tier Membership.
9. Available for a limited time only. Available for stays within the next 180 days. Some blackout periods or limited availability may apply to special event periods and public holidays. This is an exclusive program to Crown Rewards Members only and is for the room only and cannot be transferred. This program can be used by a Member for no more than three (3) future reservations at any one time per Crown Resorts location. Each reservation can be no longer than four (4) nights. This program cannot be utilised on dates where the member already has a confirmed reservation that has an applied discount or is complimentary. Only one room per reservation is allowed. The Member must be physically present at check-in to redeem discounted room. This offer is strictly limited to Crown Rewards Members and is not transferable and is not redeemable for cash. Rates and discounts are variable across different customers and dates and are subject to change. Accommodation subject to availability and advanced booking of at least 1 day is required. This room only offer is subject to Crown Rewards Rules and only available on the specified days. Any customer subject to a Self Exclusion will have future reservations under this program cancelled. No further discounts apply. Not to be used in conjunction with any other offer including advance purchase, Crown Rewards discounts and/or other reward/redemption rates (including airlines). No partner points (including airlines) will be applied to reservations under this program. Transfers, flights and other incidentals not included. Any additional spend in addition to the room rate such as food and beverages must be settled prior to or at time of check-out. Cancellations for bookings must be cancelled prior to 6pm on the day prior to arrival to avoid forfeiture of the full fee of one (1) night and applicable tax. Rates subject to change. Crown Resorts reserves the right to cancel any bookings that are not aligned with these terms, if money has been paid a refund will be issued.
10. Early 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.

TERMS AND CONDITIONS CONTINUED:

11. The hotel welcome amenity 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.
12. 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.
13. Room upgrades to the next best available room type are subject to availability and may vary at the time of check-in. A valid Crown Rewards Membership Card must be presented at check-in. Excludes Suites and Villas. Not transferable.
14. 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.
15. Food discounts only valid at 42 by Don Julio, 88 Noodle Bar, Atrium, Lobby Lounge, Market & Co, Silks, Junction Grill, Modo Mio, Nobu, The Merrywell, Epicurean, Epicurean Pool Bar, The Enclave, The Waiting Room, Side Piece Pizza, Saigon Story, Tekka Bar and Sake and Burgers by ES. Valid for a maximum of 8 people including the Crown Rewards Member. Discount not valid with any other offer, discount or special pricing.
16. 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 crownrewards.com.au/crownrewards. Standard booking conditions apply.
17. Access to event ticket pre-sales is available to eligible Crown Rewards members, subject to event availability and the terms and conditions of the event organiser or ticketing provider. Access to a pre-sale does not guarantee ticket availability or purchase. Ticket quantities may be limited and pre-sale periods may vary by event. Crown Rewards is not responsible for changes, cancellations, or availability of events or tickets.
18. 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.
19. 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 at <https://crownrewards.movie-vouchers.com.au/terms>. Please refer all enquiries to Choovie's customer service center at whatsapp@movievouchers.com.au. Goods and services offered by Choovie is subject to the terms and conditions listed in section 10 of the Crown Rewards Rules.
20. Crown Rewards terms and conditions apply. See Crown Rewards Rules and Program Brochures for details. 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 over the age of 18 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. Limited to one redemption of this offer during a Member's birthday month. A list of participating restaurants is located at crownmelbourne.com.au/crown-rewards/participating-outlets, crownsydney.com.au/crown-rewards/participating-venues and [www.crownperth.com.au/crown-rewards/participating-outlets](https://crownperth.com.au/crown-rewards/participating-outlets)
21. Member-only offers, promotions and invitations are available to eligible Crown Rewards members and may vary by membership tier, Crown property and participating partner. Offers and invitations are subject to availability and may be withdrawn, substituted or amended at any time. Access to offers or invitations does not guarantee availability, participation or entitlement. Some offers and invitations are only available at selected Crown properties or through participating Crown partners.

HAVE A QUESTION? WE'RE HERE TO HELP

Email

Melbourne: rewards@crownmelbourne.com.au

Perth: rewards@crownperth.com.au

Sydney: rewards@crownsydney.com.au

Call

1300 8 CROWN

For a more personalised online experience, visit the Crown Rewards Member Hub:

crownmelbourne.com.au/crown-rewards

crownsydney.com.au/crown-rewards

crownperth.com.au/crown-rewards



Crown PlaySafe

A more enjoyable way to play

Crown PlaySafe Centre 1800 801 098

Gambling Helpline 1800 858 858

gamblinghelpline.org.au

