

# Benefits

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



Member



Silver



Gold



Platinum



Black

<b>Parking &amp; Travel</b>				
Free valet parking <sup>1</sup>				Off-peak / Peak - by invitation only
<b>Exclusive Gaming and Room Access</b>				
Earn Points and Status Credits while playing at Crown Sydney, Melbourne or Perth <sup>2</sup>	✓	✓	✓	✓
Tier recognition Points bonus <sup>3</sup>				1.2x
Turn Points into table play <sup>4</sup>			✓	✓
Personalised email offers & Benefits <sup>5</sup>			✓	✓
Guest passes per visit <sup>6</sup>			Up to 1 Guest	Up to 2 Guests
Exclusive invitations to special events, tournaments and promotions <sup>7</sup>			✓	✓
Crystal Room access at Crown Sydney with complimentary refreshments <sup>8</sup>	✓	✓	✓	✓
Access to select premium rooms at Crown Melbourne and Crown Perth <sup>9</sup>			✓	✓
Mahogany Room access at Crown Sydney with complimentary refreshments <sup>10</sup>				✓
Room host services			✓	✓
Dedicated personal host <sup>11</sup>				✓
<b>Hotel and Leisure</b>				
Earn and redeem Points when you visit a Crown Spa or stay at a Crown hotel in Sydney, Melbourne and Perth <sup>12</sup>	✓	✓	✓	✓
Discount on hotel stays at Crown hotels in Sydney, Melbourne and Perth <sup>13</sup>		10%	15%	20%
Discount on indulgent treatments at Crown Spas in Sydney, Melbourne and Perth <sup>14</sup>			15%	20%
Free premium WiFi <sup>15</sup>			✓	✓
Hotel welcome gift <sup>16</sup>		✓	✓	✓

BY INVITATION ONLY



Member



Silver



Gold



Platinum



Black

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

BY INVITATION ONLY

# 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. 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.
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 [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 VIP Casino is only available to Crown Sydney VIP Members and approved guests.
3. 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.
4. 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 [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards).
5. 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.
6. Guest passes are subject to the conditions stipulated within the Crown Sydney VIP Guest Policy which can be located at [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards).
7. 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.
8. Access to the Crown Sydney VIP Casino is subject to an application process and limited to Crown Rewards Members who hold a current Crown Sydney VIP 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.
9. 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.
10. Access to the Crown Sydney VIP Casino is subject to an application process and limited to Crown Rewards Members who hold a current Crown Sydney VIP 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.
11. 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.
12. 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 [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards).
13. 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.
14. 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](https://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.
15. 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.
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. 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.
18. 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 [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).
19. 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 [crowsydney.com.au/crown-rewards](https://crowsydney.com.au/crown-rewards). Standard booking conditions apply.
20. Separate event terms and conditions may apply. Private dining events are administered at Crown's discretion.
21. 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.
22. 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.
23. 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.
24. Member hotline 1300 8 CROWN is available 10am to 7pm daily. Call charges apply.
25. VIP priority concierge available from 8am to 12am daily, 7 days a week on 1800 882 522. Call charges apply.
26. Dedicated reservations team available from 8am to 12am daily, 7 days a week on 1800 882 522. Call charges apply.
27. 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.
28. 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.