

# Program Brochure



## REWARDS



**Crown PlaySafe**

A more enjoyable way to play

Crown PlaySafe Centre 1800 801 098

Helpline 1800 858 858

[gamblinghelponline.org.au](http://gamblinghelponline.org.au)



☒ responsiblepractices



## Discover the World of Crown

From acclaimed restaurants and award-winning hotels, to world-class gaming and endless entertainment, Crown Rewards helps you to discover the World of Crown – and be rewarded.

Just show your Crown Rewards Card when making a transaction and you'll earn Points, which you can redeem for Crown experiences, like dining, gaming, hotel stays and much more.

Joining Crown Rewards is quick, easy and free. Plus, you can start earning Points straight away across Crown Perth and Crown Melbourne.

It's simple to progress through the Membership Tiers, with each Tier offering you new and personalised Benefits.

At Crown we are committed to creating exceptional experiences and providing responsible gaming with a focus on harm minimisation.

**Crown Rewards helps you discover more... join today.**

CROWN REWARDS



Crown Rewards Membership is subject to terms, conditions and rules which are available at [crownperth.com.au/crownrewards](https://crownperth.com.au/crownrewards)



## Join

It's easy to join

There are many great reasons to join Crown Rewards. The program is simple to understand, from earning and redeeming Points to progressing through

our Membership Tiers. Plus, joining is quick, easy and free.

Visit a Crown Rewards desk to join today.



## Earn Earning Points

With Crown Rewards, you can earn Points every time you visit Crown. Enjoy the excitement of the Casino, stay at one of Crown's world-class hotels or dine at award-winning restaurants... simply show your Card when you pay and you'll earn Points straight away.

Plus, your Card can be used at all Crown properties, so you can make the most of your Crown Rewards Membership.

Here's how you can earn Points today:



### **Play on any Crown Perth Gaming Machine**

\$5 bet = 1 Crown Rewards Point



### **Play on any Table Game**

Refer to page 8 for details



### **Dine at participating Crown Perth restaurants**

\$1 spend = 2 Crown Rewards Points



### **Stay at a Crown hotel**

\$1 spend = 5 Crown Rewards Points



### **Pay for purchases at participating Crown Perth bars**

\$1 spend = 2 Crown Rewards Points



### **Shop at Crown's participating retail outlets**

\$1 spend = 5 Crown Rewards Points



### **Hold an event or conference at Crown Perth**

\$1 spend = 2 Crown Rewards Points



It's simple to earn Points with Crown Rewards, just show your Card when you pay.

For a list of participating outlets please visit [crownperth.com.au/crownrewards](http://crownperth.com.au/crownrewards). For exclusions on earning Points see the Non Qualifying Activity Policy at [crownperth.com.au/crownrewards](http://crownperth.com.au/crownrewards). Crown Rewards Points earned via Hotel stays may take up to 72 hours after check-out to be applied. In accordance with the Crown Rewards Rules, Points earned at Crown Sydney cannot be transferred to another Crown property. Points earned at Crown Melbourne or Crown Perth cannot be transferred to or used at Crown Sydney.



# Table Games

## Earning Points on Table Games

Earning Points on Table Games at Crown Perth is easy. Simply hand your Card over to a dealer to start earning Points.\*

### Casino Floor Table Minimums

Level 3 100 Points per hour of play	Level 2 200 Points per hour of play	Level 1 500 Points per hour of play
Blackjack Plus (\$10)	Baccarat (\$25)	Blackjack (\$50+)
Casino War (\$10, \$15)	Blackjack (\$20, \$25)	Blackjack Plus (\$25+)
Crown Hold 'Em (\$10)	Blackjack Plus (\$15)	Crown Hold 'Em (\$25+)
Money Wheel (\$5)	Casino War (\$20, \$25)	Roulette "0" (\$25+)
Roulette "00" (\$2.50)	Crown Hold 'Em (\$15, \$20)	Roulette "00" (\$25+)
Ultimate Texas Hold'Em (\$10)	Money Wheel ( \$10)	Ultimate Texas Hold'em (\$25+)
	Roulette "0" (\$10)	
	Roulette "00" (\$5, \$10)	
	Ultimate Texas Hold 'Em (\$15, \$20)	

\*Excludes tables in The Poker Room. For exclusions on earning Points see the Non Qualifying Activity Policy at [crownperth.com.au/crownrewards](http://crownperth.com.au/crownrewards). If average bet is over \$500, your Points calculation will modify for you to earn 6 Points for every \$100 turnover.

### Cash Poker Games

Earn 50 Points per hour of play.



### Baccarat Room Table Minimums

Level 2 200 Points per hour of play	Level 1 500 Points per hour of play
Baccarat (\$25, \$50, \$75)	Baccarat (\$100+)
Roulette "0" (\$10)	Blackjack (\$50+)
Roulette "00" (\$10)	Roulette "0" (\$25+)
	Roulette "00" (\$25+)

### Pearl Room Table Minimums

Level 2 200 Points per hour of play	Level 1 500 Points per hour of play
Baccarat (\$50)	Baccarat (\$100+)
Blackjack (\$25)	Blackjack (\$50+)
Roulette "0" (\$10)	Roulette "0" (\$25+)
Roulette "00" (\$10)	Roulette "00" (\$25+)
	Ultimate Texas Hold 'Em (\$25+)

### Electronic Table Games

Earn 6 Points for every \$100 turnover.



## Redeem

### Using Points to pay

Using your Crown Rewards Points to pay is easy. Just show your Card when you pay at participating outlets, and the Points will be deducted from your Account balance.

Points can be used to pay for almost everything and can be transferred between Crown Perth and Crown Melbourne.

### You can use your Points to:



Exchange for extra bets on Gaming Machines and Table Games



Pay for your Crown restaurant bill



Pay for your Crown hotel rooms and services



Pay for purchases at participating Crown bars



Shop at Crown's retail outlets



Pay for your event or conference at Crown



Buy Crown Gifts Cards and experiences at the Crown Rewards Hub

**100 Crown Rewards Points = \$1**

**It's easy to use your Points to pay at Crown, just show your Card.**

For a list of participating outlets please visit [crownperth.com.au/crownrewards](http://crownperth.com.au/crownrewards)



## Complimentary Chips

### Redeeming Points for Complimentary Chips\* on Crown Table Games

Here's how:

1. **INSERT** your Crown Rewards Card at any Voucher Issuance Kiosk (VIK) and **ENTER** your PIN
2. **SELECT** Redeem Table Play and **CONFIRM** the amount you wish to redeem by pressing 'Print Voucher'
3. **PRESENT** your voucher at a gaming table along with your Crown Rewards Card to redeem your Complimentary Chips

It's simple to redeem your Points for Complimentary Chips, just visit a VIK.

All Complimentary Chips are valid for one bet only and will be retained by the Dealer regardless of the outcome of the wager.

\*Complimentary Chips are subject to separate terms and conditions as listed on the Complimentary Chip voucher.



# Point Play

## Redeeming Points for Extra Play

You can redeem your Points for Extra Play, so you'll have extra bets on Crown Gaming Machines\*.

Here's how:

1. **INSERT** your Crown Rewards Card into a gaming machine and **PRESS** the 'Menu' button
2. **PRESS** the 'Point Play' button then **ENTER** your PIN and select the 'Confirm' button
3. **SELECT** the \$ amount of Points to convert to Extra Play then **CONFIRM** your request and start playing

To use your Extra Play, you'll first need to insert cash into the Gaming Machine. At the conclusion of each game played, your Extra Play balance will decrease as it refunds your previous bet.

Gaming Machines will always use your Extra Play before using your cash. Any unused Extra Play will remain on your Account to access at another time. Plus, you can still cash out all of your winnings and unused cash.

It's that simple to redeem your Points for Extra Play.

\*Excludes Electronic Table Games.







TWR

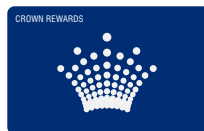
## Membership Tiers

There are five Membership Tiers

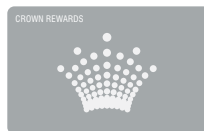
Discover Crown Rewards Membership Tiers, each with its own set of Benefits, which may include free parking, special Member offers, premium gaming room access and more.

To experience the Benefits of each Tier, you need to earn the required number of Status Credits in order to move up the Tiers.

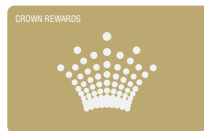
Here's the number of Status Credits you need to progress to a new Tier and discover a new set of Benefits:



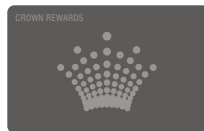
**Member Tier**



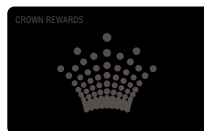
**Silver Tier**



**Gold Tier**



**Platinum Tier**



**Black Tier**

**5**

**Status Credits**

**40**

**Status Credits**

**150**

**Status Credits**



**By Invitation Only**

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



TWR

## Status Credits

The more Status Credits you earn,  
the more Benefits you'll unlock

Earning a Status Credit is simple. When you earn enough Points, you're automatically awarded a Status Credit.

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

Your Status Credits will be accumulated over the course of your six-month Membership Cycle.



Table Games



Gaming Machines

500 Casino Points = 1 Status Credit



Hotels



Restaurants



Bars



Shopping



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 Crown Rewards Membership Tier and a range of new Privileges.

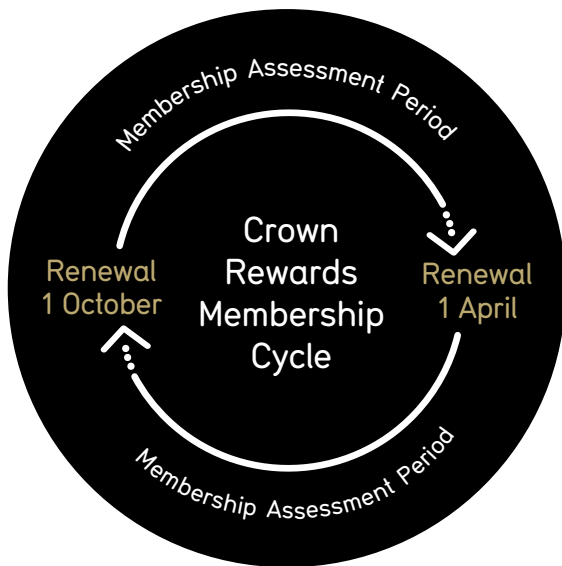
# Membership Cycle

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.

If you join between renewal dates you can be upgraded to the next Membership Tier at any time.

How the Membership Cycle works:



Earning Status Credits is simple.





# Five Levels of Benefits



## Benefits<sup>1</sup>

	Member	Silver	Gold	Platinum	Black
Multi-level parking <sup>2</sup>	Free when earned*	Free	Free	Free	
Undercroft parking <sup>2</sup>	Discounted	Discounted	Free	Free	
Valet parking <sup>2</sup>			Discounted	Free	
Birthday offer <sup>3</sup>	✓	✓	✓	✓	
Personalised offers and Benefits	✓	✓	✓	✓	
Theatre discounts and offers for selected shows	✓	✓	✓	✓	
Exclusive invitations to special events				✓	
Platinum Reward				✓	
Discount on food at Snax and Cotta <sup>4</sup>		10%	10%	10%	
Discount on food at selected outlets <sup>5</sup>			10%	10%	
Member pricing and offers at selected restaurants	✓	✓	✓	✓	
Free hot beverages from the beverage dispenser on casino floor (5 per day)	✓	✓	✓	✓	
Spa discount <sup>6</sup>		10%	15%	20%	
Hotel <sup>7</sup> discount		10%	15%	20%	
Hotel Privileges - hotel welcome gift		✓	✓	✓	
Hotel Privileges - free high speed Wi-Fi			✓	✓	
Hotel Privileges - express registration				✓	
Access to Member hotline - 1300 8 CROWN	✓	✓	✓	✓	
Room host service		✓	✓	✓	
Dedicated host team					Pearl Room members
Baccarat Room Privileges	✓	✓	✓	✓	
Complimentary selected beverages for players only	✓	✓	✓	✓	
Riverside Room access with one guest <sup>8</sup>		✓	✓	✓	
Complimentary selected non-alcoholic beverages		✓	✓	✓	
Riverside Café access		✓	✓	✓	
Complimentary selected alcoholic beverages			Pearl Room members	Pearl Room members	
Pearl Room access with one guest <sup>9</sup>			By invitation	By invitation	
Complimentary selected beverages			Pearl Room members	Pearl Room members	
The Suite access			By invitation	By invitation	

Our most exclusive Rewards - by invitation only

Parking   Special Member Offers   Food & Beverage   Hotel & Spa   Services   Room Access

**1.** Crown reserves the right to alter or amend any of these Benefits and Rewards at any time.  
**2.** Subject to car park rules and availability. \* Member Tier must earn Crown Rewards Points on the day of visit to redeem free parking at Multi-level. Please see [crownperth.com.au/general/parking/](http://crownperth.com.au/general/parking/) for more information. **3.** Please see [crownperth.com.au/crown-rewards/birthdays](http://crownperth.com.au/crown-rewards/birthdays) for more information. **4.** Food discounts are only valid at Snax and Cotta. Valid for a maximum of 8 people including the Crown Rewards Member. Discount not valid with any other offer, discount or special pricing. **5.** Food discounts only valid at 88 Noodle Bar, Atrium, Lobby Lounge, Market & Co, Bistro Guillaume, Silks, Junction Grill, Modo Mio, Nobu, The Merrywell, Epicurean, Epicurean Pool Bar, The Enclave, The Waiting Room. Valid for a maximum of 8 people including the Crown Rewards Member. Discount not valid with any other offer, discount or special pricing. **6.** Spa discount is available Monday to Thursday and is subject to availability. A 24-hour spa cancellation policy applies or the full fee will be charged. Not available on public holidays. **7.** Some blackout

periods or limited availability may apply to special event periods and public holidays. Discount applies to room only. Discount is applied to the Best Available Rate as advertised for the room type on [crownhotels.com.au](http://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. **8.** Guest rules apply. **9.** 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 status through earning Casino Points.

## 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 guests 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.

Visit [www.crownperth.com.au/responsible-practices](http://www.crownperth.com.au/responsible-practices) for more information.



## Our commitment to a safe and enjoyable way to play

Crown PlaySafe is Crown's industry-leading approach to guest wellbeing and safety, providing free and confidential support for our guests on how to set play limits and take regular breaks, tips for safer, more informed play, and reducing the risks of gambling related harm.

The Crown PlaySafe Centre is open 24-hours a day, seven days a week, and is a welcoming, comfortable and a quiet space. Our diverse Crown PlaySafe Team Members speak multiple languages, and interpreters can also be arranged.

### Support Services Include:

#### Self Exclusion

Self Exclusion is a process available to guests to voluntarily exclude themselves from gaming areas at Crown Perth, Crown Melbourne and Crown Sydney.

#### Third Party Exclusion

Third Party Exclusion is a process whereby a family member, friend or significant other can apply to have Crown review a person's gaming behaviour.

#### Play Safe Limits

Play Safe Limits allows Crown Rewards Members to set voluntary money and/or time limits when playing EGMs or ETGs.

#### Player Activity Statements

Crown Rewards Members who play EGMs and ETGs can request to have Player Activity Statements printed at any time including wins and losses for the period of the statement.

To speak to a member of the Crown PlaySafe Team, visit the Crown PlaySafe Centre located on the lower level of the eastern tunnel entrance, contact the Crown PlaySafe Team on 1800 801 098, or email [cps@crownperth.com.au](mailto:cps@crownperth.com.au).

Additionally, information is available at **[crownperth.com.au/crown-playsafe](http://crownperth.com.au/crown-playsafe)**.

Support and information is also available via **[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)** or the **Gambling Helpline on 1800 858 858**.

# Play Period

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 commitment whereby a maximum cumulative play of 12-hours daily in a 24-hour period, and 48-hours in any 7-day period are in place to help minimise gambling harm.



When your visit exceeds 12-hours in the last 24-hours, you will be required to take a 24-hour break.



When gaming time reaches 48-hours within 7-days, you will be required to take a 3-day break.

A Crown PlaySafe Team Member may check in with you to remind you to take a break throughout your visit to the Casino, starting at the 3 hour mark.

For more information, please visit our website at [crownperth.com.au/crown-playsafe](http://crownperth.com.au/crown-playsafe), or contact the Crown PlaySafe Team on 1800 801 098.



## Crown PlaySafe

A more enjoyable way to play

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Helpline 1800 858 858

[gamblinghelponline.org.au](http://gamblinghelponline.org.au)



# Crown Rewards Member Hotline



Have a question? We're here to help

## 1300 8 CROWN



## Crown Resorts Mobile App



Scan the QR code to download the  
Crown Resorts App today



## Crown Rewards Hub



Your personalised online experience  
[CROWNPERTH.COM.AU/CROWNREWARDS](https://CROWNPERTH.COM.AU/CROWNREWARDS)



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Printed January 2024



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