



# Red Carpet

GUEST GROUP SERVICES

TERMS & CONDITIONS

## CROWN RED CARPET PROGRAM TERMS & CONDITIONS

1. The Red Carpet Program (the Program) is available to groups of 10 guests or more arriving at the Crown Entertainment Complex together from a club, association or business and subject to these Terms and Conditions. **BOOKINGS** 2. Groups must book into the Program in advance of their arrival and if purchasing a Food and Beverage Package (a Package) must pay the package fee upon arrival at Crown. 3. This Program is not available Friday and Saturday evenings, public holidays or the evening prior to a public holiday. 4. To participate in the Program, groups can either arrive by bus or by own transport. 5. To be considered a "bus arrival", and qualify for the bus arrival rebate there must be at least 20 guests in the group and every passenger must arrive and depart by group organised bus. 6. To qualify for the the rebate when arriving by own transport there must be at least 30 guests in the group. 7. All bookings must be made by calling the Program office on Freecall 1800 55 8888. 8. Crown reserves the right to refuse group bookings at its sole discretion. 9. To ensure the safety of all our guests, if a group arrives by bus, Crown will only issue benefits to passengers who are seated on arrival. 10. It is the responsibility of group leaders, tour organisers and the like to advise every person of all Program details booked. This includes costs, qualification requirements and other important information. 11. If arrival is via bus, the organiser has the responsibility to collect the group's cash for fee upon arrival. **GENERAL** 12. Every passenger must be 18 years of age and over to participate in the Program. (Valid Photo ID required includes Current Australian Drivers Licence, Current Passport, Proof of Age Card or Key Pass Card). Patrons with insufficient identification will not receive any benefits from Crown or the Program. 13. Crown reserves the right to refuse entry to Program passengers who are intoxicated. 14. Dress rules apply - smart casual. 15. Employees of Crown are not permitted to participate in the Program or purchase any Package. 16. Patrons excluded from the casino pursuant to the provisions of the Casino Control Act 1991 (Vic) or who are otherwise excluded are not permitted to participate in the Program. 17. These conditions are additional to any other specific package conditions listed below and are subject to change without notice. 18. 'Crown' means Crown Melbourne Limited ABN 46 006 973 262. **LIABILITY** 19. Nothing in these Terms and Conditions is intended to affect any rights under the Trade Practices Act 1974 (Cth) or the Fair Trading Act 1999 (Vic) which cannot be excluded. 20. Subject to clause 16 and to the extent permitted by law, Crown (including its employees, agents and contractors) is not and will not be liable for any damages or any other loss whatsoever incurred by any group or individual member of a group (including consequential loss), either directly or indirectly in connection with the Program. **REBATES** 21. A four-hour minimum stay applies to qualify for rebates under the Program. 22. A six-hour minimum stay is required when the Program is combined with other non-Crown venue events. 23. Rebates will only be paid for groups as follows – a. Groups arriving and departing by bus: \$50 rebate for 20 - 29 guests, \$100 rebate for 30 - 39 guests, \$150 rebate for 40 or more guests. b. Groups arriving and departing via their own transport: \$50 rebate for 30 – 39 guests, \$100 rebate for 40 or more guests. All rebates are GST inclusive. 24. Crown undertakes to pay rebates only if all other Program and /or Package conditions are met without exception. Program rebates must be claimed within 12 months from the day of visit. 25. In order to claim the rebate for your group, please bring a letter on your group's letterhead or complete a Program Rebate Claim Form/Tax Invoice. You should include the following details to assist in processing: a. ABN (if applicable) or a completed Exemption Form; b. Date of Visit; c. Group name and return address (for issue of cheque) d. Amount your group is claiming; and e. number of guests (allow 6 - 8 weeks after all necessary paper work has been received by Crown for arrival of rebate); 26. If your group has an ABN but is not registered for GST, please state your ABN on the rebate letter and mention that your group is GST exempt. 27. If your group does not have an ABN and is tax exempt, you will need to fill in a Claim form or provide a letter on your group's letterhead claiming the rebate. You may also have to complete a statement by a supplier form if not already done so. 28. If your group has an ABN and is registered for GST, you will need to provide a Tax Invoice. No further paperwork is required. 29. Crown is under a legal obligation to withhold the amount of 46.5% from your rebate payable under the Program and remit this to the Australian Taxation Office if Crown has not received either an ABN or Exemption Form. 30. If a bus company is claiming the rebate on behalf of your group, there is no need to provide any rebate paperwork. 31. Crown reserves the right to withhold rebates or part thereof if it is found that the organisers, group leaders or the like have not divulged these Terms and Conditions to his/her group members relating to the Program and / or Package booked. **PACKAGES** 32. These Packages cannot be used in conjunction with any other offer. 33. A minimum number of 10 or more guests are required to book a Package. 34. All Packages are strictly limited to restaurant and service capabilities. 35. Group details and confirmation will be forwarded in writing 4 weeks prior to your group's visit. If you have not received confirmation 4 weeks prior you must contact the Red Carpet Program Hotline on 1800 55 8888. **Crown's \$17.50 Food and Beverage Package:** 36. Crown's \$17.50 Food and Beverage Package is available for lunch Saturday and lunch and dinner Sunday at a cost of \$10 per person. 37. If arriving by bus, Crown will give each seated passenger a \$17.50 Food and Beverage Voucher. If arriving via own transport Crown will give each registered participant a \$17.50 Food & Beverage Voucher. 38. Patrons on the day of visit must simply produce the \$17.50 Voucher at Kitchen Workshop, Margo's, East2West, Tia To, Shò Noodle Bar, Santé, Emporio della Pasta, Cantina dell'Emporio, Caffé dell'Emporio, Mesh, Brubakers, Crown Caffé Corso, The Pub at Crown, Steakout\*, JJ's Bar and Grill\*, Koko, Silks, Breezes, Number 8 restaurant and wine bar, the brasserie By Philippe Mouchel, Nobu and Conservatory to a maximum value of \$17.50. Any amount in excess of the \$17.50 nominated value is to be paid by the user \*Steakout is open for dinner only, Wednesday – Sunday. JJ's Bar and Grill is open for dinner only 39. One voucher to be used per person per day. 40. Any unused value will not be given as change. **Crown's Kitchen Workshop Package:** 41. Crown's Kitchen Workshop package is available for lunch Monday to Friday at a cost of \$5 per person and dinner Monday to Thursday at a cost of \$10 per person. 42. If arriving by bus, Crown will give each seated passenger a Kitchen Workshop Voucher. If arriving via own transport Crown will give each registered participant a Kitchen Workshop Voucher. 43. Patrons on the day of visit must simply produce the Kitchen Workshop Voucher at Kitchen Workshop to receive their Buffet meal. If seating capacity at Kitchen Workshop has been reached patrons can take their voucher to either Margo's, East2West, Tia To, Shò Noodle Bar, Santé, Emporio della Pasta, Cantina dell'Emporio, Caffé dell'Emporio, Mesh, Brubakers, Crown Caffé Corso and The Pub at Crown to a maximum value of \$14.50 for lunch and \$17.50 for dinner. 44. One voucher to be used per person per day. 45. Any amount in excess of the \$14.50 for lunch and \$17.50 for dinner nominated value is to be paid by the user. 46. Any unused value will not be given as change.



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