

# 1. Pokie Credit Rewards (Welcome Back)

## Activate and Claim your Pokie Credit Rewards

Once you have qualified for your Pokie Credit Reward, all you have to do is visit Crown within 14 Days and then:

1. **INSERT** your Crown Rewards card into any VIK, enter your PIN and select the Pokie Credit Rewards button
2. **ACTIVATE** your Pokie Credit Reward by inserting your Crown Rewards card into the card reader on any gaming machine
3. **ENTER** your PIN number and press OK
4. **INSERT** a Game Ticket, \$1 coin or a bank note into the machine and start playing

### Important Information

- Exchange of points for Pokie Credits must be in multiples of 100 points.
- Multiple Pokie Credit transfers are permitted up to the daily limit.
- Daily limits apply. Please see a Crown Rewards desk for details.
- Unused Pokie Credits will be automatically available for use on the next gaming machine.

## Exchange your Crown Reward points for Pokie Credits

You can receive additional Pokie Credits by exchanging Crown Rewards points for Pokie Credits at any gaming machine:

1. **INSERT** your Crown Rewards card into the card reader
2. **PRESS** the 'Pokie Credits' button
3. **ENTER** your PIN number



4. **ENTER** the value of Pokie Credits you wish to claim and then press confirm
  - For \$1 in Pokie Credits enter '1' (cost 100 points)
  - For \$5 in Pokie Credits enter '5' (cost 500 points)
5. **PRESS** confirm again to complete the transfer or **CANCEL** to start again
6. **START** playing by inserting a Game Ticket, \$1 coin, or a bank note into the machine

## Terms and Conditions

### General Conditions

- This brochure is subject to other terms and conditions as set out in the Crown Rewards Rules.
- Pokie Credits are only available to Crown Rewards members (Members) who have agreed to receive and have viewed their Player Activity Statement within a 12 month period, who have been issued with a PIN, and who are not excluded or prohibited from the Casino for any reason.
- Crown Rewards points will not be earned on any activity associated with Pokie Credits.
- Pokie Credits cannot be redeemed for cash.

### Pokie Credit Rewards

- Only one Pokie Credit Reward per Member per day.
- A Pokie Credit Reward can only be used after 6am on the day after it is earned, and must be activated within 14 Days of qualification.
- Pokie Credit Rewards are in addition to your Crown Rewards points balance.
- Multiple Points Promotions (such as Double Pokie Points Days) may affect the point requirements for Pokie Credit Rewards.
- A Senior member is a member who is 60 years of age or older and registered as a Senior in the Crown Rewards system.

### Exchange of Crown Rewards points for Pokie Credits

- Every \$1 worth of Crown Rewards points redeemed for Pokie Credits will result in 100 points being automatically deducted from a Member's account point balance.
- Once points have been exchanged for Pokie Credits the transaction cannot be reversed.
- The minimum amount of Crown Rewards points a Member can redeem for Pokie Credits is 100 (\$1).
- The maximum amount of Crown Rewards points a Member can redeem for Pokie Credits is determined by each individual membership tier.

### Qualifying for Pokie Credit Rewards

Earn a minimum of 50 points playing gaming machines on the current Day, and you will automatically qualify for Pokie Credit Rewards to use on your next visit (after 6am the following Day).

It is important to remember however that your Pokie Credit Reward will expire unless you visit Crown and use them within 14 Days of earning them.

**Crown Rewards Senior Members** receive a bonus \$3 in Pokie Credits when they qualify for either the 50 - 99 Point or 100 - 249 Point Reward.

Pokie Points earned on the last Day you visited	Pokie Credit Reward
50 - 99	\$5
100 - 249	\$10
250 - 499	\$20
500 - 999	\$25
1,000 - 2,999	\$30
3,000 - 9,999	\$50
10,000+	\$100

## Crown Rewards Member Hotline

Have a question? We're here to help

**1300 8 CROWN**

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## Crown Rewards Hub

Your personalised online experience

[CROWN.MELBOURNE.COM.AU/CROWNREWARDS](http://CROWN.MELBOURNE.COM.AU/CROWNREWARDS)

**Pokie Credit Rewards**

### Definitions

- **"Pokie Credit"** means a dollar amount (\$) on a member's Crown Rewards card available for play on gaming machines.
- **"Game Tickets"** means a voucher dispensed from selected gaming machines when a member presses collect. This voucher can be inserted into another gaming machine accepting Game Tickets or redeemed at a Ticket Redemption Terminal or Cashier.
- A Day is defined as a 24 hour period commencing at 6.00am and ending at 6.00am on the following day.

## 2. Mail Outs (Bonus Pokie Offers)

**SAMPLE**

 CROWN  
REWARDS

January 2020

10673513 EGM21109 022/1

Dear Mr. [REDACTED]

**Your Bonus Pokie Offer Awaits**

As a special bonus to selected Crown Rewards members we are pleased to offer you \$20 in Bonus Pokie Credits. To activate this offer, please visit any Voucher Issuance Kiosk (VIK) on the casino floor and select the Special Offers icon. Following this, your **\$20 bonus Pokie Credits** will be available on any gaming machine between 6.00am Monday 13 January 2020 and 5.59am Monday 27 January 2020.<sup>1</sup>

Plus, as a Crown Rewards member you are eligible to receive a \$17.50 Casino Dining Reward off any purchase at participating outlets by earning 650 points on Gaming Machines in a Day.<sup>2</sup>

Remember, you must have your Crown Rewards card with you to take up this offer. For further information, please call the Crown Rewards team on 1300 8 CROWN.

Crown Rewards helps you discover more... We look forward to welcoming you again soon.

Yours sincerely,



Daniel Aldridge  
Director - VIP Customer Development

1. To redeem Pokie Credits offer, insert your Crown Rewards card and at least \$1 into any gaming machine and commence play. Please note that the minimum \$1 is for activation purposes and does not need to be played. Bonus Pokie Credits offer is subject to other Terms and Conditions as set out in the Crown Rewards Rules. 2. Subject to Crown Rewards Rules and Casino dining brochure. Participating outlets include Costa, Emporio Pizza and Pasta, Kichen Workshop, Margo's Cafe, Riverside Restaurant and Sho Noodle Bar. The \$17.50 Dining Reward is valid for 7 (seven) Days from the Day it is earned. A maximum of one (1) \$17.50 Dining Rewards can be earned per Member per Day. This offer is not redeemable for cash or part thereof. Any amount in excess of the Dining Reward value is to be paid by the redeeming Member. A "Day" is defined as a 24 hour period commencing at 6.00am and ending at 6.00am on the following day. Bonus Points awarded as a part of special promotions will not contribute to Casino Dining Rewards. Patrons must be 18 years or over and not prohibited from entering the casino or the Crown Entertainment Complex for any reason. If you do not wish to receive further communication from us, please write to Crown Melbourne Limited, 8 Whiteman Street, Southbank, Victoria 3006, email unsubscribe@crownsres.com.au or call 1300 8 CROWN.

 responsible gaming  
Gambling is a form of entertainment. Please gamble responsibly.  
Gambling is a form of entertainment. Please gamble responsibly.  
Responsible Gaming Service 1800 800 000

 enjoy RESPONSIBLY

Crown Melbourne Limited, 8 Whiteman St Southbank Victoria 3006 Australia T 1800 88 7528 F +61 3 9292 7250 www.crownmelbourne.com.au

### 3. Pokie Credits (Matchplay)

**CROWN**  
**REWARDS**  
Discover the World of Crown

Program Brochure



**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 at Crown Melbourne and Crown Perth.

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You can use your points to:

- Exchange for Table Play or Pokio Credits on the casino floor<sup>1</sup>
- Pay for your Crown bill at selected restaurants<sup>2</sup>
- Pay for your Crown hotel rooms and services
- Pay for purchases at selected Crown bars and nightclubs<sup>2</sup>
- Shop at Crown's retail precinct<sup>2</sup>
- Pay for your event or conference at Crown<sup>2</sup>
- Buy Crown Gift 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.

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**Pokie Credits**  
Redeeming points for Pokie Credits

With Crown Rewards, you can redeem your points for Pokie Credits,<sup>1</sup> so you'll have extra bets on Crown gaming machines.

It's easy to exchange your points for Pokie Credits.<sup>4</sup> Here's how:

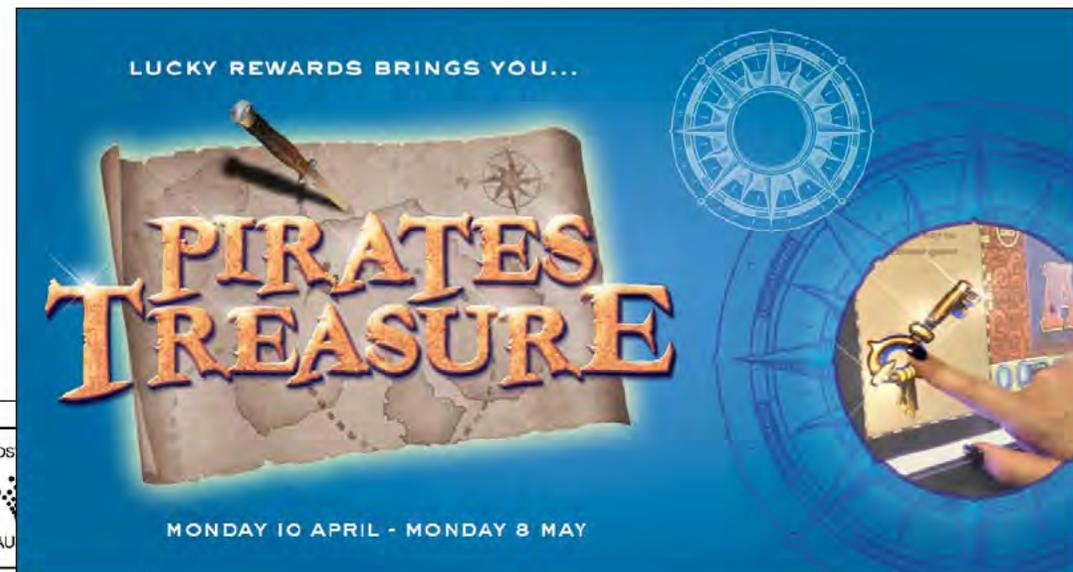
1. **INSERT** your Crown Rewards card into the card reader
2. **PRESS** 'Pokie Credits' button
3. **ENTER** your PIN
4. **ENTER** the value of Pokie Credits you wish to claim and then press confirm
  - For \$1 in Pokio Credits enter '1' (cost 100 points)
  - For \$5 in Pokio Credits enter '5' (cost 500 points)
5. **PRESS** confirm again to complete the transfer or **CANCEL** to start again
6. **START** playing by inserting a Game Ticket, \$1 coin, or a bank note into the machine

There is a maximum Pokie Credit limit allowed per Day<sup>5</sup>, which is determined by each individual membership tier. Please visit any VIK or Crown Rewards desk for details.

It's simple to redeem your points for Pokie Credits, just insert your card into a Gaming Machine.

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## 4. Random Riches (Carded Lucky Rewards)



To activate your bonus 'Pirates Treasure' game, simply insert your membership card into any gaming machine during the promotion period. You can then continue your game on different gaming machines until the promotion period ends.

As you progress to each point level shown below, select and unlock a treasure chest to reveal your instant reward – the more times you play during the promotion period, the more chances you have to win.\*

- Earn [Hurdle 1] points\* [Duration] during the promotion period and receive up to \$[Reward 1] worth of Pokie Credits
- Earn [Hurdle 2] points\* [Duration] during the promotion period and receive up to \$[Reward 2] worth of Pokie Credits
- Earn [Hurdle 3] points\* [Duration] during the promotion period and receive up to \$[Reward 3] worth of Pokie Credits

**Don't miss out – ends 6am, Monday 8 May 2017**  
Exclusive to Crown Rewards members.



If undeliverable please return to:  
Crown Melbourne Limited  
8 Whiteman Street, Southbank,  
Victoria 3006  
Australia

POS  
AU



REGULATED GAMING  
STATE LICENSING  
Crown Resorts Melbourne Limited, Level 10, 100 St. Georges Road, Melbourne, VIC 3000  
CROWN.MELBOURNE.COM.AU

\*Terms and conditions: This promotion is available to selected Crown Rewards members only. This promotion is subject to the Crown Rewards Rules. All bonus pokie credits are non-negotiable, non-transferable and not redeemable for cash. Patrons must be 18 years or over and not prohibited from entering the Crown Entertainment Complex or the casino for any reason. A 'Day' and 'Daily' is defined as a 24 hour period commencing 6.00am and ending at 6.00am on the following day. Crown practices the responsible service of gaming. \*\* Points must be earned via gaming machine play.

## 5. Jackpot Payments

**CROWN'S  
JACKPOT  
TIME**

28 February – 15 March 2020

YOUR CHANCE TO WIN A SHARE IN  
**OVER \$30,000**  
WORTH OF POKIE CREDITS!

**CROWN**

MOBILE APP CROWNRESORTS CROWN MELBOURNE CROWN MELBOURNE

**responsible gaming**  
#CROWN MELBOURNE CROWN MELBOURNE.COM.AU

\*Terms & Conditions: Jackpots are subject to play on participating gaming machines in Riverside. Members must be actively playing with their Crown Rewards card correctly inserted at jackpot times during the promotional period. In the event that the jackpot is won by a member using a membership card other than their own, the prize will be forfeited. Subject to Riverside & Crown Rewards rules. Patrons must be 18 years or over and not prohibited from entering the casino or the Crown Entertainment Complex for any reason.

## 6. Consolation



Friday 17 – Sunday 26 August  
MONDAY, WEDNESDAY, FRIDAY, SUNDAY

**IT'S BACK  
AND NOW BETTER THAN EVER**

Now with **2 MINUTES** instead of 1  
to double your game wins!\*

Simply be actively playing any gaming machine in Teak Room with your membership card inserted during jackpot sessions for the chance to double your game wins!

**Jackpot Session Times:**  
11am – 12pm, 2pm – 3pm, 6pm – 7pm, 9pm – 10pm

<b>40 Individual Jackpot Hits</b>	Each session, 40 randomly selected and actively playing members will have their game wins (up to \$500) doubled for 2 minutes.
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**Don't miss out; there are over 1900 chances available to multiply your money.**

Exclusive to Crown Rewards members

**WORLD OF JACKPOTS**  
with JACKPOTS and JACKPOT OF JACKPOTS

**TEAK ROOM**

CROWN MELBOURNE.COM.AU

\*Jackpots are subject to play on gaming machines in Teak Room. To be eligible to win, members must be actively playing any one gaming machine with their own membership card correctly inserted at jackpot time. Multiple amounts will only be counted in Teak game wins and teak room wins. Multiple amounts will not be counted in jackpot wins. 1900 chances based on 40 chances to double wins at each jackpot session in each room over the entire promotional period. Games wins greater than \$500 are eligible to be multiplied. Multiplier values at play and jackpot. Players must be 18 years or over and not prohibited from entering the casino or the Crown Entertainment Complex for any reason.

## 7. Pokie Credit Tickets



# 8. Bonus Jackpots – Dining



## Terms and Conditions

- Members must use their Crown Rewards card whenever they play gaming machines or table games and earn the required amount of points to qualify for Casino Dining Rewards.
- Casino Dining Rewards can only be redeemed at participating restaurants or bars upon presentation of the Member's Crown Rewards card. Participating outlets include Cotta, Emporio Pizza and Pasta, Kitchen Workshop, Margo's, Riverside Restaurant and Shō Noodle Bar. The list of participating outlets may be extended or changed from time to time, please enquire at any Crown Rewards desk for full details.
- Members are able to store up to four \$17.50 Rewards on their card at the same time.
- Members can also redeem up to four \$17.50 Rewards in a single transaction.
- This offer is only available to full members of Crown Rewards (not provisional members) and who are not excluded or prohibited from the casino or Crown Entertainment Complex for any reason.
- The \$5.00, \$7.50 and \$17.50 Rewards earned on gaming machines are only available to Members who have agreed to receive and have viewed their Player Activity Statement within a 12 month period.
- The \$5.00 Reward is only available to Senior Members. A Senior Member is a member who is 60 years of age or older and registered as a Senior in the Crown Rewards system.
- The \$5.00, \$7.50 and \$17.50 Dining Reward is valid for 14 (fourteen) Days from the Day it is earned.
- A maximum of one (1) \$5.00, \$7.50 or \$17.50 Dining Rewards can be earned per Member per Day.
- A Member will be entitled to the highest available Dining Reward they qualify for on a Day.
- Members will be able to draw down on their available amount until all funds on their account have been exhausted and can choose when and how much they wish to redeem during the 14 (fourteen) Day validity period.
- This offer is not redeemable for cash or part thereof.
- Any amount in excess of the Dining Reward value is to be paid by the redeeming Member.
- A "Day" is defined as a 24 hour period commencing at 6.00am and ending at 6.00am on the following day.
- Bonus Points awarded as a part of special promotions will not contribute to Casino Dining Rewards.



Crown Rewards Member Hotline



Have a question? We're here to help  
1300 8 CROWN



Crown Rewards Hub



Your personalised online experience  
[CROWNMELBORNE.COM.AU/CROWNREWARDS](http://CROWNMELBORNE.COM.AU/CROWNREWARDS)



MOBILE APP



CROWNRESORTS



CROWNMELBORNE



CROWNRESORTS



CRW.512.191.1



Casino Dining Rewards

## 8. Bonus Jackpots – Hotel



April 2021



11734000      REN0012      022 / 1 / 501

Dear Mr [REDACTED]

**Your new Crown Rewards card is ready to collect.**

We understand that disruptions to Crown Melbourne's operations in the last 12 months have been an inconvenience to you and may have impacted your ability to engage with us during this time.

As such, as an appreciation for your ongoing commitment to us, we will extend your current membership tier for an additional 6 months. This means you can continue to enjoy all the benefits of your Platinum tier membership until 30 September 2021.\*

Please note that on 1 October 2021 your membership tier for the next 6 months will be based on Status Credits you earn between 1 April 2021 and 30 September 2021.

As a Platinum tier member you can continue to enjoy the following privileges:

- Access to The Mahogany Room, Teak Room and Riverside with in-room benefits for you and a guest<sup>1</sup>
- Dedicated personal host
- 20% discount at Crown Hotels and Spas across Melbourne and Perth<sup>2</sup>
- Member pricing and offers at selected restaurants<sup>3</sup>
- Exclusive invitations to special events
- Free multi-level, basement and valet parking<sup>4</sup>
- Platinum Rewards<sup>5</sup>

To select your Platinum Reward, visit a VIK anytime until 6am Thursday 29 April 2021. Please collect your new membership card from The Mahogany Room with this letter and an appropriate form of photo identification.

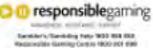
Remember to use your Crown Rewards card when you dine, play or stay. We look forward to welcoming you soon.

Yours Sincerely,



Tom Rickard  
General Manager VIP Business Development & Customer Service

\*Crown Rewards terms and conditions of membership apply. Membership is subject to application process and management discretion. Tier status will be reviewed every six months. 1. Guest rules apply. 2. Hotel discount is only available on in-room bookings. Crown Rewards membership card must be provided at check-in. Subject to availability. Not transferable. Room only. A 24 hour cancellation policy applies. Please note a service fee of 1.2% applies to accounts settled by credit card. (See discount is applicable 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. 3. For a list of current member pricing and offers visit crownmelbourne.com.au. Crown reserves the right to amend or withdraw the member pricing and offers at any time. 4. 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. 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. Tier status will be reviewed every six months. Only one Platinum Reward per person. Eligible for the full Platinum Reward (choose your reward/reward from a 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 uncollected 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. Platons must be 18 years or over and not prohibited from entering the casino or the Crown Entertainment Complex for any reason. Crown's covid-19 requirements available to review at www.crownmelbourne.com/au/safety-hygiene/info. If you do not wish to receive any further communication from us, please write to Crown Melbourne Limited, 8 Whitman Street, Southbank, Victoria 3006. email: unsubscribe@crownsports.com.au or call 1300 0 CROWN.





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