

	F2012	F2013	F2014	F2015	F2016	F2017	F2018	F2019	F2020	F2021	Point redemption mechanic (How loyalty program members redeem or use Crown Rewards Points)
Gaming											
Gaming Machines	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed by inserting membership card into a gaming machines terminal followed by PIN validation.
Table Games (except electronic table games)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed for Table Play voucher by inserting membership card into a VIK (Crown Rewards Kiosk) followed by PIN validation. Table Play voucher can then be converted to chips at the table. Excludes Crown Rewards Points earned on gaming machines.
Hotels											
Crown Towers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at hotel checkout via membership card swipe at a POS terminal followed by birthday validation.
Crown Metropol	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at hotel checkout via membership card swipe at a POS terminal followed by birthday validation.
Crown Promenade	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at hotel checkout via membership card swipe at a POS terminal followed by birthday validation.
Crown Spa	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at spa checkout via membership card swipe at a POS terminal followed by birthday validation.
Isika	✓	✓	✓	✓	✓	✓	✓	✓	Closed	Closed	Points redeemed at spa checkout via membership card swipe at a POS terminal followed by birthday validation.
Events & Conferencing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Members must instruct Crown of their intention to redeem points for the event/conference via a signed form. Points are deducted manually in Crown's Casino Management System when the payment is settled.
Restaurants/Cafes											
Bistro Guillaume	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Breezes	✓	✓	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Cafe Dell Emporio/Cantina Dell Emporio/Emporio Della Pasta	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Conservatory	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Cotta	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
East 2 West	✓	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Espresso Bar										✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Ging Thai									✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Gochi		✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Gradi				✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Jimbo And Rex Restaurant		✓	✓	✓	✓	Closed	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
JJ's Bar & Grill	✓	✓	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Kitchen Workshop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Koko	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Long Chim						✓	✓	✓	✓	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Mahogany Room - Restaurant/Bar/Lounge/Suite	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at bar/restaurant via membership card swipe at a POS terminal followed by birthday validation.
Margo's	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Maze Restaurant	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Mesh Restaurant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Mings Restaurant	✓	✓	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.

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Mr Hive Kitchen & Bar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Merrywell Burger				✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Nobu Restaurant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Number 8 Restaurant	✓	✓	✓	✓	✓	✓	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Promenade Coffee Cart			✓	✓	✓	✓	✓	✓	Closed	Closed	Points redeemed at stall via membership card swipe at a POS terminal followed by birthday validation.
Riverside Bistro & Restaurant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Sante Buffet	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Sho Noodle Bar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Silks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Snackbar	✓	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Teak Restaurant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
The Merry Well	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
The Pub	✓	✓	✓	Closed	Closed	Closed	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
The Waiting Room		✓	✓	✓	✓	✓	✓	✓	Closed	Closed	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Tia To Restaurant	✓	Closed	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at restaurant via membership card swipe at a POS terminal followed by birthday validation.
Bars											
Arena Bar	✓	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at bar via membership card swipe at a POS terminal followed by birthday validation.
Club 23	✓	✓	✓	✓	✓	✓	✓	✓	Closed	Closed	Points redeemed at bar via membership card swipe at a POS terminal followed by birthday validation.
Gaming Floor Drinks via Dispense Bars	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed on gaming floor via membership card swipe at a POS terminal followed by birthday validation.
Groove Bar						✓	✓	✓	✓	✓	Points redeemed at bar via membership card swipe at a POS terminal followed by birthday validation.
Jackpot Bar		✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at bar via membership card swipe at a POS terminal followed by birthday validation.
Lagerfield				✓	✓	✓	Closed	Closed	Closed	Closed	Points redeemed at bar via membership card swipe at a POS terminal followed by birthday validation.
Sports Bar	✓	Closed	Closed	Closed	Closed	✓	✓	✓	✓	✓	Points redeemed at bar via membership card swipe at a POS terminal followed by birthday validation.
Tangerine	✓	✓	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Points redeemed at bar via membership card swipe at a POS terminal followed by birthday validation.
Teak Bar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at bar via membership card swipe at a POS terminal followed by birthday validation.
Retail											
Cellar & Co.										✓	Points redeemed at store via membership card swipe at a POS terminal followed by birthday validation.
Crown Gifts (except Crown gift cards)						✓	✓	✓	✓	✓	Points redeemed at store via membership card swipe at a POS terminal followed by birthday validation.
Crown Member Hub (Gift card purchase only)							✓	✓	✓	✓	Members must log into the online Member Hub.
Fidels	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at store via membership card swipe at a POS terminal followed by birthday validation.
Parking											
Valet Parking	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Points redeemed at valet desk via card swipe at a POS terminal.

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Other											
Crownbet					✓	✓	✓	Partnership Ceased	Partnership Ceased	Partnership Ceased	Crown Rewards members must have a linked CrownBet account. To redeem Crown Rewards points for CrownBet bonus bets or merchandise, members log onto their CrownBet account and process via the redeem points page.
The Palms						✓	✓	✓	✓	✓	Members must instruct Crown of their intention to redeem points for the rental of The Palms via a signed form. Points are deducted manually in Crown's Casino Management System when the payment is settled.