

**SAMPLE**

August 2018



Confidential

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Dear **Confident**

## Congratulations, you have been upgraded to Crown Rewards Platinum tier

With Crown Rewards, you can earn points at Crown Melbourne and Crown Perth. Redeem your points for Crown experiences like shopping, dining, casino games, hotel stays and much more.

As a Platinum tier member, you will enjoy:

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

Your new card is ready to pick up from The Mahogany Room. Please bring along this letter and show the host an appropriate form of photo identification to collect your new card.

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

Yours sincerely

Lana Jovic  
Loyalty Operations Manager

Subject to Crown Rewards Rules and Program Brochures. Tier status will be reviewed every six months. 1. Guest rules apply. 2. 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. Off-peak discount valet parking is only available at The Mahogany Room valet parking entrance and at all times except Friday and Saturday nights from 5pm - 11pm. 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. 3. Hotel discount is only available on best available rate at time of booking. Crown Rewards membership card must be provided at check-in. Subject to availability. Not available with any other offer. Not transferable. Room only. A 24 hour cancellation policy applies. Please note a service fee of 15% applies to accounts settled by credit card. Spa discount is available 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. 4. 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. 5. Tier status will be reviewed every six months. Only one Platinum Reward per person. Eligibility for the full Platinum Reward (choose your referred reward from a Voucher Issuance Kiosk (VIK)) is subject to a member being at the Platinum tier for the full membership cycle of 6 months. For hotel nights, some blackout periods or limited availability may apply to special event periods and public holidays. Advanced bookings required. No further discounts apply. Not to be used in conjunction with any other offer. A 24-hour cancellation policy applies. Valid at Crown Metropol Melbourne or Crown Promenade Melbourne. Crown Gifts terms and conditions apply to Crown gift cards. Please refer to crowngifts.com.au for further terms and conditions. When a member is upgraded during a membership cycle to the Platinum tier and the period remaining is less than 6 months but more than 3 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. The Platinum Reward is not transferable and cannot be sold or given as a gift. The Platinum Reward is subject to change at Crown's discretion. Patrons must be 18 years or over and not prohibited from entering the casino or the Crown Entertainment Complex for any reason. 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 any further communication from us, please write to Crown Melbourne Limited, 8 Whiteman Street, Southbank, Victoria 3006, email unsubscribe@crowntours.com.au or call 1300 8 CROWN.



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