



CROWN REWARDS - MELBOURNE

0019 – Complimentary Hotel Night(s) Redemption – Black Members

Policy Information

Version	1.1
Release Date	15 November 2016
Last Updated Date	13 August 2020
Next Review Date	13 August 2022
Tiers	Black Tier
Owner	Chan-Hai Tran

Policy Statement

All active Crown Rewards Black members are entitled to 3 complimentary hotel nights per membership period.

Conditions:

- Bookings are subject to availability.
- ‘Complimentary Night(s)’ means; **Room ONLY**.
- Maximum of 3 Coupons [**FREEHOTELBL**] per membership period.
- Applicable to Crown Towers, Crown Promenade and Crown Metropal Hotels.
- The member redeeming the offer must be the name on the booking. If the room is being gifted, the occupants name must be on the booking as a co-sharer.
- The Business Unit that owns the member at the point of the comp being issued will be charge the cost of the benefit.
- Members that have been upgraded to Black tier midway through the membership cycle will be entitled to complimentary hotel night(s) benefit on a pro-rata basis.
- Complimentary nights are not available for use on designated special event dates (unless authorised by General Managers).



Procedures

Issuing via Syco GUI

When a member contacts the VIP Services Team to redeem their complimentary hotel stay, the VIP Services coordinator must;

1. Ask the member for their Crown Rewards membership number and which hotel they wish to book.
2. Check the member has comp night(s) available to redeem in **Syco GUI [Coupon]** screen, the **[FREEHOTELBL]** coupon will be in **ISSD** status if valid, refer to figure 1;

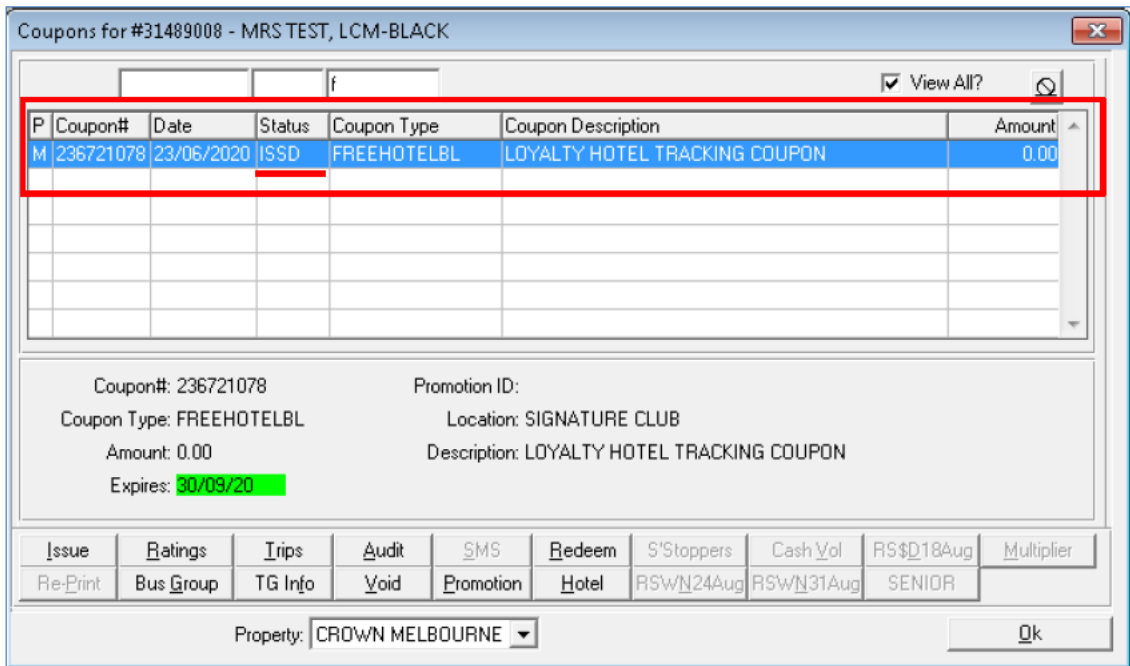


Figure 1 – Syco GUI [Coupon] screen

3. Check availability and process booking as required.
4. Note the hotel booking confirmation number
5. In Syco GUI [Coupon] screen, select the **[Hotel]** tab;

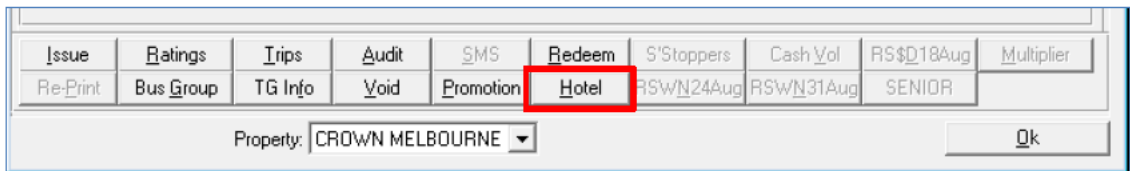


Figure 2 – [Hotel] tab



6. By selecting the **[Hotel]** tab, the **[Hotel Free Room Benefit]** screen will appear displaying the following information at the top of the screen;
- **Club** = membership tier
 - **Ownership** = the member's BU ownership
 - **Club Limit** = the number of free hotel night(s) the member is entitled to
 - **Used** = the number of free hotel night(s) the member has redeemed
 - **Available** = the number of free hotel night(s) the member has available to use
 - **Club Renew** = date of the membership cycle commenced
 - **Club Expiry** = date of the membership cycle ends

Figure 3 – **[Hotel Free Room Benefit]** screen

7. To issue the complimentary night(s) select the **[ISSUE]** function in the **[Hotel Free Room Benefit]** screen, refer to figure 3.
8. The **[Coupon Issuance]** screen will appear, to redeem the **[FREEHOTLBL]** coupon(s) and issue the respective Hotel coupon(s), please complete the following steps; (see figure 4 for example)
- Select the hotel which the booking has been made for. This will automatically change the coupon type to one (1) of the following; the value will also automatically change corresponding to the rates of the each hotel.

	Crown Towers	Crown Metropol	Crown Promenade
Crown Melbourne	LOYALHTLCTBL	LOYALHTLMTBL	LOYALHTLPRBL
Crown Perth	LOYPERHTCTBL	LOYPERHTMTBL	LOYPERHTPRBL

Table 1 – Black Tier Hotel Coupon codes

- In the **[Expiry Date:]** field, enter the in the date of the day after the check-out date of the booking, example, the check-out date is 15/08/20, the **[Expiry Date:]** = 16/08/20



- In the [Coupon Description] field, enter the **confirmation number, room type and date of stay**;

Figure 4 – [Coupon Issuance] screen to issue Hotel Coupon(s)

- Select [OK] to complete the process; the issued coupon is now displayed on the [Hotel Free Benefits] screen.
- The information at the top of the screen will be updated, refer to figure 5.

Coupon#	Date	Status	Hotel	Coupon Type	Coupon Description
236755176	18/08/2020	ISSD	TOWERSMELB	LOYALHTLCTBL	CONF #TEST123 DK 14/08/20

Figure 5 - [Hotel Free Room Benefit] screen

- Provide the Coupon number (shown in **figure 5**) to Hotel Front desk | Reception to process against the booking.



Redeeming via Syco GUI

1. To redeem the hotel coupon select the **Syco GUI [Coupon]** screen , the **[FREEHOTELBL]** will automatically be in **RDMD** status once **[LOYALHTLCTBL]** is issued (**ISSD**);

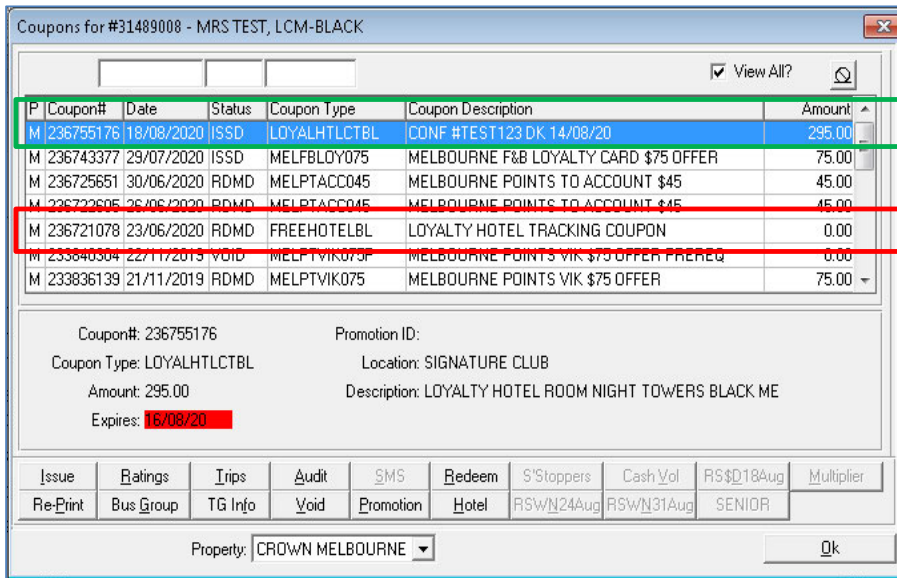


Figure 6 – [Coupon] screen

2. Select the **[LOYALHTLCTBL]** coupon and click **[Redeem]** this will update the coupon status to **RDMD**

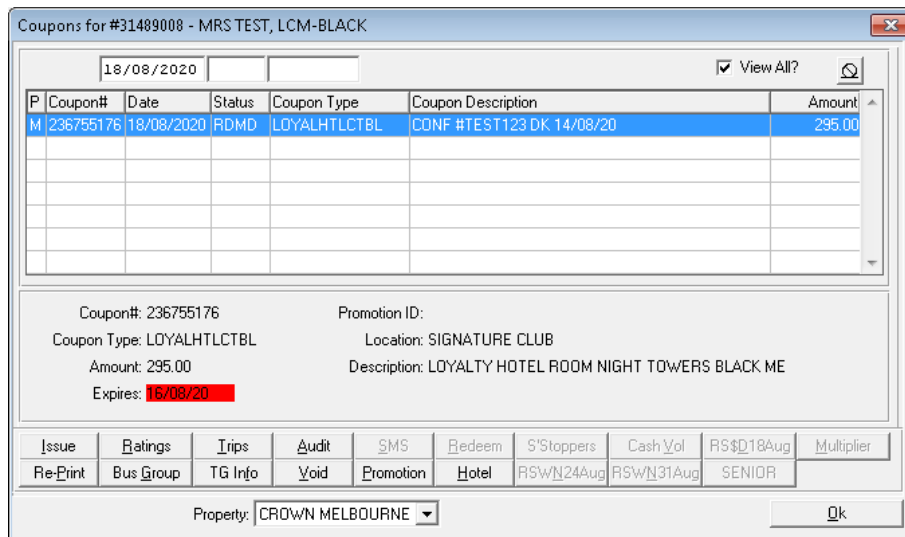


Figure 7 – [LOYALHTLCTBL] coupon status = RDMD



Leave Comment [Komment] in patron account via Syco GUI

- 1. Once the booking is completed, ensure to leave a booking comment on the patron’s account, select the **[Komment]** tab;

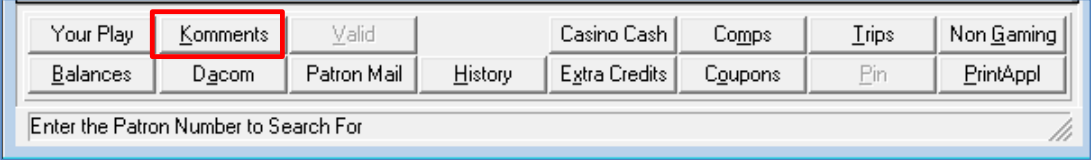


Figure 8 – [Hotel] tab

- 2. Select **[Add]** to add comment, refer to figure 9;

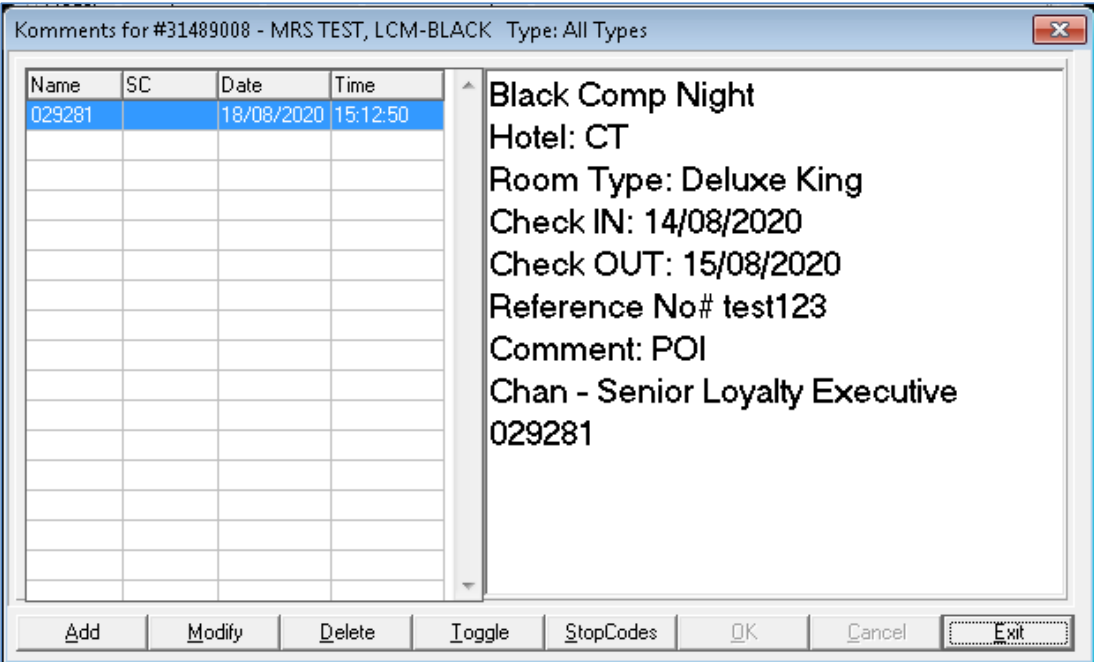


Figure 9 – [Komment] screen



Definitions, Acronyms and Abbreviations

Terms	Definitions Meanings
CR	Crown Rewards
Syco GUI	System Control Graphical User Interface
ISSD	Issued status
RDMD	Redeemed status
Komments	Comments

Amendment History

Date Last Saved: Wednesday, April 28, 2021

Revision History

Revision Date	Version	Initials	Change Details
18/08/2020	1.1	CT	Update process

Certification

Responsibility	Name	Business Unit	Date
Prepared by	Lana Jovic	Marketing	15/11/2016
Updated by	Chan-Hai Tran	Gaming Machines	18/08/2020
Checked by			