

Crown Rewards

Card Not Present Policy

Crown requires all Members to present and register their Card at the time of an eligible transaction if they wish to earn Points. Please refer to Crown Rewards Rule 6.3.

In the event of a Member not registering their Card for an eligible transaction, Points and Benefits will not be awarded, subject to there being a technical malfunction or operator fault as specified in this policy.

Upon request by a Member, Crown or Participating Facilities will issue a manual point adjustment form to individuals on the day of the eligible transaction to address any technical malfunction or operator fault issues.

The manual point adjustment form must be completed on the day of the transaction. The manual point adjustment form, applicable valid receipt and Appropriate Identification must be presented at a Crown Rewards desk within 14 days of the date of the transaction in order for Points to be awarded to the Member.

Terms within this Card Not Present Policy are to be interpreted in accordance with the Crown Rewards Rules.