

0018 – Complimentary Hotel Night(s) Redemption – Platinum Members

Policy Information

Version	1.1
Release Date	06 February 2018
Last Updated Date	18 August 2020
Next Review Date	18 August 2022
Tiers	Platinum Tier
Owner	Chan-Hai Tran

Policy Statement

All active Crown Rewards Platinum 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 [FREEHOTELPL] per membership period.
- Applicable to Crown Melbourne Metropol and Promenade Hotels **ONLY**.
- 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 Platinum 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 **[FREEHOTELPL]** coupon will be in **ISSD** status if valid, refer to figure 1;

Cou	oupons for #31489002 - MISS TEST, LCM-PLATINUM									
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Ρ	Coupon#	Date	Status	Coupon Type	e (C	oupon Descrip	tion			Amount 🔺
М	23334674	8 31/10/2019	ISSD	FREEHOTEI	LPL LI	OYALTY HOT	EL TRACKING	COUPON PLA	TINUM 👘	0.00
М	23334674	7 31/10/2019	ISSD	FREEHOTE	LPL LI	OYALTY HOT	EL TRACKING	COUPON PLA	TINUM	0.00
М	23334674	6 31/10/2019	ISSD	FREEHOTE	LPL LI	OYALTY HOT	EL TRACKING	COUPON PLA	TINUM	0.00
Coupon#: 233346748 Promotion ID: Coupon Type: FREEHOTELPL Location: SIGNATURE CLUB Amount: 0.00 Description: LOYALTY HOTEL TRACKING COUPON PLATINUM Expires: 31/03/21										
Ī	ssue	<u>R</u> atings	<u>T</u> rips	<u>A</u> udit	<u>s</u> Ms	<u>R</u> edeem	S'Stoppers	Cash <u>V</u> ol	RS\$ <u>D</u> 18Au	g <u>M</u> ultiplier
R	e- <u>P</u> rint	Bus <u>G</u> roup	TG In <u>f</u> o	⊻oid	Promotior	n <u>H</u> otel	RSW <u>N</u> 24Aug	RSW <u>N</u> 31Aug	SENIOR	
	Property: CROWN MELBOURNE 💌 🔍									

Figure 1 – Syco GUI [Coupon] screen

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

İssue	<u>R</u> atings	<u>T</u> rips	<u>A</u> udit	<u>s</u> ms	<u>R</u> edeem	S'Stoppers	Cash <u>V</u> ol	RS\$ <u>D</u> 18Aug	Multiplier
Re- <u>P</u> rint	Bus <u>G</u> roup	TG In <u>f</u> o	⊻oid	<u>P</u> romotion	<u>H</u> otel	RSW <u>N</u> 24Aug	RSW <u>N</u> 31Aug	SENIOR	
		Property: Cf	ROWN MELI	BOURNE]				<u>0</u> k

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

Hotel Free F	Room Benefit	:				×
Club Club Renew	: Platinum : 01/04/20	I	Ownership: FB Club Expiry: 30/09/20	Club Limit: 3 l	Jsed: 0 Available: <mark>3 </mark>	T View All
Coupon#	Date	Status	Hotel	Coupon Type	Coupon Description	~
						Ŧ
Issue	Vo	id				ОК

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 [FREEHOTLPL] 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	NA	LOYALHTLMTPL	LOYALHTLPRPL				
Table 1 – Platinum Tier Hotel Counon codes							

Table 1 – Platinum 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 19/08/20, the [Expiry Date:] = 20/08/20



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

Coupons Issuance for #31489002 - MISS TEST, LCM-PLATINUM								
	— Balances Club Limit: 3	Used: 0	Available: 3					
	 METROPOL PROMENADE 	Coupon Type	LOYALHTLMTPL					
		<u>L</u> ocation Expiry Date	: SIGNATURE CLUB : 20/08/20	<u>V</u> alue: 215.29				
		Coupon Description	CONF TPLAT123 SK	< 18/08/20				
_				<u>Ok</u> <u>C</u> an	cel			

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.

Hotel Free R	.oom Benefit						— ×
Club: Platinum Club Renew: 01/04/20			Ownership: FB Club Expiry: 30/09/20	Club Limit: 3	Used: 1	Available: <mark>2</mark>	🔲 View All
Coupon#	Date	Status	Hotel	Coupon Type	Coupon De	scription	~
236755189	18/08/2020	ISSD	METROPOL	LOYALHTLMTPL	CONF TPL	AT123 SK 18/08/20	
		d					

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 **[FREEHOTELPL]** will automatically be in **RDMD** status once **[LOYALHTLMTPL]** is issued **(ISSD)**;

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P Coupor	n# Date	Status	Coupon Type	e Co	upon Descrip	otion			Amount 🔺
M 233346	748 31/10/2019	9 ISSD	FREEHOTEL	.PL L0'	YALTY HOT	EL TRACKING	COUPON PL4	TINUM	0.00
M 23334F	747 31/10/2019	ISSD	EBEEHOTEI	PI I O'	ΥΔΙ ΤΥ ΗΩΤ	EL TRACKING	COLIPON PL4	TINUM	0.00
м 233346	746 31/10/2019	BDMD	FREEHOTEL	.PL LO	YALTY HOT	EL TRACKING	COUPON PL4	TINUM	0.00
_									
									*
Coupo	n Tune: FBFFHC	HU ITFI PI	Pro	omotion ID: Location: 9	SIGNATURE	CLUB			
Coupo 4 I Issue	n Type: FREEHC Amount: 0.00 Expires: <mark>31/03/2</mark>	ITELPL	Pro C <u>A</u> udit	omotion ID: Location: S Description: L	SIGNATURE LOYALTY HI	CLUB OTEL TRACKII	NG COUPON F	LATINUM	g <u>M</u> ultiplier
Coupo 4 I Issue Re- <u>P</u> rint	n Type: FREEHC Amount: 0.00 Expires: 31/03/2 <u>Ratings</u> Bus <u>G</u> roup	ITELPL	Pro C <u>A</u> udit <u>V</u> oid	Distribution ID: Location: S Description: I SMS <u>S</u> MS	SIGNATURE LOYALTY HI <u>R</u> edeem <u>H</u> otel	CLUB OTEL TRACKII S'Stoppers RSW <u>N</u> 24Aug	NG COUPON F Cash ⊻ol RSW <u>N</u> 31Aug	LATINUM RS\$ <u>D</u> 18Au SENIOR	g <u>M</u> ultiplier
Coupo / I Issue Re- <u>P</u> rint	Amount: 0.00 Expires: 31/03/2 <u>R</u> atings Bus <u>G</u> roup	ITELPL	Pro	Description ID: Location: S Description: L SMS Promotion ROURNE	SIGNATURE LOYALTY HI <u>R</u> edeem <u>H</u> otel	CLUB DTEL TRACKII S'Stoppers RSW <u>N</u> 24Aug	NG COUPON F Cash ⊻ol RSW <u>N</u> 31Aug	PLATINUM RS\$ <u>D</u> 18Au SENIOR	g <u>M</u> ultiplier
Coupo / I Issue Re: <u>P</u> rint	n Type: FREEHC Amount: 0.00 Expires: <mark>31/03/2</mark> <u>R</u> atings Bus <u>G</u> roup P	TELPL	Pro C Void	omotion ID: Location: 9 Description: 1 <u>S</u> MS <u>P</u> romotion	SIGNATURE LOYALTY HI <u>R</u> edeem <u>H</u> otel	: CLUB DTEL TRACKII S'Stoppers RSW <u>N</u> 24Aug	NG COUPON R Cash Vol RSWN31Aug	PLATINUM RS\$ <u>D</u> 18Au SENIOR	g <u>M</u> ultiplier
Coupo / Issue Re- <u>Print</u> upons fo	n Type: FREEHC Amount: 0.00 Expires: 31/03/2 Bus <u>G</u> roup P r #31489002 - N	ITELPL	Pro C <u>A</u> udit <u>V</u> oid CROWN MELB	Source of the section	SIGNATURE LOYALTY HI <u>R</u> edeem <u>H</u> otel	: CLUB DTEL TRACKII S'Stoppers RSW <u>N</u> 24Aug	NG COUPON F Cash ⊻ol RSW <u>N</u> 31Aug	PLATINUM RS\$ <u>D</u> 18Au SENIOR	g <u>M</u> ultiplier Ok
Coupo J Issue Re- <u>Print</u> upons fo	n Type: FREEHC Amount: 0.00 Expires: 31/03/2 Bus <u>G</u> roup P r #31489002 - N	ITELPL ITELPL ITIPS TG Info roperty:	Pro C Quid Quid CROWN MELB	INUM	SIGNATURE LOYALTY HI <u>B</u> edeem <u>H</u> otel	: CLUB DTEL TRACKII S'Stoppers RSW <u>N</u> 24Aug	NG COUPON F Cash <u>V</u> ol RSW <u>N</u> 31Aug	LATINUM RS\$D18Au SENIOR 	
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2. Select the **[LOYALHTLMTPL]** coupon and click **[Redeem]** this will update the coupon status to **RDMD**

oupons for #31489002 - MISS TEST, LCM-PLATINUM											
	Γ			I					View All?	Ø	
P	Coupon#	Date	Status	Coupon Typ	be (Ci	oupon Descrip	tion			Amount	*
М	23675518	9 18/08/2020	RDMD	LOYALHTL	MTPL CI	ONF TPLAT1:	23 SK 18708720)		215.29	
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	Cours	on#: 2267551	00		tomotion ID:						
	Соци			F	Promotion ID:						
	Loupon I	ype: LUTALH	ILMIFL		Location: SIGNATURE CLUB						
	Amo	ount: 215.29			Description:	LUYALIY HU	JIEL RUUM NI	GHT METRUR	PUL PLATIN		
	Exp	oires: <mark>20/08/2</mark> 0	J								
Į:	ssue	<u>R</u> atings	<u>T</u> rips	Audit	<u>s</u> ms	Redeem	S'Stoppers	Cash <u>V</u> ol	RS\$ <u>D</u> 18Aug	Multiplie	er
Re	e- <u>P</u> rint I	Bus <u>G</u> roup	TG In <u>f</u> o	⊻oid	Promotion	<u>H</u> otel	RSW <u>N</u> 24Aug	RSW <u>N</u> 31Aug	SENIOR		

Figure 7 – [LOYALHTLMTPL] 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;

Your Play	<u>K</u> omments	⊻alid		Casino Cash	Co <u>m</u> ps	<u>T</u> rips	Non <u>G</u> aming
<u>B</u> alances	D <u>a</u> com	Patron Mail	<u>H</u> istory	E <u>x</u> tra Credits	C <u>o</u> upons	<u> </u>	<u>P</u> rintAppl
Enter the Patron Number to Search For							



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

Komment:	; for #3148	9002 - MISS 1	TEST, LCM-P	LATI	INUM Type: All Types	×
Name 029281		Date 18/08/2020	Time 16:28:38	*	Platinum Comp Night Hotel: CT Room Type: Deluxe King Check IN: 18/08/2020 Check OUT: 19/08/2020 Reference No# Plat123 Comment: POI Chan - Senior Loyalty Executive 029281	
800	<u></u>		Zeiele	TOR		ii

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	СТ	Update process

Certification

Responsibility	Name	Business Unit	Date
Prepared by	Chan-Hai Tran	Gaming Machines	06/02/2018
Updated by	Chan-Hai Tran	Gaming Machines	18/08/2020
Checked by			