# CROWN REWARDS - MELBOURNE

## 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;



**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;



**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 **[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** | N\|A | LOYALHTLMTPL | LOYALHTLPRPL |

**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**;



**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.



**Figure 5 - [Hotel Free Room Benefit] screen**

- Provide the Coupon number (shown in f**igure 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**);
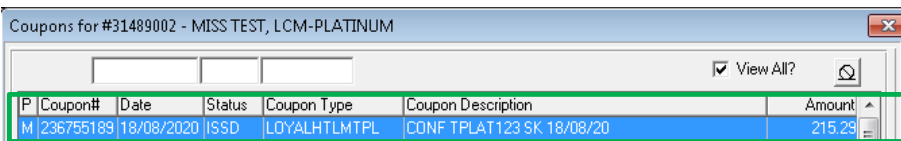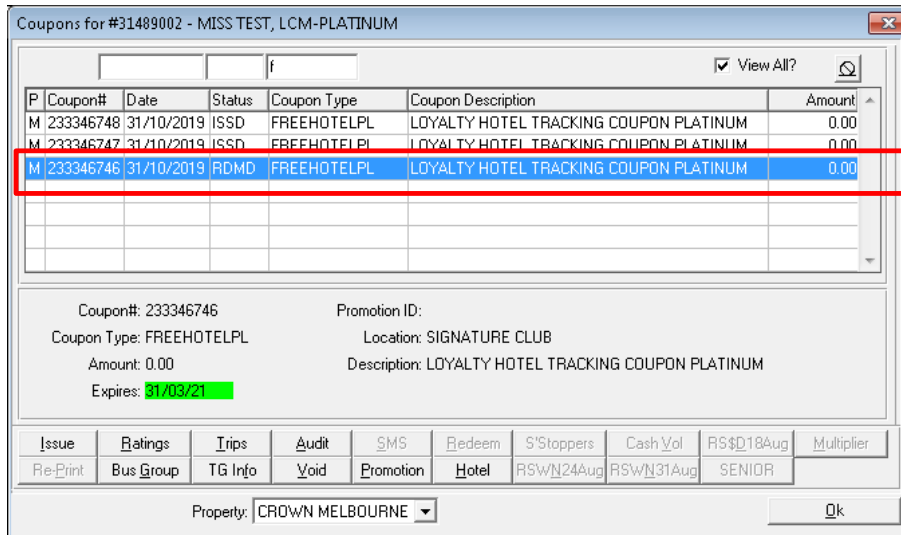


**Figure 6 – [Coupon] screen**

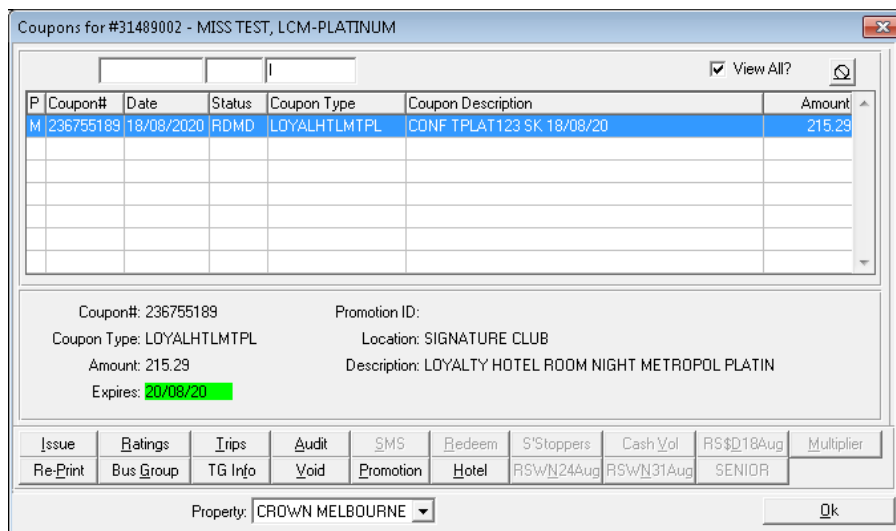2. Select the **[LOYALHTLMTPL]** coupon and click **[Redeem]** this  will update the coupon status to **RDMD**



**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;
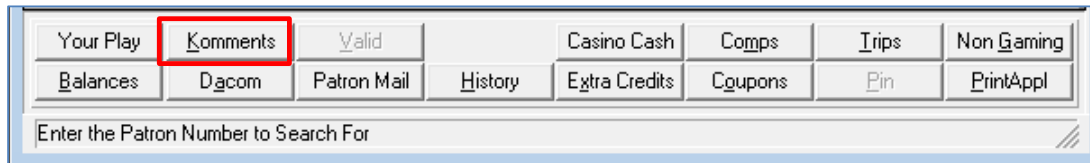


**Figure 8 – [Hotel] tab**
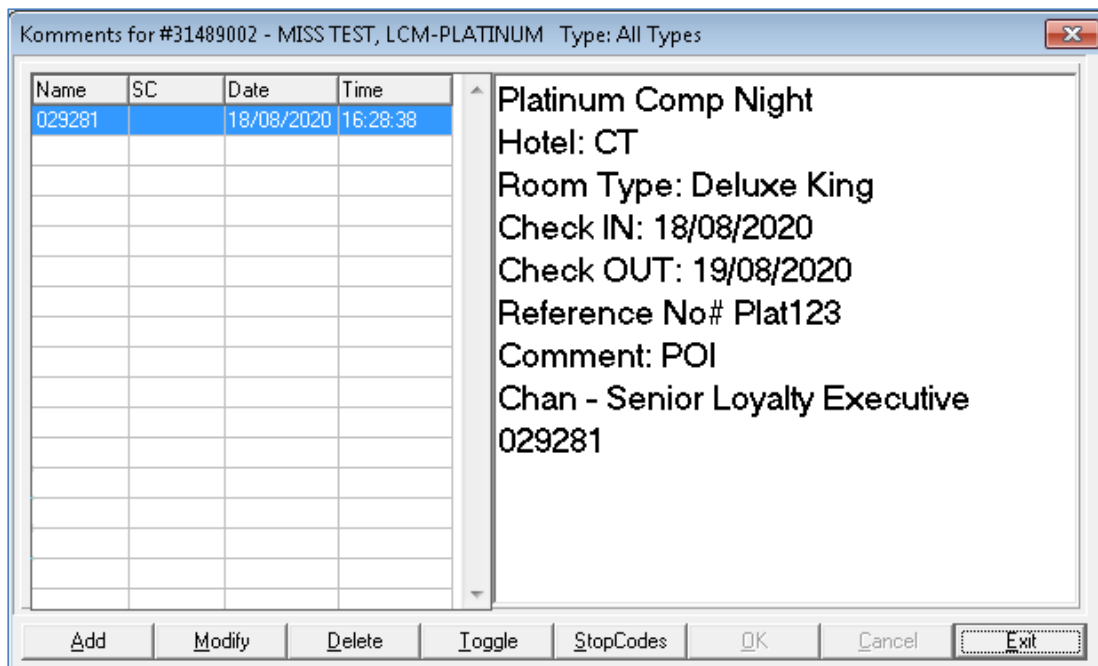
2. Select **[Add]** to add comment, refer to figure 9;



**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 |
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## 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 | | | |