

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 Metropol 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;

Coupons fo	oupons for #31489008 - MRS TEST, LCM-BLACK									
			f					🔽 View A	ui? Q	
P Coupon M 236721	# Date 078 23/06/202	Status 0 ISSD	Coupon Type FREEHOTE	e Cou .BL LO'	ipon Descrip (ALTY HOT	tion EL TRACKING	COUPON		Amount 0.00	~
Co Coupor A E	Coupon#: 236721078 Promotion ID: Coupon Type: FREEHOTELBL Location: SIGNATURE CLUB Amount: 0.00 Description: LOYALTY HOTEL TRACKING COUPON Expires: 30/09/20									
<u>I</u> ssue Re- <u>P</u> rint	<u>R</u> atings Bus <u>G</u> roup	<u>T</u> rips TG In <u>f</u> o	<u>A</u> udit ⊻oid	<u>S</u> MS <u>P</u> romotion	<u>R</u> edeem <u>H</u> otel	S'Stoppers RSW <u>N</u> 24Aug	Cash <u>V</u> ol RSW <u>N</u> 31Aug	RS\$ <u>D</u> 18Au SENIOR	g <u>M</u> ultiplie	
	F	Property:	ROWN MELE	BOURNE]				<u>0</u> k	

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;

Issue	<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	<u>M</u> ultiplier
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: CROWN MELBOURNE]				<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	t					X
Club: Club Renew:	: Black : 01/04/20	(Ownership: GT Club Expiry: 30/09/20	Club Limit: 3 L	Jsed: 0	Available: <mark>1</mark>	
Coupon#	Date	Status	Hotel	Coupon Type	Coupon De	scription	*
							+
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 **[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;

~				
Ce	oupons Issuance for #314890	J8 - MRS TEST, LCM-E	BLACK	×
	Balances Club Limit: 3	Used: 0	Available: 1	
-	TOWERSMELB METROPOLMELB PROMENADEMELB TOWERSPERTH	Coupor Lo Expiry	n Type: LOYALHTLCTBL cation: SIGNATURE CLUB y Date: 16/08/20	<u>V</u> alue: 295.00
1	C METROPOLPERTH C PROMENADEPERTH	Coupon Desc	ription: CONF #TEST123 DK 14/	08/20

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	loom Benefit	:					- ×-
Club: Club Renew:	Black 01/04/20		Ownership: GT Club Expiry: 30/09/20	Club Limit: 3	Used: 1	Available: <mark>0</mark>	🔽 View All
Coupon#	Date	Status	Hotel	Coupon Type	Coupon De	escription	*
236755176	18/08/2020	ISSD	TOWERSMELB	LOYALHTLCTBL	CONF #TE	ST123 DK 14/08/20	
					_		
							~
Issue	Voi	id					ОК

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)**;

						N 🗹	/iew All?	
Coupo	n# Date	Status	Coupon Type	Co	upon Description		Amount	*
и 23675	5176 18/08/2020		LOYALHTLCT	rbl Co	INF #TEST123 DK 14/08/20		295.00	
M 23674	3377 29/07/2020	ISSD	MELFBLOY07	75 ME	ELBOURNE F&B LOYALTY CARD) \$75 OFFER	75.00	
M 23672	5651 30/06/2020	RDMD	MELPTACC04	45 ME	ELBOURNE POINTS TO ACCOU	NT \$45	45.00	
M 23672	2605 26/06/2020	RDMD	MELPTACCO	15 ME	LEOURNE POINTS TO ACCOU	VT \$45	45.00	
M 23672	1078 23/06/2020	RDMD	FREEHOTELE	BL LO	YALTY HOTEL TRACKING COU	PON	0.00	
M 23364	0304 22/11/2013	VOID	MELFIVINU	ог ме	LEOUNNE FUINTS VIN \$75 UP	EN FREREQ	0.00	
M 23383	5139 21/11/2019	RDMD	MELPTVIK075	5 ME	LBOURNE POINTS VIK \$75 OF	FER	75.00	-
1.1.2		222		35 3233				
C Coupe	oupon#: 2367551 on Type: LOYALH Amount: 295.00 Expires: <mark>16/08/21</mark>	76 TLCTBL	Pror	motion ID: Location: 1 escription: 1	SIGNATURE CLUB LOYALTY HOTEL ROOM NIGHT	TOWERS BLAI	CK ME	
C Coupo , Issue	oupon#: 2367551 nn Type: LOYALH Amount: 295.00 Expires: 16/03/21 <u>R</u> atings	76 TLCTBL D	Pror De 	motion ID: Location: escription: <u>S</u> MS	SIGNATURE CLUB LOYALTY HOTEL ROOM NIGHT	TOWERS BLAI	CK ME	

Figure 6 – [Coupon] screen

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

Coupons	Coupons for #31489008 - MRS TEST, LCM-BLACK								
	18/08/202	0			View All?				Q
P Coup	on# Date	Status	Coupon Typ	ie Co	upon Descrip	tion			Amount 🔺
M 2367	5176 18/08/20	20 RDMD	LOYALHTL	CTBL CO	NF #TEST1:	23 DK 14/08/2)		295.00
									~
(oupon#: 236755	5176	P	romotion ID:					
Coup	on Type: LOYAL	HTLCTBL		Location: SIGNATURE CLUB					
	Amount: 295.00	I		Description: I	LOYALTY HO	TEL ROOM N	GHT TOWER	S BLACK ME	
	Expires: 16/08/	20							
Issue	<u>R</u> atings	<u>T</u> rips	Audit	<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	Promotion	<u>H</u> otel	RSW <u>N</u> 24Aug	RSW <u>N</u> 31Aug	SENIOR	
Property: CROWN MELBOURNE							<u>0</u> k		

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;

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>P</u> in	PrintAppl
Enter the Patron Number to Search For							



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

Komment	s for #3148	9008 - MRS1	TEST, LCM-B	LACK	< Type: All Types	×
Name 029281		Date 18/08/2020	Time 15:12:50	*	Black Comp Night Hotel: CT Room Type: Deluxe King Check IN: 14/08/2020 Check OUT: 15/08/2020 Reference No# test123 Comment: POI Chan - Senior Loyalty Executive 029281	
Add	<u>M</u>	odify .	<u>D</u> elete	Tog	igle <u>S</u> topCodes <u>O</u> K <u>C</u> ancel <u>Exil</u>	

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	Lana Jovic	Marketing	15/11/2016
Updated by	Chan-Hai Tran	Gaming Machines	18/08/2020
Checked by			