



Red Carpet

GUEST GROUP SERVICES

[TERMS & CONDITIONS](#)

CROWN RED CARPET PROGRAM TERMS & CONDITIONS

1. The Red Carpet Program (the Program) is available to groups of 10 guests or more arriving at the Crown Entertainment Complex together from a club, association or business and subject to these Terms and Conditions. **BOOKINGS** 2. Groups must book into the Program in advance of their arrival and if purchasing a Food and Beverage Package (a Package) must pay the package fee for all members of the group immediately upon arrival at Crown. 3. To participate in the Program, groups can either arrive by bus or by own transport. 4. To be considered a 'bus arrival', and qualify for the bus arrival rebate there must be at least 20 guests in the group and every guest must arrive and depart by the group organised bus. 5. To qualify for the rebate when arriving by own transport there must be at least 30 guests in the group. 6. Groups must arrive within 30 minutes of booked arrival time. Failure to arrive within this time will be considered as a cancellation by the group. 7. The number of members of a booked group cannot be changed once the booking has been confirmed by Crown. 8. All bookings must be made by calling the Red Carpet Program office on Freecall 1800 55 8888 no less than 24 hours prior to the intended time of arrival. 9. Crown reserves the right to refuse group bookings at its sole discretion. 10. To ensure the safety of all our guests, if a group arrives by bus, Crown will only issue benefits to guests who are seated on arrival. 11. It is the responsibility of group leaders, tour organisers and the like to advise every person of all Program details booked prior to arrival at Crown. This includes costs, qualification requirements and other important information. 12. The organiser has the responsibility to collect the group's cash for payment prior to arrival at Crown. Packages can only be paid by CASH and no other form of payment accepted. **GENERAL** 13. A four-hour minimum stay applies to participate in the Red Carpet Program. 14. The Program is available for lunch and dinner Monday to Sunday, excluding public holidays, at varying costs. Weekend costs apply to the evening prior to a public holiday. 15. Every guest must be 18 years of age and over to participate in the Program. (Valid Photo ID required includes Current Australian Drivers Licence, Current Passport, Proof of Age Card or Key Pass Card). Patrons with insufficient identification will not receive any benefits from Crown or the Program. Should a minor arrive as part of a group – the whole group will be disqualified from the Red Carpet Program for that day. 16. Crown reserves the right to refuse entry to Program guests who are intoxicated. 17. Dress rules apply - smart casual. 18. Employees of Crown are not permitted to participate in the Program or purchase any Package. 19. Patrons excluded from the casino pursuant to the provisions of the Casino Control Act 1991(Vic) or who are otherwise excluded are not permitted to participate in the Program. 20. These conditions are additional to any other specific package conditions listed below and are subject to change without notice. 21. 'Crown' means Crown Melbourne Limited ABN 46 006 973 262. **LIABILITY** 22. Nothing in these Terms and Conditions is intended to affect any rights under the Competition and Consumer Act 2010 (Cth) which cannot be excluded. 23. Subject to clause 20 and to the extent permitted by law, Crown (including its employees, agents and contractors) is not and will not be liable for any damages or any other loss whatsoever incurred by any group or individual member of a group (including consequential loss), either directly or indirectly in connection with the Program. This clause does not apply to the extent that Crown's liability (if any) arises from an act or omission of Crown in respect of its supply of services and/or goods to group or individual member of a group in the ordinary course of Crown's business. **REBATES** 24. Only one booking per group per day is entitled to the rebate. 25. Rebates will only be paid for groups as follows – a. Groups arriving and departing by bus: \$50 rebate for 20 - 29 guests, \$100 rebate for 30 - 39 guests, \$150 rebate for 40 or more guests. (NOTE: Rebates are payable per group not on the number of buses.) b. Groups arriving and departing via their own transport: \$50 rebate for 30 - 39 guests, \$100 rebate for 40 or more guests. All rebates are GST inclusive. 26. Crown undertakes to pay rebates only if all other Program and /or Package conditions are met without exception. Program rebates must be claimed within 12 months from the day of visit. All monies will be forfeited after this time. 27. In order to claim the rebate for your group, please bring a letter on your group's letterhead or complete a Program Rebate Claim Form/Tax Invoice. You should include the following details to assist in processing: a. ABN (compulsory) b. Date of Visit; c. Group name and return address (for issue of cheque) d. Amount your group is claiming; and e. number of guests (allow 6 - 8 weeks after all necessary paper work has been received by Crown for arrival of rebate); 28. If your group has an ABN but is not registered for GST, please state your ABN on the rebate letter and mention that your group is not registered for GST. 29. If your group has an ABN and is registered for GST, you will need to provide a Tax Invoice or completed Rebate Claim Form. No further paperwork is required. 30. If a bus company is claiming the rebate on behalf of your group, there is no need to provide any rebate paperwork. 31. Crown reserves the right to withhold rebates or part thereof if it is found that the organisers, group leaders or the like have not divulged these Terms and Conditions to his/her group members relating to the Program and / or Package booked. **PACKAGES** 32. These Packages cannot be used in conjunction with any other offer. 33. A minimum number of 10 or more guests are required to book a Package. 34. All Packages are strictly limited to restaurant and service capabilities. The Red Carpet Program will not make reservations on a group's behalf. 35. Group details and confirmation will be forwarded in writing 2 weeks prior to your group's visit. If you have not received confirmation 2 weeks prior you must contact the Red Carpet Program Hotline on 1800 55 8888 **CROWN'S DINING OFFERS** **Crown's \$14.50 Dining Offer** 36. Crown's \$14.50 Dining Offer is available for lunch Monday to Friday at a cost of \$5 per person. Crown's \$17.50 Dining Offer 37. **Crown's \$17.50 Dining Offer** is available for lunch Saturday, Sunday & Dinner Monday to Sunday at a cost of \$10 per person. **Dining: General** 38. Crown will give each registered guest either a \$14.50 or \$17.50 Food and Beverage Voucher upon arrival (depending on day/time). Vouchers will not be distributed for member of a group not actually present. 39. Guests on the day of visit must simply produce the \$14.50 or the \$17.50 Food and Beverage Voucher at Kitchen Workshop, Margo's, East2West, Tia To, Shō Noodle Bar, Emporio della Pasta, Mesh, Crown Caffé Corso, The Pub at Crown, JJ's Bar and Grill*, Koko, Silks, Breezes, Number 8, Nobu and Conservatory. Any amount in excess of the nominated value is to be paid by the user. JJ's Bar and Grill is open for dinner only. 40. One voucher to be used per person per day. 41. Any unused value will not be given as change. **Crown's Kitchen Workshop** 42. Dining at Crown's Kitchen Workshop for dinner Friday to Sunday and Lunch Saturday and Sunday will incur an additional charge payable directly to Crown's Kitchen Workshop.



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