

SKY DECK, LEVEL 66  
PUBLIC OPERATIONAL PROPOSAL

Revision 03.  
28<sup>th</sup> October 2020





## Crown Sydney Sky Deck Overview

### Overview

Crown Resorts will operate its first Sydney luxury hotel at Barangaroo South on Sydney Harbour. Barangaroo South represents a spectacular opportunity to showcase an iconic hotel. Crown Sydney will be world-class and will feature hotel rooms and suites, luxury apartments, signature restaurants, bars, luxury retail outlets, pool and spa facilities, conference rooms and VIP gaming facilities.

Its unique location at Barangaroo, presents an opportunity to deliver a landmark building of global significance on one of the world's most beautiful harbors. On the 66th floor of the Crown Sydney Complex a public viewing area, Sky Deck will be accessible to the general public, a stunning destination to showcase Sydney.

### Level 66 Details:

Price	Free	Booking required:	Yes
Capacity:	15 people per tour	Booking Process:	Online
Guided tour:	Yes	Onsite F&B outlet:	Yes, venues in Crown
Aged restrictions:	No	Beverages provided:	Yes, complimentary water & tea
Functions	Yes	Average time spent:	30-45 mins
Floor no:	66 (operational level 83)	Website:	<a href="http://www.crownsydney.com.au">www.crownsydney.com.au</a>

### Operational hours:

- General Hours: Open daily with seven tours running per day; *sunrise, 7:30am, 8:30am, 1pm, 4pm, 5pm & sunset.* (Closed Public Holidays)
- Private Bookings: Sky Deck can be requested for Government, Charity & Business Private Events outside of public tour hours showcasing the panoramic views across Sydney, a truly memorable place to celebrate the city to delegates and business leaders alike.

### Public Transport:

Visitors arriving by public transport can access Crown Sydney by train via Wynyard Station, by Ferry via Barangaroo Ferry Terminal and via Bus via the Hickson Road (Opposite Barangaroo South) Bus stop.

### Parking & Accessibility;

Public parking is available at Crown at the going rate. Visitors using wheelchairs can access the public viewing area. Disabled toilets are available on level 66 within close proximity of the viewing platform.



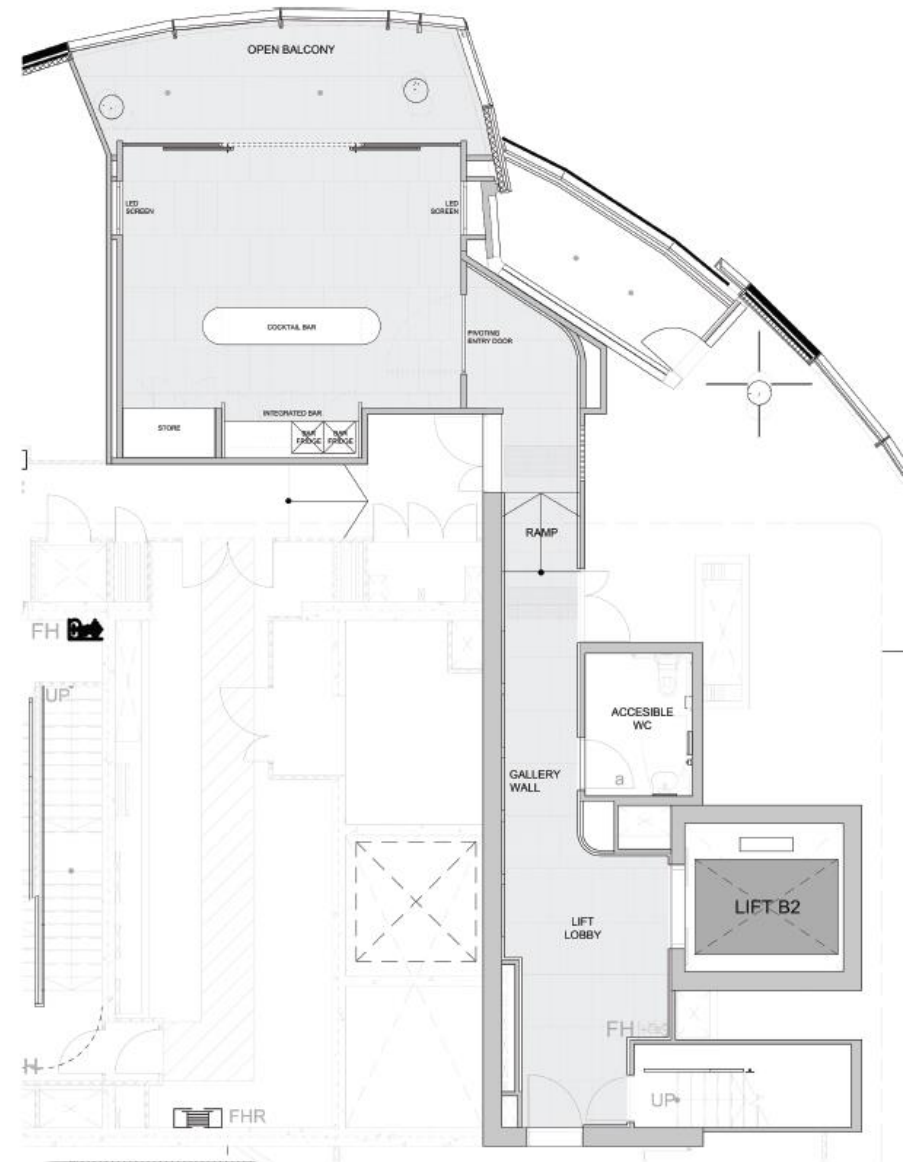
# Sky Deck Operational Plan



## Operational Customer Journey:

1. Guests to make a reservation via the online booking widget on the Crown Sydney website.
2. Guests to meet at the lobby where they will be greeted by concierge for the guided tour.
3. Concierge will direct guests to the lockers on the ground floor where all personal belongings will be stored.
4. Security to action the security procedure, all guests to be detected via wand.
5. Concierge/tour guide will direct guests to Lift B2 to access level 66.
6. Guests will walk down the corridor to enter the main area that will be sectioned off by a curtain.
7. An approximate 2-3 minute video will play on the screen, focusing on:
  - History of the land and site
  - Design and structure of the building
  - Construction of the building
8. At the end of the video the curtain will automatically open and guests can access the open balcony to observe the views. There will be a drinks station with complimentary water and tea.
9. At the end of the tour concierge will direct the guests to the lifts and to the ground floor to collect their belongings from the locker.

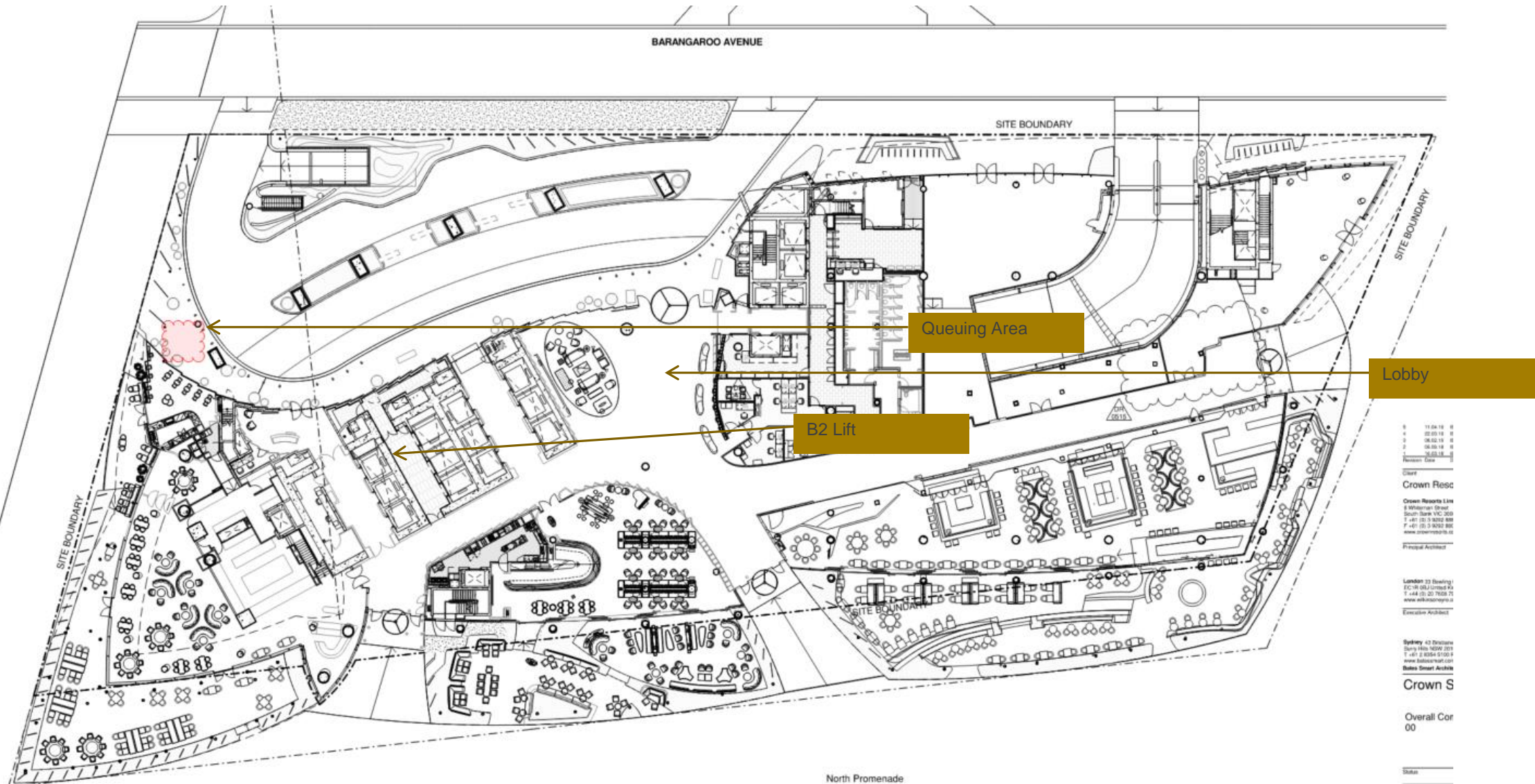
***\*The health and wellbeing of our guests, employees and the wider community is Crown Sydney's first priority. All activities and events at Crown are operated in accordance with New South Wales Government COVID-19 requirements. These may include physical distancing, entry screening and other measures which are subject to change based on government advice.***



# Perspective – Ground Floor Plan



Guests to arrive in the lobby and queue in the dedicated queuing area.



11.04.18  
22.05.18  
06.02.19  
06.06.19  
26.03.19  
Revised Date

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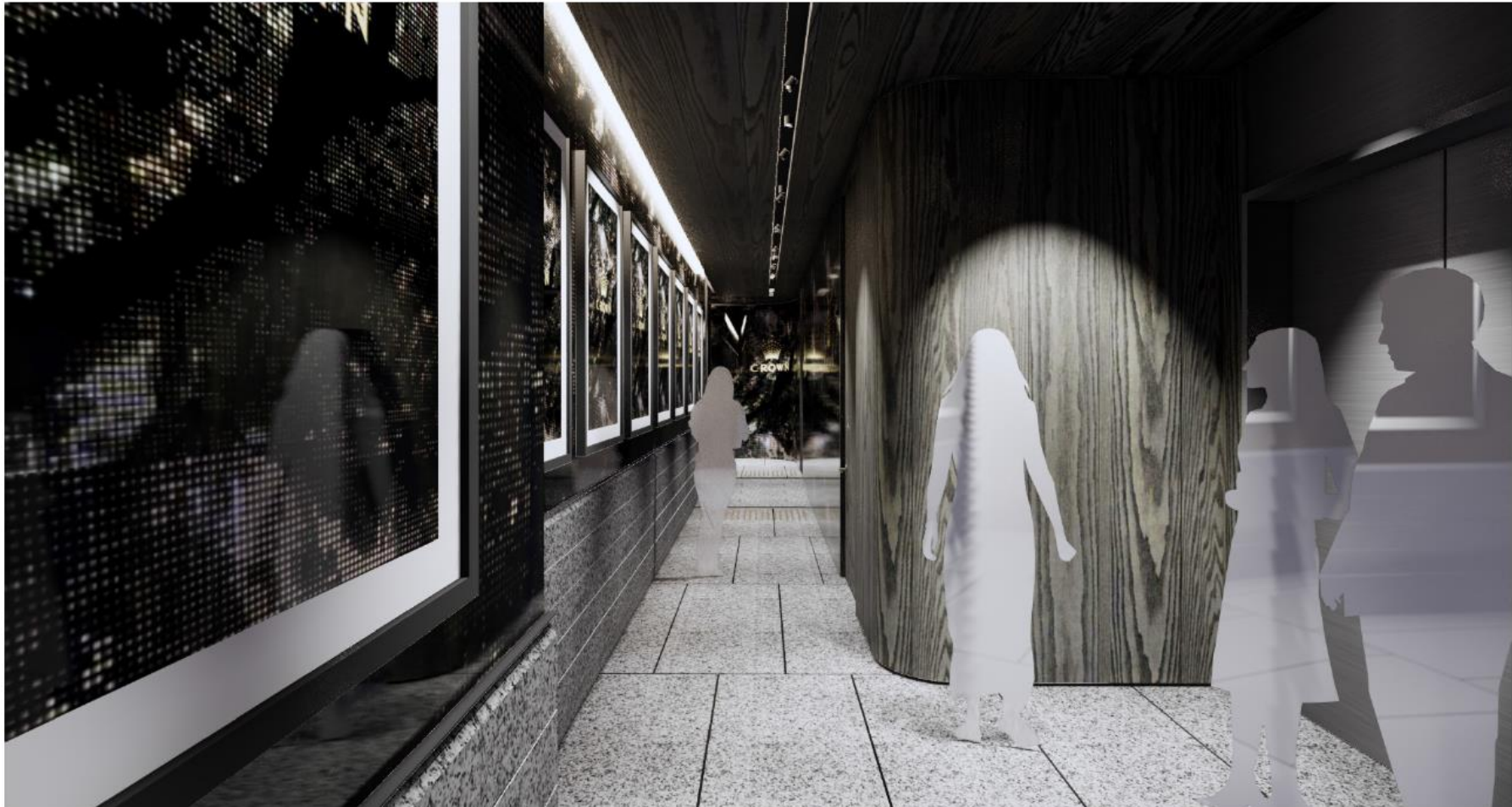
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Status  
Scale  
Drawn  
Project No.  
Plot Date

## Perspective – Sky Deck Lift Lobby



Guests will arrive and walk down the corridor to the main area.





## Perspective – Sky Deck Viewing Platform



The main viewing area – the view and part of the main area will be sectioned off with a curtain when guests first arrive.



# Plan - Facade



/ Opening to be fixed concept  
/ Glass section as shaded dark blue to be removed for fixed opening

 Fixed opening

 Balustrade (height tbc)

Note: Detail to be continuation of facade "FT01"

 Extent of facade to viewing platform







## Customer Journey – Booking Process

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### Booking Process:

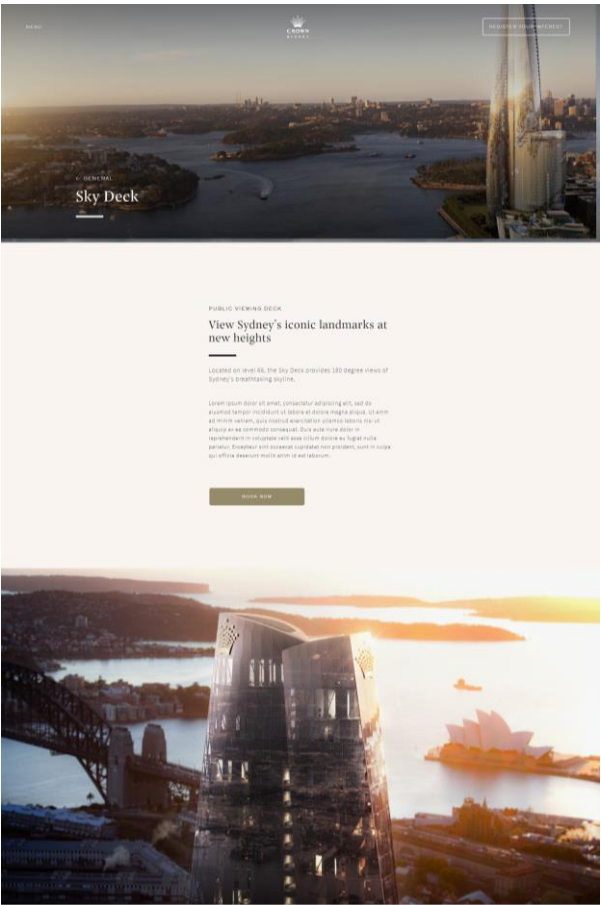
1. Visit the Crown Sydney website – [www.crownsydney.com.au](http://www.crownsydney.com.au)
2. Visit the dedicated Sky Deck page for information and bookings.
3. Click on the booking button, the booking widget will appear.
4. Select the date, number of people and dedicated time (sunset times will be updated monthly).
5. Follow the prompts by submitting all the required details (personal information) and complete the booking process.
6. The guest will receive a confirmation email outlining all relevant operational details for the tour.
7. Reminder notification, a few days prior to the booking the customer will receive an email outlining all relevant details for the tour.

Upon request the venue is available for intimate cocktail style events primarily for Charity, Tourism, Government & Corporate use to showcase the Sydney panorama. The venue is subject to availability and it's use is at the discretion of the Executive General Manager, Crown Sydney.

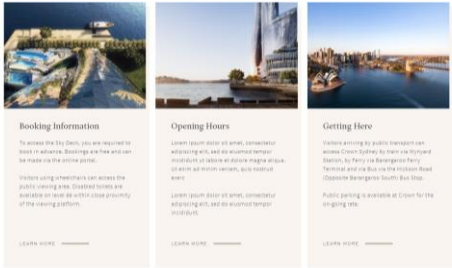
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# Website Mock Up



← Dedicated page on the website



← Online bookings