



Metropolitan Rewards Terms and Conditions February 2025

These Terms and Conditions ("Terms and Conditions") relate to the loyalty programme ("Metropolitan Rewards") issued to customers (each a "Customer" or "you"), by Metropolitan Gaming, with its principal place of business at Fourth floor, 265 Tottenham Court Road, Bloomsbury, London, W1T 7RQ ("Metropolitan Gaming" or "us").

Eligibility

1. **Age and Verification.** In order to join the Metropolitan Rewards programme, Customers must be at least 18 years old. Their identity must also be verified to the satisfaction of Metropolitan Gaming.
2. **How to join.** Customers can join Metropolitan Rewards at the reception desk (or customer service desk, as applicable, of any Metropolitan Gaming casino). Customers may also join on the Metropolitan Gaming website and may have opportunities to do so in different ways offered inside Metropolitan Gaming casinos.
3. **Requirement to join.** Customers will need to provide their name and address as part of the sign-up process.
4. **Free to join.** Membership of Metropolitan Rewards is free and voluntary. However, all Customers that subscribe to and/or participate in the Metropolitan Rewards programme agree to be bound by these Terms and Conditions.
5. **Membership is non-transferable.** Only the Customer named on the Metropolitan Rewards account is entitled to the benefits accrued under that account.
6. As part of the Metropolitan Rewards account, we have also set you up an account with our Online Casino Provider – Metgaming.com. Customers will receive an email to activate this account within 48 hours of their Metropolitan Rewards registration.

Met Points and Tier Points

7. Customers are able to earn points on their Metropolitan Rewards account. These are collected and displayed on Metropolitan Rewards accounts as follows:
 - **"Met Points":** These are points that are earned by Customers via their gameplay and through selected promotions; and
 - **"Tier Points":** These are points that are earned by Customers via their gameplay and will result in Customers being awarded a level of 'Jack', 'Queen' (including 'Queen of Spades'), 'King' (including 'King of Spades' and 'King of Hearts') or 'Ace', which entitle the Customer to various different benefits. Met Points earned through promotions (including but not limited to point multipliers and bonus point days) will not earn any Tier points.
8. Customers are able to collect Met Points and Tier Points automatically in their Metropolitan Rewards account through spending on:
 - all food and beverages purchased at a Metropolitan Gaming Casino;
 - all tracked slots play in all Metropolitan Gaming venues;
 - poker tournaments in all Metropolitan Gaming venues (not including cash game poker and **note** only Met Points (i.e. not Tier Points) can be collected on poker tournaments);

- all tracked electronic table games play in all Metropolitan Gaming venues; and
- all tracked non-electronic table games at the following Metropolitan Gaming venues:
 - Empire Casino, 5-6 Leicester Square, London WC2H 7NA;
 - The Sportsman Casino, 16 Old Quebec Street, London W1H 7AF;
 - Rendezvous Brighton, Brighton Marina Village, Brighton BN2 5UT;
 - Alea Nottingham, 108 Upper Parliament Street, Nottingham NG1 6LF;
 - Alea Glasgow, Springfield Quay, Paisley Road, Glasgow G5 8NP; and
 - Manchester 235, 2 Watson Street, Manchester M3 4LP,

(together, the “**Permitted Activities**”).

9. Met Points and Tier Points will appear separately in a Metropolitan Rewards account; however, for the avoidance of doubt, only the Tier Points will contribute towards the Tier Benefits and Tier Levels (defined below). In order to understand what the total Met Points and the total Tier Points in a Metropolitan Rewards account are, the Customer may ask a member of staff at any Metropolitan Gaming Casino venue. Customers may also view the number of Met Points and Tier Points on their account by using the Metropolitan Rewards App or the Metropolitan Gaming customer portal accessible via Metropolitan Gaming’s website.

Validity of Met Points – time restrictions

10. Met Points remain valid providing:
 - (i) the Customer visits a Metropolitan Gaming casino and uses their Metropolitan Rewards (i.e. the Customer either accrues Met Points through in-casino spending and/or redeems accrued Met Points) at least once every six months. If the Customer fails to use the Metropolitan Rewards in a six-month period, the entire Met Point account balance will expire. All Customers will be notified of the proposed removal of their Met Points one month prior to the six-month expiration period;
 - (ii) earned Met Points are redeemed within 12 months after being earned. Any unredeemed Met Points that are older than 365 days will expire. For example, if a Customer earns 100 Met Points on 1 January 2025, these Met Points must be redeemed by no later than 31 January 2026; and
 - (iii) Customers have made at least one redemption in two years - otherwise, the entire Met Points account balance will expire. All Customers will be notified of the proposed removal of their Met Points one month prior to the two-year expiration period.

Tier Points/Benefits

11. There are four basic levels of membership in Metropolitan Rewards. The basic level of membership is ‘Jack’. You can reach a higher level by collecting Tier Points between 1 January and 31 December during any calendar year from 1 January 2025 onwards, in the following quantities (each a “**Tier Level**”):

Queen Tier Level:

- Queen: 18,000 Tier Points.
- Queen of Spades: 36,000 Tier Points.

King Tier Level:

- King: 54,000 Tier Points.
- King of Hearts: 72,000 Tier Points.
- King of Spades: 108,000 Tier Points.

Ace Tier Level:

- Ace: 144,000 Tier Points.

Customers who earned Met Points in 2024 will, from 4th February 2025, automatically be allocated to the Tier Level for the respective Met Points awarded in 2024 for the calendar year 2025 (for example, Customers who collected 15,000 Met Points in 2024 will be automatically attain the 'King' Tier Level for 2025).

12. Each Tier Level entitles the Customer to additional benefits ("**Tier Benefits**"). The 'Jack', 'Queen', 'King' and 'Ace' membership levels are each subject to separate rules, by which all Customers attaining the respective Tier Level agree to be bound. These rules (and further information about the respective Tier Benefits) are available online [here](#) and in our venues.

Infrequent Customer

13. A Customer who permanently resides outside of the United Kingdom and visits a Metropolitan Gaming venue less than 20 times in a rolling 365-day period will be classified as an "**Infrequent Customer**". An Infrequent Customer will not be subject to the same Tier Point/Tier Level system set out above, but their Tier Level will instead be calculated based on their aggregated activity at Metropolitan Gaming venues as follows:
- a. "**Average Daily Tier Points**" means the total number of Tier Points accumulated over 365 days/total number of gaming visits in the same period to any Metropolitan Gaming venue. For example, if an Infrequent Customer visits a Metropolitan Gaming Venue 16 times in a 365-day period and has accumulated a total of 5,000 Tier Points, the Average Daily Tier Points will be 312.5 (calculated as 5,000 Tier Points / 16 visits = 312.5 Average Daily Tier Points).
 - b. "**Average Monthly Tier Points**" means the total number of Tier Points accumulated over any rolling 90 days on a monthly basis. For example, if an Infrequent Customer visits a Metropolitan Gaming Venue 16 times over a 90-day period and has accumulated a total of 5,000 Tier Points, the Average Monthly Tier Points will be 1,666.7 Average Monthly Tier Points (calculated as 5,000 Tier Points collected over 90 days / 3 = 1,666.7 Average Monthly Tier Points).
 - c. Where the Average Daily Tier Points and Average Monthly Tier Points awarded to an Infrequent Customer are not aligned (i.e. the Average Daily Tier Points would place that Customer in a different Tier category to the Average Monthly Tier Points), the Infrequent Customer will always be categorised into the higher category.
 - d. The Tier Level system for Infrequent Customers is shown below. This will be reviewed on a monthly basis to upgrade the Infrequent Customer to their prospective/projected Tier Level:

Tier Level	Average Daily Tier Points	Average Monthly Tier Points
Ace	1500+	6000
King	750-1499	3000-5999
Queen	400-749	1500-2999

How do you earn Met Points?

14. Met Points will be awarded for:
- a) gameplay on all Permitted Activities;
 - b) selected promotional activities. All information on whether Met Points will be awarded as part of a promotion can be found in the relevant promotion rules; and
 - c) any food and beverages purchased at a Metropolitan Gaming casino. For every £0.25 spent, a Customer will receive one Met Point.
15. It is the responsibility of the Customer to ensure their Metropolitan Rewards card is inserted properly in the machine when playing any electronic games.

16. Where table tracking is applicable, Metropolitan Gaming uses reasonable efforts to track a Customer's play. It is the Customer's responsibility to ensure that they have handed their Metropolitan Rewards to the relevant individual in charge of the table game and Customers agree that Met Points are granted on the personal observation of Metropolitan Gaming employees, which may be subject to error. The determination of the Met Points awarded by Metropolitan Gaming shall be final.
17. Unless otherwise varied by notice given by Metropolitan Gaming, the Metropolitan Rewards earning period is from 1 January to 31 December in any one year.
18. All Met Points will expire on a 12-month rolling period (for example if a Customer earns 100 Met Points on 1 January 2025, and they have not been redeemed within 365 days, they will expire at midnight on 31 December 2025).

Redemption of Met Points

19. Met Points have no cash value. They may be rounded up to the nearest £1 when being redeemed for food, drink or other retail items on a Metropolitan Gaming venue. 400 Met Points is equivalent to £1.
20. Met Points can be redeemed at:
 - a the food and beverage outlet at any Metropolitan Gaming casino, if a Customer wants to redeem Met Points for food or beverages; or
 - b the cash desk of any Metropolitan Gaming casino, if a Customer wants to redeem Met Points for promotional tickets or chips.
21. Met Point redemption for slots play is available at all Metropolitan Gaming venues.
22. Met Point redemption for electronic table play, food and drink is available at all Metropolitan Gaming Casinos within the UK only. Met Point redemption is available for live table games at certain stipulated Metropolitan Gaming Casinos within the UK.
23. The minimum Met Point redemption for a single transaction for slots, live tables and electronic gaming is 2000 Met Points. There is no maximum Met Point redemption per transaction.
24. Metropolitan Gaming may require a Customer to prove that s/he is the same Customer as the holder of the respective Metropolitan Rewards account prior to redeeming any Met Points.

Use of the Metropolitan Rewards

25. Each Metropolitan Rewards card may be used by the respective account holder only. It is forbidden for a Customer to accrue Met Points by sharing their card with another player or allowing anyone else to use their Metropolitan Rewards card to gain Met Points. If Metropolitan Gaming learn that a Metropolitan Rewards card or account has been used by someone other than the respective account owner, the Metropolitan Rewards card will be confiscated and all Met Points will be removed.
26. Customers are responsible for their own Metropolitan Rewards card. Metropolitan Gaming and its agents, subsidiaries, and parent companies are not responsible for lost or stolen cards, including any resulting misuse of such cards.

General Rules

27. From time to time, we may choose to sub divide Tier Levels for certain promotions based on player attributes or behaviour. All information relating to each promotion, including the entry criteria, can be found in the relevant promotional rules for each promotion.
28. In the event of the death of a Metropolitan Rewards account holder, that Customer's Metropolitan Rewards membership will be immediately cancelled and any available Met Points balance and other associated benefits will be forfeited.

29. Metropolitan Rewards accounts are non-transferable and are the property of Metropolitan Gaming. A Metropolitan Rewards card must be returned to Metropolitan Gaming upon the request of Metropolitan Gaming. Met Points are non-transferable in all circumstances.
30. Metropolitan Gaming can modify or cancel the Metropolitan Rewards programme at any time, for any reason, and will give reasonable advance notice to Customers of any such cancellation or material modification.
31. Any modification of the Metropolitan Rewards programme will not alter or change any participant's Met Points already earned but not yet redeemed at the date of modification.
32. Were Metropolitan Gaming to cancel the Metropolitan Rewards programme, any Customer's Met Points already earned but not yet redeemed will remain valid for one year following the date the Met Points were earned. Notice will be given in advance of any such cancellation via our website or in-venue signage.
33. Metropolitan Gaming will adjust a Customer's account status or the value of any Met Points or Tier Points where there has been any error or mistake due to: (i) computer error, human error, machine malfunction; or (ii) any fraud or misuse of Metropolitan Rewards by (or on behalf of) the Customer.
34. Metropolitan Gaming will revoke or deny application for membership to the Metropolitan Rewards programme (and void any Met Points or Tier Points) in the following circumstances:
 - a if we have any concerns that you are not in control of your gambling; or
 - b if you do not comply with these Terms and Conditions; or
 - c if you misuse the Metropolitan Rewards programmes, as determined by Metropolitan Gaming (in our reasonable judgment). This Any fraudulent usage of your Metropolitan Rewards card or account may result in the immediate loss of Met Club membership and revocation of any associated benefits.
35. Metropolitan Gaming may revoke or deny application for membership to the Metropolitan Rewards programme if you breach the Casino Rules.
36. Each Metropolitan Rewards account holder is entitled to request their removal from the Metropolitan Rewards programme at any time. Metropolitan Gaming will comply promptly with any such request; in which case the Customer's Metropolitan Rewards account and their eligibility to participate in the Metropolitan Rewards programme will be cancelled, and any Met Points or Tier Points (and corresponding benefits) accrued at the point of cancellation will be forfeited within 72 hours of the request being made.
37. In the event of any Customer owing monies to any Metropolitan Gaming venue at any time, that Customer's Metropolitan Rewards benefits may be suspended pending payment, in full, of the outstanding debt.
38. In the event of any one or more Metropolitan Gaming venue closures, Metropolitan Reward account holders' Met Points, Tier Points (and applicable Tier Benefits) will remain valid at other Metropolitan Gaming venues in accordance with these Terms and Conditions.

Safer Gambling

39. Metropolitan Gaming is committed to supporting safer gambling. We promote gambling as an enjoyable leisure activity and believe that gambling can only remain as such if Customers stay in control of their gambling.
40. We have therefore put in place a number of tools that Customers can use to manage their gambling, such as self-exclusion. For further information, advice and support, please click [Safer Gambling | Metropolitan Gaming](#) here or contact the Local Casino Manager of the relevant Metropolitan Gaming Casino.
41. We do not accept any responsibility or liability if you continue gambling and/or seek to use any Metropolitan Rewards with the intention of deliberately avoiding the relevant measures implemented in respect of your gambling (whether put in place by you or by us) or if you have provided us with details which are not true and accurate (i.e. in respect of your identity) in order to circumvent any safer gambling policies or tools.

42. Metropolitan Gaming will revoke or deny application for membership to the Metropolitan Rewards programme (and forfeit any Met Points or Tier Points) if we have any concerns that you are not in control of your gambling.
43. Once the SENSE enrollee has left the premises of a Metropolitan Gaming venue, any Met Points not exchanged at, or before, such time will be forfeited.
44. Individuals who are excluded by Metropolitan Gaming are not eligible to participate in the Metropolitan Rewards programme. Following any such exclusion, any existing Metropolitan Rewards account will be cancelled, and the corresponding Met Points balance will be forfeited.

Data Protection

45. In the course of providing Customers with services, Metropolitan Gaming collects certain personal information about Customers that may be considered private or confidential. The policies of our data collection and usage are defined in our Data Processing Notice (“DPN”) and this can be found online at www.metropolitangaming.com/data-processing-notice or at the reception desk of all Metropolitan Gaming venues. The DPN also sets out your rights as a data subject, our contact details and the procedures that you are entitled to invoke if you have any questions or complaints relating to our processing of your personal information.

Complaints

46. Should a Customer have any complaint or dispute about any gambling related decision or with regard to the Metropolitan Rewards Programme, all complaints in the first instance should be submitted to the management of the appropriate Metropolitan Gaming venue.

Further information on our complaints procedure can be found at www.metropolitangaming.com/contact-us/complaints.

Jurisdiction

These Terms and Conditions and any dispute arising out of or in connection with them shall be governed by and construed in accordance with English law and shall be subject to the jurisdiction of the English courts (provided that such choice of law and jurisdiction shall not override any mandatory consumer protections of your home territory, if different).

Survival

47. Insofar as any of these Terms and Conditions are rendered void by relevant law or regulation, the rest of these Terms and Conditions shall remain valid.

2025 Metropolitan Rewards: Tier Benefits

General

- ✓ The following terms and conditions cover Tier Benefits only and must be read in conjunction with the Metropolitan Rewards programme terms and conditions, available [here](#).
- ✓ To redeem Tier Benefits, Queen, King and Ace card holders must be contactable either by email, SMS, mail or phone call. Uncontactable players are NOT eligible for Tier Benefits.
- ✓ Customers must contact their casino Customer Relations team to redeem any Tier Benefits.
- ✓ All benefits and offers are subject to availability.
- ✓ Metropolitan Gaming management may upgrade and downgrade the respective Tier Levels and the thresholds for the Tier Levels, at its discretion, and will notify Customers in the event of any such change.
- ✓ Tier Points are calculated from Met Points earned on gaming and food and drink purchases and any points adjustments. Promotional bonus points and points earned for Poker table play are not included.
- ✓ The Metropolitan Rewards benefits redemption period is 4th February 2025 to 31st January 2026.

Jack (0 to 17,999 Tier Points from gaming play)

Birthday £5 Gift

- ✓ Offer will be issued as either a promotional chip or Slots/Electronic promotional ticket.
- ✓ Promotional chips are valid until lost and cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting (i.e. where an placing bets on both sides of a 50/50 (or roughly 50/50) bet) in order to exceed the maximum permitted stake, is allowed.
- ✓ When using Slots/Electronic tickets, the Customer must stake all promotional funds before cashing out.
- ✓ Offer is only valid for 15 days before and 15 days after the Customer's birthday.
- ✓ The offer is not transferable.

10% Food and Beverage Discount

- ✓ All Metropolitan Rewards Customers will be eligible to receive at least a 10% discount on all food and drink purchases in a Metropolitan Gaming Casino on presentation of a valid Metropolitan Rewards card. If specific member pricing is not called out, the Customer will be entitled to a 10% discount.
- ✓ Valid on purchases up to the value of £500.
- ✓ Cannot be used in conjunction with any other offer.

Queen (18,000 – 35,999 Tier Points from gaming play)

Birthday £50 Gift

- ✓ A promotional gaming offer worth £50.
- ✓ Offer to be issued either by a promotional chip or by a Slots/Electronic promotional slot ticket.
- ✓ Promotional chips are valid until lost and cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting (i.e. where an individual places bets on both sides of a 50/50 (or roughly 50/50) bet) in order to exceed the maximum permitted stake, is allowed.
- ✓ When using Slots/Electronic tickets, the Customer must stake all promotional funds before cashing out.
- ✓ Offer is only valid for 15 days before and 15 days after the Customer's birthday.
- ✓ For Customers at Park Lane Club and Metropolitan Mayfair, the offer amount will be £100.
- ✓ For Customers who have achieved Queen of Spades status, the birthday gift will be doubled (i.e. £100 for all Customers other than at Park Lane Club and Metropolitan Mayfair, who will receive £200).

Invitation to Tier Events

- ✓ As places may be limited, qualifying criteria for invitations to events may be applied by Metropolitan Gaming Management but will be made public.
- ✓ Invitations cannot be transferred to a third party.
- ✓ Contains no cash value unless stated by Metropolitan Gaming management.
- ✓ Invitations are for one person only, unless otherwise stated at the time.
- ✓ Does not include travel and accommodation costs unless otherwise stated.

Annual £120 Food & Beverage Allowance – Queen and Queen of Spades

- ✓ Allowance to be split in 12 parts (£10 a month), to be redeemed on monthly basis throughout the redemption period of 4th February 2025 – 31st January 2026.
- ✓ The monthly allowance cannot be carried over from month to month and will expire if not used in the month of issue.
- ✓ Benefit must be redeemed on food and drink only.
- ✓ Cannot be transferred to a third party.

Queen of Spades (36,000 – 53,999 Tier Points)

Birthday £50 Gift

- ✓ At Park Lane and Mayfair, the offer amount will be £100.

Birthday £200 Party

- ✓ Customers must contact their casino Customer Relations team in order to redeem this Tier Benefit. This birthday allowance can be used for food and drink within the respective casino.
- ✓ Offer is only valid for 30 days after the Customer's birthday.
- ✓ Benefit must be redeemed on food and drink; however, if the club doesn't have a restaurant, the benefit can be given in the equivalent value of promotional gaming chips that can be redeemed for gaming play.
- ✓ For Customers at Park Lane Club and Metropolitan Mayfair, the offer amount will be £400.
- ✓ In addition to the 'Queen' Tier Level benefits, Customers will also receive a £50 Free Play bonus.

King (54,000 – 71,999 Tier Points from gaming play)

Birthday £300 Party

- ✓ Customers must contact their casino Customer Relations team in advance to redeem this Tier Benefit. This birthday allowance can be used for food and drink within the respective casino.
- ✓ This offer is only valid for 30 days following the Customer's birthday date.
- ✓ Benefit must be redeemed on food and drink; however if the respective Metropolitan Gaming venue doesn't have a restaurant, the equivalent value of promotional gaming chips may be offered instead of the party.
- ✓ For Customers of Park Lane Club and Metropolitan Mayfair, the offer amount will be £600.

Birthday £75 Gift

- ✓ A promotional gaming offer worth £75.
- ✓ Offer to be issued in either promotional chips or Slots/Electronic promotional slot ticket.
- ✓ Promotional chips are valid until lost and cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting, (i.e. where an individual places bets on both sides of a 50/50 (or roughly 50/50) bet) in order to exceed the maximum permitted stake, is allowed.
- ✓ When using Slots/Electronic tickets, all promotional funds must be staked before the Customer can cash out.
- ✓ Offer is only valid for 15 days before and 15 days after the Customer's birthday.
- ✓ For Customers at Park Lane Club and Metropolitan Mayfair, the offer amount will be £150.

Invitation to Tier Events

- ✓ As places may be limited, qualifying criteria for invitations to events may be applied by Metropolitan Gaming Management but will be made public.
- ✓ Invitations cannot be transferred to a third party.
- ✓ Contains no cash value unless stated by Metropolitan Gaming management.
- ✓ Invitations are for one person only, unless otherwise stated at the time.
- ✓ Does not include travel and accommodation costs unless otherwise stated.

Priority Restaurant and Bar Reservations at any Metropolitan Gaming Venue

- ✓ Customers must contact their casino Customer Relations team to redeem in advance.
- ✓ Reservations and bookings are subject to availability.
- ✓ Cannot be transferred to a third party.

Discounted or Complimentary Hotel Nights at Selected Hotels

- ✓ All 'King' Customers are eligible to receive either one discounted or one complimentary hotel night at a hotel within one mile radius of any Metropolitan Gaming casino.
- ✓ Customers must contact their casino Customer Relations team to redeem in advance.
- ✓ Local hotels, which are near participating properties, are determined at the discretion of Metropolitan Gaming management.
- ✓ Transportation and transfers not included.
- ✓ Cannot be transferred to a third party.
- ✓ Based on availability of contracted offers with hotel partners.

Annual £300 Food & Beverage Allowance

- ✓ Allowance to be split in 12 parts (£25 a month) to be redeemed on a monthly basis throughout the redemption period of 4th February 2025 – 31st January 2026.
- ✓ The monthly allowance cannot be carried over from month to month and will expire if not used in the month of issue.
- ✓ Benefit must be redeemed on food and drink only.
- ✓ Cannot be transferred to a third party.

King of Hearts (72,000 – 107,999 Tier Points from gaming play)

£100 Birthday Gift

- ✓ Customers who have achieved the King of Hearts status will receive £100 instead of £75 for their Birthday Gift.

King of Spades (108,000 – 143,999 Tier Points from gaming play)

£150 Birthday Gift

- ✓ Customers who have achieved the King of Spades status will receive £300 for their birthday party. At Mayfair and Park Lane, customer receives £300 Birthday Gift and £600 Birthday Party.

Annual Metropolitan Experience up to £525

For King of Hearts and King of Spades Customers only

- ✓ Every calendar quarter, 'King of Hearts' and 'King of Spades' Customers are eligible to receive one of the following Metropolitan experiences: (i) £125 travel voucher to be used to travel to Cairo, Egypt; (ii) £125 accommodation voucher at selected venues; (iii) £125 luxury shopping voucher at selected stores; (iv) a selected hospitality voucher to the value of £125; or (v) £150 in gaming chips or promotional tickets, each a "**King Metropolitan Experience**".
- ✓ Full details of the available King Metropolitan Experiences can be obtained from the casino Customer Relations team. King Metropolitan Experiences are subject to change and dependent on availability.
- ✓ King of Hearts / King of Spades Customers, if eligible, must claim a different King Metropolitan Experience each quarter. For example, if a 'King' Customer redeems a £125 luxury shopping voucher in the first quarter, then they will not be able to redeem a £125 luxury shopping voucher in the remaining three quarters (but could instead elect to redeem, for example, the £125 travel voucher).
- ✓ The King Metropolitan Experiences are available to be redeemed quarterly and must be booked via the relevant Customer Relations Team at least 30 days in advance of the proposed use of the King Metropolitan Experience.
- ✓ Each King of Hearts or King of Spades Customer can redeem one King Metropolitan Experience each quarter. Each quarter runs as follows:
 - Q1: 4 February 2025 to 31 March 2025;
 - Q2: 1 April 2025 to 30 June 2025;
 - Q3: 1 July 2024 to 30 September 2025; and
 - Q4: 1 October to 31 December 2025.
- ✓ A King Metropolitan Experience cannot be carried over to the next quarter. For example, if a Customer does not claim a King Metropolitan Experience in the first quarter, then they will only be eligible to redeem three King Metropolitan Experiences over the next three quarters.
- ✓ Customers that are upgraded to a 'King of Hearts' or 'King of Spades' status between 4 February – 30 June will qualify for the King Metropolitan Experiences from 1 July of that calendar year.
- ✓ Customers that are upgraded to a 'King of Hearts' or 'King of Spades' status between 1 July – 31 December of a calendar year will qualify for the King Metropolitan Experiences for the following year, beginning 4 February.
- ✓ King Metropolitan Experiences cannot be transferred to a third party.
- ✓ King Metropolitan Experiences contain no cash value unless stated by Metropolitan Gaming.
- ✓ Offers are as stated. There will be no exceptions or amendments to the King Metropolitan Experiences.
- ✓ All King Metropolitan Experiences are based on availability.
- ✓ 'No shows' or cancellations will result in forfeiture of a King Metropolitan Experience.

Ace (144,000+ Tier Points from gaming play)

Birthday £500 Party

- ✓ Customers must contact their casino Customer Relations team in advance to redeem.
- ✓ This birthday allowance can be used for food and drink within the respective casino.
- ✓ This offer is valid for 30 days following the Customer's birthday.
- ✓ Benefit to be redeemed on food and drink; however if the club doesn't have a restaurant, the offer can be given in the equivalent value as promotional gaming chips.
- ✓ For Customers at Park Lane Club and Metropolitan Mayfair, the offer amount will be £1,000.

Birthday £200 Gift

- ✓ A promotional gaming chip worth £200.
- ✓ Offer to be issued by either a table games promotional chip or Slots/Electronic promotional slot ticket.
- ✓ Promotional chips are valid until lost and cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting (i.e. where an individual places bets on both sides of a 50/50 (or roughly 50/50) bet) in order to exceed the maximum permitted stake, is allowed.
- ✓ When using Slots/Electronic tickets, all promotional funds must be staked before cashing out.
- ✓ Offer is valid for 15 days before and 15 days after the Customer's birthday.
- ✓ For Customers of Park Lane Club and Metropolitan Mayfair the offer amount will be £400.

Invitation to Tier Events

- ✓ As places may be limited, qualifying criteria for invitations to events may be applied by Metropolitan Gaming's management, which will be made public.
- ✓ Invitations cannot be transferred to a third party.
- ✓ Contains no cash value unless stated by Metropolitan Gaming management.
- ✓ Invitations are for one person only, unless otherwise stated at the time.
- ✓ Does not include travel and accommodation costs, unless otherwise stated.

Priority Restaurant and Bar Reservations at any Metropolitan Gaming Property

- ✓ Customers must contact their casino Customer Relations team to redeem in advance.
- ✓ Reservations and bookings are subject to availability.
- ✓ Cannot be transferred to a third party.

Discounted or Complimentary Hotel Nights at Selected Hotels

- ✓ All 'Ace' Customers are eligible to receive either two discounted or two complimentary hotel nights at a hotel within one mile radius of any Metropolitan Gaming casino in the UK every six months.
- ✓ Customers must contact their casino Customer Relations team to redeem.
- ✓ Local hotels, which are near participating properties, are determined at the discretion of Metropolitan Gaming management.
- ✓ Transportation and transfers are not included.
- ✓ Cannot be transferred to a third party.
- ✓ Based on availability of contracted offers with hotel partners.

Annual £1,200 Food & Beverage Allowance

- ✓ Allowance to be split in 12 parts (£100 a month) to be redeemed on monthly basis throughout the redemption period of 4th February 2025 – 31st January 2026.
- ✓ The monthly allowance cannot be carried over from month to month and will expire if not used in the month of issue.
- ✓ Benefit can be redeemed on food and drink only.
- ✓ For Customers at Park Lane Club and Metropolitan Mayfair, the offer amount will be £1,440 annually (i.e. £120 a month).
- ✓ Cannot be transferred to a third party.

Annual Metropolitan Experience up to £1,525

- ✓ Metropolitan Experiences must be booked via the respective venue's Customer Relations Executive at least 30 days in advance.
- ✓ Ace members are entitled to four experiences per year, each experience to the value of £375-£400 depending on experience. Full details of available experiences can be obtained from the casino Customer Relations team. Offers are subject to change and dependent on availability.
- ✓ Metropolitan Experiences can be redeemed quarterly, one type being redeemable per quarter. Metropolitan Experiences cannot be carried over to the next quarter.
- ✓ The first experience is valid from 4th February 2025 to March 31st 2025.
- ✓ The second experience is valid from 1st April 2025 to 30th June 2025.
- ✓ The third experience is valid from 1st July 2025 to 30th September 2025.
- ✓ The fourth experience is valid from 1st October 2025 to 31st December 2025.
- ✓ Customers upgraded between February and June will qualify for Q3 and Q4 Metropolitan Experiences.
- ✓ Customers upgraded between July-December will qualify for the Metropolitan Experiences for the following year.
- ✓ Metropolitan Experiences cannot be transferred to a third party.
- ✓ Metropolitan Experiences contain no cash value unless stated by Metropolitan Gaming.
- ✓ Offers are as stated. There will be no exceptions or amendments to the Metropolitan Experiences.
- ✓ All Metropolitan Experiences are based on availability.
- ✓ No shows or cancellations will result in forfeiture of the Metropolitan Experience.
- ✓ Further individual Terms and Conditions regarding each Metropolitan Experiences to be found on the Experience Booking Form.

Ace External Hospitality Packages

Hospitality Packages

- ✓ This offer is only available to Ace Level Metropolitan Rewards members at Metropolitan Mayfair and Park Lane Clubs.
- ✓ The offer entitles Customers to book two external hospitality experiences every calendar quarter. Each quarter runs as follows:
 - 4 February 2025 to 31 March 2025;
 - 1 April 2025 to 30 June 2025;
 - 1 July 2025 to 30 September 2025; and
 - 1 October 2025 to 31 December 2025.
- ✓ Reward levels vary based on Customer points earning levels.
- ✓ All bookings must be made by 11.59pm on the final day of the respective quarter, by contacting a Host more than 14 days in advance of an event.
- ✓ Experiences are limited and bookings are made on a first come, first served basis.
- ✓ Experiences are subject to change and cannot be transferred to a third party.
- ✓ Events are subject to change and availability and bookings may not be confirmed until seven days before the event.
- ✓ No shows or cancellations will result in forfeiture of the package.
- ✓ It is the responsibility of the Customer to book their hospitality packages with a Metropolitan Gaming Casino Host.
- ✓ Transportation is not included unless otherwise stated.

- ✓ Customers agree to adhere to any ticket and venue terms and conditions for specific events, including dress code. Refusal of entry will result in forfeiture of the package.
- ✓ No cash alternative is available.
- ✓ Entry constitutes acceptance by the entrant of these terms and conditions.
- ✓ Any complaints or disputes should be brought to the immediate attention of the Metropolitan Gaming venue's management team for resolution.
- ✓ Disregard or failure to meet any of these terms may result in Metropolitan Gaming cancelling a hospitality experience.

External Meal

- ✓ This offer is only available to Ace Tier Metropolitan Rewards members at Metropolitan Mayfair and Park Lane Clubs.
- ✓ This offer entitles Customers to one complimentary dinner every calendar quarter at any restaurant within a 0.5 mile radius of Park Lane Club or Metropolitan Mayfair respectively ("**Complimentary Dinner**").
- ✓ Reward levels vary based on Customer's earned Met Points. The maximum total value of the Customer's meal will be £400.
- ✓ Customers can invite as many guests as they want to the Complimentary Dinner; however, Metropolitan Gaming will only pay up to the amount specified by the Casino Host when the Customer books the Complimentary Dinner.
- ✓ For the avoidance of doubt, the maximum value of the Complimentary Dinner that Metropolitan Gaming will pay is £400.
- ✓ Dinners can be arranged by contacting a Casino Host.
- ✓ Event date will be mutually agreed by the Casino Host and Customer.
- ✓ 'No shows' or cancellations will result in forfeiture of the Complimentary Dinner.
- ✓ It is the responsibility of the Customer to book each Complimentary Dinner with a Casino Host.
- ✓ Transportation is not included unless otherwise agreed.
- ✓ No cash alternative is available.