



Metropolitan Casinos Discover Cairo Campaign Terms and Conditions

1. The Discover Cairo with Metropolitan Casinos promotion ("Promotion") will run from 6:00am Monday 2nd November 2026 until 23:59 on Saturday 12th December 2026 ("Promotional Period").
2. The Promotion is open to Jack, Queen, Queen of Spades, King, King of Spades, King of Hearts and Ace Metropolitan Rewards members at participating Metropolitan Gaming venues.
3. Customers earning Metropolitan Rewards Points while playing on Slots, Electronic machines or Live gaming tables, using their Metropolitan Rewards Card.
4. Customers must hold a valid Metropolitan Rewards membership and use their Metropolitan Rewards Card while playing for qualifying activity and Metropolitan Rewards Points to be tracked.
5. The participating venues are:
 - a. Empire Casino;
 - b. The Sportsman Casino;
 - c. Park Lane Club;
 - d. Metropolitan Mayfair.
6. HVC customers participating in the separate Player Development Cairo initiative are excluded from this Promotion.
7. Customers will earn one (1) Prize Draw entry for every 2,000 qualifying Metropolitan Rewards Points earned at a participating venue during the Promotional Period, up to a maximum of ten (10) entries per customer at that venue.
8. The same entry mechanic and maximum of ten (10) Prize Draw tickets apply to Jack, Queen, King and Ace members.
9. Metropolitan Rewards Points earned, while playing on Slots, Electronic Roulette machines or Live gaming tables at each participating venue will qualify only towards that venue's Prize Draw. Points earned at different venues cannot be combined to reach a qualifying 2,000-point threshold.
10. Customers who earn qualifying points at more than one participating venue may earn entries into each relevant venue's Prize Draw, subject to the maximum of ten (10) entries per customer at each venue and the applicable eligibility requirements.
11. Normal Metropolitan Rewards Points Terms and Conditions apply.
12. Metropolitan Rewards Points are not transferable and must be earned by the person named on the Metropolitan Rewards Card used during play.
13. Only Metropolitan Rewards Points earned through eligible gaming activity during the Promotional Period will count towards qualification. Points held on a customer's account before the start of the Promotional Period or earned via other promotional activity will not qualify.



14. Metropolitan Rewards Points earned, awarded or won through any other promotional activity will not count towards the qualifying threshold for earning Prize Draw entries.
15. Qualifying points will accumulate throughout the Promotional Period at each participating venue and do not need to be earned during a single visit.
16. Only complete 2,000-point milestones will generate Prize Draw entries. Any remaining points below the next qualifying milestone at the end of the Promotional Period will not generate an additional entry.
17. Each participating venue will hold two separate Prize Draws: one combined draw for Jack, Queen and King members, and one draw for Ace members.
18. Customers will participate in the draw corresponding to their Metropolitan Rewards membership tier at the point of prize draw ticket collection.
19. Metropolitan Rewards/Neon records and the campaign dashboard will be used to determine qualifying activity and the number of Prize Draw entries earned by each customer at each participating venue.
20. Metropolitan Gaming takes reasonable steps to ensure the accuracy of its gaming, points and transaction records. In the event of any discrepancy, validated system records will be used to determine qualification and Prize Draw entry entitlement, subject to any manifest error.
21. Following the close of the Promotional Period and validation of qualifying activity, eligible customers will be allocated physical Prize Draw tickets corresponding to the number of valid entries earned at each participating venue.
22. Eligible customers must collect their allocated physical Prize Draw tickets at the venue where they earned the qualifying points, on the day of that venue's Grand Prize Draw, as stated in point 30.
23. Prize Draw tickets will be available for collection from Guest Services or another designated collection point at the relevant venue. Ace members may collect their tickets from the designated Customer Relations team.
24. Entry tickets must contain the participant's name and Metropolitan Rewards Card number.
25. Prize Draw tickets are personal to the qualifying customer and cannot be transferred, exchanged, sold or allocated to another person.
26. Customers must collect and submit their allocated Prize Draw tickets into the designated tombola for their membership category before the stated entry deadline.
27. Customers must be physically present at the relevant participating venue on the day of its Grand Prize Draw to collect and submit their tickets and must remain present at the time of their applicable draw to be eligible to win.
28. Customers who do not attend, do not collect their allocated tickets or do not submit their tickets before the stated deadline will not be entered into the relevant Prize Draw.
29. Any Prize Draw entry entitlement shown on Metropolitan Rewards/Neon or the campaign dashboard will expire if the corresponding tickets are not collected and submitted by the stated deadline.
30. The Grand Prize Draws will take place on Sunday 13th December 2026 at the four participating venues on the following dates and times and eligible customers can collect their earned prize draw entry tickets collection timings stated below:

VENUE	MEMBERSHIP TYPE	PRIZE DRAW TICKET COLLECTION PERIOD	PRIZE DRAW
Empire Casino	Jack, Queen, Queen of Spades, King, King of Spades, King of Hearts Metropolitan Rewards card holders	12pm – 8pm	9pm
	Ace Metropolitan Rewards card holders	12pm – 9pm	10pm
Sportsman Casino	Jack, Queen, Queen of Spades, King, King of Spades, King of Hearts Metropolitan Rewards card holders	12pm – 9pm	10pm
	Ace Metropolitan Rewards card holders	12pm – 10pm	11pm
Park Lane Club	Jack, Queen, Queen of Spades, King, King of Spades, King of Hearts Metropolitan Rewards card holders	6pm – 9.30pm	10.30pm
	Ace Metropolitan Rewards card holders	6pm – 10.30pm	11.30pm
Metropolitan Mayfair	Jack, Queen, Queen of Spades, King, King of Spades, King of Hearts Metropolitan Rewards card holders	12pm – 10pm	11pm
	Ace Metropolitan Rewards card holders	12pm – 11pm	12am (midnight)

31. Each participating venue will conduct a combined Jack, Queen and King Prize Draw, from which one (1) winner will be selected at random.
32. Each participating venue will also conduct a separate Ace Prize Draw, from which two (2) winners will be selected at random.
33. A total of three (3) winners will be selected at each participating venue, providing twelve (12) promotional winners across the four London venues.
34. Only eligible Jack, Queen and King members' tickets will be included in the combined Jack/Queen/King tombola. Only eligible Ace members' tickets will be included in the separate Ace tombola.



35. The Promoter will close each tombola ten (10) minutes before its scheduled draw time. All valid Prize Draw tickets must be submitted before the relevant closing time. Entries received after the closing time will not be eligible for that draw.
36. Each valid Prize Draw ticket represents one individual entry into the applicable draw.
37. Each customer may win only one Cairo experience through this Promotion, regardless of the number of participating venues at which they have qualified. If a customer who has already won is selected in another draw, a redraw will take place.
38. Winners must be present at the time of their applicable draw to claim their prize.
39. Winners will have two (2) minutes from being announced to claim their prize by presenting their valid Metropolitan Rewards Card.
40. If a prize is not claimed within the specified two-minute period, a redraw will take place.
41. Winners will be required to verify their identity and Metropolitan Rewards membership before their prize is confirmed.
42. If a selected winner is subsequently found to be ineligible under these Terms and Conditions, the prize will be forfeited and no redraw will take place.
43. Each tombola will be cleared following completion of the relevant draw and confirmation of its winners.
44. The Promoter is not responsible for Prize Draw tickets that are incomplete, misdirected, late, lost, damaged or stolen, and such tickets will not be replaced.
45. Each of the twelve (12) winners will receive an exclusive hosted Cairo experience with Metropolitan Gaming, provisionally taking place from 8th January to 13th January 2027, subject to the Force Majeure and Travel Disruption provisions set out in these Terms and Conditions.
46. The proposed prize includes:
 - a. Return flights from London to Cairo;
 - b. Five (5) nights' luxury hotel accommodation in Cairo;
 - c. Airport transfers in Cairo;
 - d. Transport for scheduled Metropolitan Gaming activities and excursions;
 - e. Daily hotel breakfast;
 - f. Selected hosted meals and dinners;
 - g. Hosted visits to selected Metropolitan Gaming casinos in Cairo;
 - h. Selected sightseeing and cultural experiences, proposed to include the Pyramids and Sphinx, Grand Egyptian Museum and a Nile experience;
47. The final hotel, flights, itinerary, excursions, casino visits, meals and other inclusions will be confirmed by Metropolitan Gaming before travel.
48. Unless expressly stated as included, personal expenditure, additional food and beverages, travel insurance, passport costs, visa costs, spending money and other incidental expenses are the responsibility of the winner.
49. Winners must be available to travel on the specified dates. Alternative travel dates will not be offered at a winner's request for personal reasons. The Promoter may reschedule the hosted Cairo experience where necessary in accordance with the Force Majeure and Travel Disruption provisions of these Terms and Conditions.



50. Winners are responsible for ensuring that they hold a valid passport, obtain any necessary visa and meet all applicable travel, immigration and entry requirements for Egypt, including any required travel documentation and insurance, except where a particular service is expressly confirmed as part of the prize. The Promoter will not be responsible where a winner is refused entry or unable to travel due to their failure to meet these requirements, except where caused by the Promoter's own act or omission.
51. Winners must comply with all applicable travel, immigration, hotel, casino and local requirements throughout the trip.
52. The prize is non-transferable, non-exchangeable and no cash or voucher alternative will be offered under normal circumstances. A cash or voucher alternative may only be considered where a Force Majeure Event prevents the hosted Cairo experience from proceeding, in accordance with the Force Majeure and Travel Disruption provisions of these Terms and Conditions.
53. Following successful claiming of the prize at the Grand Prize Draw, winners must provide the personal and travel information reasonably necessary for Metropolitan Gaming and its appointed travel providers to arrange the prize.
54. Winners must provide all required information and documentation by Monday 21st December 2026, by midday.
55. Failure to provide the required information or documentation within the specified timeframe may result in the prize being forfeited.
56. Winners may be required to complete appropriate travel and prize acceptance documentation before travel.
57. The Promoter will not be liable for any failure or delay in providing the hosted Cairo experience where this is caused by circumstances beyond its reasonable control ("Force Majeure Event"), except where liability cannot lawfully be excluded or limited.
58. Force Majeure Events may include, but are not limited to:
 - a. Acts of war, hostilities (whether declared or undeclared), invasion, military conflict, terrorism or military coups;
 - b. Civil unrest, riots, rebellion, revolution or political instability affecting the UK, Egypt or any transit destination;
 - c. Government-imposed travel restrictions, border closures or official advice from the UK Foreign, Commonwealth & Development Office (FCDO) against all travel or all but essential travel to Egypt or the relevant destination;
 - d. Natural disasters, sandstorms, severe weather, earthquakes, volcanic ash clouds or other events affecting travel or airspace;
 - e. Pandemics, epidemics, quarantine restrictions or changes to international entry requirements; and
 - f. Major transport disruptions, including airline strikes, air traffic control failures, significant flight cancellations or airport closures.
59. Where a Force Majeure Event prevents the hosted Cairo experience from proceeding as planned, the Promoter may, acting reasonably and subject to applicable law:



- a. Reschedule the hosted Cairo experience to alternative dates when travel can safely and reasonably proceed;
 - b. Offer an alternative domestic or international travel experience of equivalent or greater value; or
 - c. Where rescheduling or providing an alternative travel experience is not reasonably practicable, offer a cash alternative of £3,000 per winner.
60. A cash or voucher alternative will only be considered where a Force Majeure Event prevents the original hosted Cairo experience from proceeding. Winners will not be entitled to request a cash payment, voucher or alternative travel experience for personal reasons or where the original prize remains available.
61. The Promoter will communicate any material changes to the travel arrangements or prize to affected winners as soon as reasonably practicable.
62. Nothing in these Terms and Conditions excludes or limits any liability or statutory rights that cannot lawfully be excluded or limited.
63. Metropolitan Gaming may photograph or film the Grand Prize Draws and hosted Cairo experience. Any use of a winner's image, video, testimonial or other personal content for marketing purposes will be managed in accordance with the applicable consent process and Metropolitan Gaming's privacy requirements.
64. Entry into the Promotion constitutes acceptance of these Terms and Conditions.
65. The Promoter reserves the right to verify the eligibility of any participant and to withhold or withdraw entries or prizes where it reasonably believes that these Terms and Conditions have not been complied with, or where there has been fraud, abuse or manipulation of the Promotion.
66. Any complaints or disputes should be brought to the immediate attention of Venue Management for resolution.
67. The Promoter reserves the right to amend, suspend or cancel the Promotion where reasonably necessary due to circumstances beyond its reasonable control, subject to applicable law. Any changes affecting the hosted Cairo experience following the selection of winners will be managed in accordance with the Force Majeure and Travel Disruption provisions set out in clauses 57–62. The Promoter will take reasonable steps to avoid unfairly disadvantaging eligible participants or confirmed winners.
68. Employees of the Promoter, their agents, families or household members are prohibited from participating in this Promotion.
69. Disregard or failure to meet any of these terms may result in management cancelling prizes or participation in the promotion.
70. The Promoter shall not be responsible for technical malfunctions, system outages, card insertion errors, tracking failures or other events outside its reasonable control.
71. Unless otherwise expressly stated in these Terms and Conditions, prizes are non-transferable and non-exchangeable, and no cash or voucher alternative is available. Any exception relating to the hosted Cairo experience will be governed exclusively by the Force Majeure and Travel Disruption provisions set out in clauses 57–62.



72. Personal information processed in connection with the Promotion will be handled in accordance with the Promoter's applicable privacy policy.
73. Promoter: London Clubs International trading as Metropolitan Gaming, Fourth Floor, 265 Tottenham Court Road, Bloomsbury, London, W1T 7RQ.