



Loyalty Market Research Interviews – Terms and Conditions (London)

1. To be eligible for the in-person interviews, customers must register their interest via the dedicated Metropolitan Casinos website landing page, from 10 March to midnight on 11 March 2026.
2. The interview is open to Metropolitan Rewards cardholders only. Registration of interest is limited to customers who have been directly targeted via email invitation.
3. To be eligible and considered for participation, customers must hold a valid and active membership account and have visited within the previous 12 months.
4. **Sportsman, Park Lane Club and Mayfair Casino** – A maximum of six in-person interviews will be conducted at each venue.
5. An email will be sent to selected eligible participants on 12 March 2026 by the ClickBack Market Research team. This communication will confirm the allocated interview date and 30-minute time slot and request that customers attend at the designated restaurant/ bar within the relevant casino. Following this communication, ClickBack Market Research will delete all customer email addresses from their data file within five working days.
6. The in-person interviews will take place from 16 March to 17 March 2026 as follows:
 - **16 March – Park Lane Club:** A selected 30-minute time slot will be allocated between 6:00 pm and 08:00 pm.
 - **16 March – Mayfair Casino:** A selected 30-minute time slot will be allocated between 9:00 pm and 10 pm.
 - **17 March – Sportsman Casino:** A selected 30-minute time slot will be allocated between 7:00pm and 10:00 pm.
7. Customers who fail to attend their scheduled interview will not receive the £100 free play offer. Interviews cannot be rescheduled.
8. Customers who complete the 30-minute interview will receive a £100 free play offer. The offer will be issued by Friday, 20 March 2026, and must be redeemed by 31 March 2026.
9. All information shared in the interview will be anonymous.
10. The free play offer may be redeemed at the Cash Desk in exchange for either non-negotiable chip(s) for use on gaming tables or a promotional ticket for use on Slots or Electronic Gaming.
11. Non-negotiable chips are valid until lost and cannot be exchanged for wheel or cash chips. Only winnings derived from the use of non-negotiable chips will be paid in cash chips. Partnership betting is not permitted.
12. One free play offer per person.



13. The Promoter accepts no responsibility for vouchers that are incomplete, misdirected, late, lost, damaged, or stolen. Such vouchers will not be replaced. Photocopies or reprints will not be accepted.

14. Entry into the promotion constitutes acceptance of these Terms and Conditions.

15. Any complaints or disputes should be brought to the immediate attention of Venue Management for resolution.

16. The Promoter reserves the right to cancel or amend the promotion at any time. Where participants have already met the qualifying criteria prior to cancellation or amendment, they will be entitled to participate on the terms originally entered (subject to any expiry dates or other applicable terms) and to receive any associated benefits.

17. Employees of the Promoter, its agents, and their immediate family or household members are not eligible to participate in this promotion.

18. Failure to comply with these Terms and Conditions may result in disqualification and cancellation of any associated rewards.

19. Promoter: London Clubs International trading as Metropolitan Casinos, Fourth Floor, 265 Tottenham Court Road, London, W1T 7RQ.