



Terms & Conditions – Slots Club (Surprise and Delight)

1. The promotion will run from 9:00am on 6 May to 11:59pm on 31 May 2026 and is available exclusively to Metropolitan Rewards App users across all venues, excluding Park Lane and Mayfair Casino, who have been selected as top 100 slots players in April 2026.
2. 2,000 Met Points will be credited to eligible Slots Club players' accounts on 6 May 2026 and must be redeemed by 31 May 2026 at the latest.
3. To qualify for the Slots Club, customers must:
 - Be a Metropolitan Rewards Card holder.
 - Have actively played slot machines during the previous calendar month.
 - Be contactable via their preferred channel (email or SMS).
 - Rank within the Top 100 Slots Players at their Home Casino, as determined by performance metrics collected during the previous calendar month. Rankings are based on an assessment of Theoretical Win (Theo) – the estimated amount the casino expects to retain from a customer's slot play. Theoretical Win is calculated using factors such as the total amount wagered and the programmed house advantage of slot machines. It is an estimated value used for performance and rewards purposes only and does not represent actual wins or losses.
4. For the Surprise and Delight promotion, normal Met Points terms and conditions apply.
5. No cash alternative is available.
6. Leisure & HVC Monogram Metropolitan Rewards holders are excluded from participating in the promotional activity.
7. Entry constitutes acceptance by the entrant of these terms and conditions.
8. Any complaints or disputes should be brought to the immediate attention of Venue Management for resolution.
9. The Promoter reserves the right to cancel or amend the promotion at any time. If participants have already met the qualifying criteria for the promotion, they will be entitled to participate in the promotion on the terms entered, (subject to any expiry or other conditions contained in these terms) and entitled to any benefits associated with the promotion.
10. Employees of the Promoter, their agents, families, or household members are prohibited from participating in this promotion.
11. Disregarding or failing to meet any of these terms may result in the management cancelling prizes.

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