



Loyalty Market Research – Terms and Conditions

1. To be eligible for the Online Research Forum, customers must register their interest via the dedicated Metropolitan Casinos website landing page, from 23 February to midnight on 1 March 2026.
2. The Online Research Forum 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. **Empire Casino** – 40 qualified participants will be selected to take part in the Online Research Forum for approximately one hour per day, over three consecutive days.
5. **Sportsman, Park Lane Club, and Mayfair Casino** – 40 qualified participants will be selected to take part in the Online Research Forum for approximately one hour per day, over three consecutive days.
6. An email communication will be sent to selected eligible participants on 3 March 2026 from the ClickBack Market Research team. This communication will include a link to access the Online Research Forum. Following this direct communication, ClickBack Market Research will delete all customer email addresses from their data file within five working days.
7. The Online Research Forum will run from 4 March to 6 March 2026 inclusive.
8. Customers who complete all three days of the Online Research Forum will receive a £100 free play offer. This will be issued on Monday, 9 March 2026, and must be redeemed by 31 March 2026.
9. Customers who complete only the first day of the Online Research Forum will not be entitled to receive any free play offer.
10. Customers who complete two days of the Online Research Forum will receive a £50 free play offer.
11. All information shared throughout the 3-day Online Research Forum will be anonymous.
12. 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.
13. 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.



14. One free play offer per person.
15. 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.
16. Entry into the promotion constitutes acceptance of these Terms and Conditions.
17. Any complaints or disputes should be brought to the immediate attention of Venue Management for resolution.
18. 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.
19. Employees of the Promoter, its agents, and their immediate family or household members are not eligible to participate in this promotion.
20. Failure to comply with these Terms and Conditions may result in disqualification and cancellation of any associated rewards.
21. Promoter: London Clubs International trading as Metropolitan Casinos, Fourth Floor, 265 Tottenham Court Road, London, W1T 7RQ.