



The Met Card 2024 - Additional Tier Benefits Terms and Conditions

General Terms and Conditions

- These terms and conditions cover tier specific benefits only and must be read in conjunction with The Met Card loyalty programme terms and conditions which can be found [here](#).
- Capitalised terms in the Met Card loyalty programme terms and conditions shall have the same meaning when used in these terms, unless defined below.
- Tier points can be earned by customers via their gameplay and corroborate with the Met Points earned by a customer. The amount of Tier Points earned by a customer in any calendar year will result in a customer being awarded a status of 'Jack', 'Queen', 'King' or 'Ace', which entitles the customer to various benefits ("**Tier Benefits**").
- To redeem a Tier Benefit, customers must have opted into receiving communications from the casino Customer Relations team by either email, SMS, mail or phone call. Customers are able to opt-in to communications from the casino Customer Relations team, as follows: (i) at registration of the Met Card; (ii) by speaking to any member of staff at a Metropolitan Casino and requesting to opt-in to communications; or (iii) via the customer's online portal which is accessible [here](#). Those customers that have not opted in to receive communications from the casino Customer Relations team will NOT be eligible for Tier Benefits.
- All Tier Benefits and offers are subject to availability.
- Tier Points are calculated from Met Points earned on any Permitted Activities. For the avoidance of doubt, promotional bonus points and points earned for Poker table play are not included in the Tier Point calculation.
- The redemption period for all Tier Benefits is 1 February to 31 January of each calendar year.

Redemption of Tier Benefits

- Unless otherwise explicitly stated, all Tier Benefits must be redeemed by the customer by contacting the casino Customer Relations team at their local casino. The casino Customer Relations team can be contacted as follows:
 - ALEA GLASGOW - **Tel: 0141 555 6100**
 - ALEA NOTTINGHAM - **Tel: 0115 872 0600**
 - EMPIRE CASINO - **Tel: 0203 014 1000**
 - MANCHESTER 235 - **Tel: 0161 828 0300**
 - METROPOLITAN CASINO MAYFAIR - **Tel: 020 7514 9000**
 - PARK LANE CLUB LONDON - **Tel: 020 3759 5050**
 - THE RENDEZVOUS AT THE MARINA - **Tel: 01273 605602**
 - THE SPORTSMAN CASINO - **Tel: 0207 414 0061**
- For the avoidance of doubt, Alea Glasgow, Alea Nottingham, Empire Casino, Manchester 235, Metropolitan Casino Mayfair, Park Lane Club London, The Rendezvous at the Marina and The Sportsman Casino will hereby be referred to as the "**Metropolitan Casinos**".

JACK

Any customer who has earned 0 to 9,999 Met Points from gaming play between 1 January and 31 December will qualify as a 'Jack' and will be eligible for the following 'Jack' benefits:

Birthday £5 Gift

- While customer's may be notified of this offer in advance of their birthday, customer's will only be able to redeem this offer from 15 days before their birthday. The redemption period will be open for 30 days, closing 15 days after the customer's birthday. If a customer has received a QR code for this offer, then they should redeem it at the Cash Desk of any Metropolitan Casino.
- The offer will be issued as either a; (i) promotional chip; or (ii) Slots/Electronic promotional ticket, depending on the customer's preference.
- Promotional chips cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting is allowed.
- When using Slots/Electronic tickets, all promotional funds must be staked before cashing out.
- The offer is not transferable.



10% Food and Beverage Discount

- All 'Jack' customer's will be eligible to receive a 10% discount on all food and drink purchases in a Metropolitan Casino on presentation of a valid Met Card.
- This discount is only valid on single purchases up to the value of £500. For example, the maximum discount a 'Jack' customer can receive on any single food and beverage purchase is £50.
- Cannot be used in conjunction with any other offer.

QUEEN

Any customer who has earned 10,000 to 19,999 Met Points from gaming play between 1 January 2023 and 31 December 2023 will qualify as a 'Queen' and be eligible for the following 'Queen' benefits:

Anniversary £50 Gaming Chip

- While customers may be notified of this offer in advance of the anniversary of their Met Card registration, customers will only be able to redeem this offer from 15 days before their anniversary. The redemption period will be open for 30 days, closing 15 days after the customer's anniversary. If a customer has received a QR code for this offer, then they should redeem it at the Cash Desk of any Metropolitan Casino.
- If a customer has received a QR code for this offer, then they should redeem it at the Cash Desk of any Metropolitan Casino within 30 days' of receiving the QR code.
- The customer will receive a promotional gaming chip worth £50.
- Promotional chips cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting is allowed.
- When using Slots/Electronic tickets, all promotional funds must be staked before cashing out.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Anniversary promotional gaming chip for a 'Queen' customer will be £100.

Birthday £200 Party

- This offer is valid for 30 days' following the customer's birthday date.
- This offer can be redeemed on food and drink, only; however, if the casino doesn't have a restaurant on its premises, the customer will receive a £200 promotional gaming chip, if redeemed within 30 days following the customer's birthday date.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Birthday Party offer for a 'Queen' customer will be £400.

Birthday £100 Gift

- While customers may be notified of this offer in advance of their birthday, customers will only be able to redeem this offer from 15 days before their birthday. The redemption period will be open for 30 days, closing 15 days after the customer's birthday. If a customer has received a QR code for this offer, then they should redeem it at the Cash Desk of any Metropolitan Casino.
- The offer will be issued as either a; (i) promotional chip; or (ii) Slots/Electronic promotional ticket, depending on the customer's preference.
- Promotional chips cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting is allowed.
- When using Slots/Electronic tickets, all promotional funds must be staked before cashing out.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Birthday Gift offer for a 'Queen' customer will be £200.

Invitation to Tier Events

- From time to time, certain customers in a tier may receive communications relating to invitations to a Metropolitan Gaming event ("**Tier Event**"). These invitations will be sent to all customers who are eligible for the Tier Event and will be awarded on a first come first serve basis.
- Each Tier Event contains no cash value unless stated by Metropolitan Gaming management.



- Invitations are for one person only, unless otherwise stated at the time and cannot be transferred to a third party.
- All travel and accommodation costs associated with the Tier Event will be the responsibility of the customer, unless otherwise stated.

Annual £360 F&B Allowance

- All 'Queen' customers will receive a monthly allowance of £30 to spend on all food and drink purchases in a Metropolitan Casino, on presentation of a valid Met Card.
- The monthly allowance cannot be carried over from month to month and will expire if not used in the month of issue.
- This offer can be redeemed on food and drink, only at any Metropolitan Casino.
- Cannot be transferred to a third party.

KING

Any customer who has earned 20,000 Points to 39,999 Met Points from gaming play between 1 January 2023 and 31 December 2023 will qualify as a 'King' and be eligible for the following 'King' benefits:

Anniversary £100 Gaming Chip

- While customer's may be notified of this offer in advance of the anniversary of their Met Card registration, customers will only be able to redeem this offer from 15 days before their anniversary. The redemption period will be open for 30 days, closing 15 days after the customer's anniversary. If a customer has received a QR code for this offer, then they should redeem it at the Cash Desk of any Metropolitan Casino.
- The customer will receive a promotional gaming chip worth £100.
- Promotional chips cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting is allowed.
- When using Slots/Electronic tickets, all promotional funds must be staked before cashing out.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Anniversary promotional gaming chip for a 'King' customer will be £200.

Birthday £300 Party

- This offer is valid for 30 days' following the customer's birthday date.
- This offer can be redeemed on food and drink, only; however, if the casino doesn't have a restaurant on its premises, the customer will receive a £300 promotional gaming chip, if redeemed within 30 days' following the customer's birthday date.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Birthday Party offer for a 'King' customer will be £600.

Birthday £150 Gift

- While customers may be notified of this offer in advance of their birthday, customers will only be able to redeem this offer from 15 days before their birthday. The redemption period will be open for 30 days, closing 15 days after the customer's birthday. If a customer has received a QR code for this offer, then they should redeem it at the Cash Desk of any Metropolitan Casino.
- The offer will be issued as either a; (i) promotional chip; or (ii) Slots/Electronic promotional ticket, depending on the customer's preference.
- Promotional chips cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting is allowed.
- When using Slots/Electronic tickets, all promotional funds must be staked before cashing out.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Birthday Gift offer for a 'King' customer will be £300.



Invitation to Tier Events

- From time to time, certain customers in a tier may receive communications relating to invitations to a Metropolitan Gaming event ("**Tier Event**"). These invitations will be sent to all customers who are eligible for the event and will be awarded on a first come first serve basis.
- Each Tier Event contains no cash value unless stated by Metropolitan Gaming management.
- Invitations for a Tier Event are for one person only, unless otherwise stated at the time and cannot be transferred to a third party.
- All travel and accommodation costs associated with the Tier Event will be the responsibility of the customer, unless otherwise stated.

Priority Restaurant and Bar Reservations at any Metropolitan Gaming Property

- The Metropolitan Gaming Management team of each casino will hold a number of tables back each day in their restaurant and/or bar, for the sole use of 'King' and 'Ace' customers.
- In order to see if a reservation is available, customers must contact the casino Customer Relations team at the relevant casino, to redeem this benefit.
- Reservations are given on a first come first serve basis 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 1 mile radius of the casino every 6 months. Customers must contact their casino Customer Relations team, in advance, to redeem this benefit.
- The responsibility for all transportation and transfers to the hotels lies with the customer and is not included in this benefit.
- Cannot be transferred to a third party.
- The benefit will be provided on a first come first serve basis and is subject to the availability of contracted offers with hotel partners.

Annual £720 F&B Allowance

- All 'King' customers will receive a monthly allowance of £60 to spend on all food and drink purchases in a Metropolitan Casino, on presentation of a valid Met Card.
- The monthly allowance cannot be carried over from month to month and will expire if not used in the month of issue.
- This offer can be redeemed on food and drink, only.
- Cannot be transferred to a third party.

Metropolitan Experiences worth up to £525

- Every calendar quarter, 'King' customers are eligible to receive one of the following Metropolitan experiences: (i) £125 travel voucher to Cairo; (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, together the "**King Metropolitan Experiences**". Full details of the available King Metropolitan Experiences can be found here, or obtained from the casino Customer Relations team. King Metropolitan Experiences are subject to change and dependent on availability.
- 'King' customers 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 3 quarters.
- 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 use of the King Metropolitan Experience.



- Each customer can redeem one King Metropolitan Experiences each quarter. Each quarter runs as follows:
 - The first King Metropolitan Experience is valid from 1 February 2024 to 31 March 2024;
 - The second King Metropolitan Experience is valid from 1 April 2024 to 30 June 2024;
 - The third King Metropolitan Experience is valid from 1 July 2024 to 30 September 2024; and
 - The fourth King Metropolitan Experience is valid from 1 October to 31 December 2024.
- 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' status between 1 February – 30 June will qualify for the King Metropolitan Experiences from 1 July of the calendar year.
- Customers that are upgraded to a 'King' status between 1 July – 31 December of a calendar year will qualify for the King Metropolitan Experiences for the following year, beginning 1 February.
- Cannot be transferred to a third party.
- Contains 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 the King Metropolitan Experience.
- King Metropolitan Experiences cannot be carried over into the new benefits year.

ACE

Any customer who has earned 40,000 Met Points + from gaming play between 1 January 2023 and 31 December 2023 will qualify as an 'Ace' and be eligible for the following 'Ace' benefits:

Anniversary £150 Gaming Chip

- While customer's may be notified of this offer in advance of the anniversary of their Met Card registration, Met Card, customer's will only be able to redeem this offer from 15 days before their birthday. The redemption period will be open for 30 days, closing 15 days after the customer's birthday. If a customer has received a QR code for this offer, then they should redeem it at the Cash Desk of any Metropolitan Casino.
- The customer will receive a promotional gaming chip worth £150.
- Promotional chips cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting is allowed.
- When using Slots/Electronic tickets, all promotional funds must be staked before cashing out.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Anniversary promotional gaming chip for an 'Ace' customer will be £300.

Birthday £500 Party

- This offer is valid for 30 days' following the customer's birthday date.
- This offer can be redeemed on food and drink, only; however, if the casino doesn't have a restaurant on its premises, the customer will receive a £500 promotional gaming chip, if redeemed within 30 days' following the customer's birthday date.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Birthday Party offer for an 'Ace' customer will be £1,000.



Birthday £200 Gift

- While customer's may be notified of this offer in advance of their birthday, customer's will only be able to redeem this offer from 15 days before their birthday. The redemption period will be open for 30 days, closing 15 days after the customer's birthday. If a customer has received a QR code for this offer, then they should redeem it at the Cash Desk of any Metropolitan Casino.
- The offer will be issued as either a; (i) promotional chip; or (ii) Slots/Electronic promotional ticket, depending on the customer's preference.
- Promotional chips cannot be exchanged for wheel or cash chips. The winning element of the pay-out will be paid in cash chips. No partnership betting is allowed.
- When using Slots/Electronic tickets, all promotional funds must be staked before cashing out.
- For customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino, the Birthday Gift offer for a 'King' customer will be £400.

Invitation to Tier Events

- From time to time, certain customers in a tier may receive communications relating to invitations to a Metropolitan Gaming event ("**Tier Event**"). These invitations will be sent to all customers who are eligible for the Tier Event and will be awarded on a first come first serve basis.
- Each Tier Event contains no cash value unless stated by Metropolitan Gaming management.
- Invitations are for one person only, unless otherwise stated at the time and cannot be transferred to a third party.
- All travel and accommodation costs associated with the Tier Event will be the responsibility of the customer, unless otherwise stated.

Priority Restaurant and Bar Reservations at any Metropolitan Gaming Property

- The Metropolitan Gaming Management team of each casino will hold a number of tables back each day in their restaurant and/or bar, for the sole use of 'King' and 'Ace' customers.
- In order to see if a reservation is available, customers must contact the casino Customer Relations team at the relevant casino, to redeem this benefit.
- Reservations are given on a first come first serve basis 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 1 mile radius of the casino every 6 months. Customers must contact their casino Customer Relations team, in advance, to redeem this benefit.
- The responsibility for all transportation and transfers to the hotels lies with the customer and is not included in this benefit.
- Cannot be transferred to a third party.
- The benefit will be provided on a first come first serve basis and is subject to the availability of contracted offers with hotel partners.

Annual £1,440 F&B Allowance

- All 'Ace' customers will receive a monthly allowance of £120 to spend on all food and drink purchases in a Metropolitan Casino, on presentation of a valid Met Card.
- The monthly allowance cannot be carried over from month to month and will expire if not used in the month of issue.
- This offer can be redeemed on food and drink, only.
- Cannot be transferred to a third party.



Annual Metropolitan Experience worth up to £1,525

- Every calendar quarter, 'Ace' customers are eligible to receive one of the following Metropolitan experiences: (i) £375 travel voucher to Cairo; (ii) £375 accommodation voucher at selected venues; (iii) £375 luxury shopping voucher at selected stores; or (iv) £400 in gaming chips or promotional tickets, together the **"Ace Metropolitan Experiences"**. Full details of the available Ace Metropolitan Experiences can be found here, or obtained from the casino Customer Relations team. Ace Metropolitan Experiences are subject to change and dependent on availability.
- 'Ace' customers must claim a different Ace Metropolitan Experience each quarter. For example, if an 'Ace' customer redeems a £375 luxury shopping voucher in the first quarter, then they will not be able to redeem a £375 luxury shopping voucher in the remaining 3 quarters.
- The Ace 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 use of the Ace Metropolitan Experience.
- Each customer can redeem one Ace Metropolitan Experience each quarter. Each quarter runs as follows:
 - The first Ace Metropolitan Experience is valid from 1 February 2024 to 31 March 2024;
 - The second Ace Metropolitan Experience is valid from 1 April 2024 to 30 June 2024;
 - The third Ace Metropolitan Experience is valid from 1 July 2024 to 30 September 2024; and
 - The fourth Ace Metropolitan Experience is valid from 1 October to 31 December 2024.
- An Ace Metropolitan Experience cannot be carried over to the next quarter. For example, if a customer does not claim an Ace Metropolitan Experience in the first quarter, then they will only be eligible to redeem three Ace Metropolitan Experiences over the next three quarters.
- Customers that are upgraded to an 'Ace' status between 1 February – 30 June will qualify for the Ace Metropolitan Experiences from 1 July of the calendar year.
- Customers that are upgraded to an 'Ace' status between 1 July – 31 December of a calendar year will qualify for the Ace Metropolitan Experiences for the following year, beginning 1 February.
- Cannot be transferred to a third party.
- Contains no cash value unless stated by Metropolitan Gaming.
- Offers are as stated. There will be no exceptions or amendments to the Ace Metropolitan Experiences.
- All Ace Metropolitan Experiences are based on availability.
- No shows or cancellations will result in forfeiture of the Ace Metropolitan Experience.
- Ace Metropolitan Experiences cannot be carried over into the new benefits year.

Ace External Hospitality Packages

The below offers are only available to 'Ace' customers who are registered at the Park Lane Club casino or the Metropolitan Mayfair casino (**"Ace PLMM Customers"**).

Hospitality Packages

- Every calendar quarter, Ace PLMM Customers are eligible to book two hospitality packages (**"Hospitality Package"**). These Hospitality Packages change each year and information relating to the Hospitality Package options and availability can be obtained by contacting the local casino Customer relations team as follows:
METROPOLITAN CASINO MAYFAIR Tel: 020 7514 9000
PARK LANE CLUB LONDON Tel: 020 3759 5050
- The offer entitles Ace PLMM Customers to book two Hospitality Packages every quarter. Each quarter runs as follows:
 - 1 February 2024 to 31 March 2024;
 - 1 April 2024 to 30 June 2024;
 - 1 July 2024 to 30 September 2024; and
 - 1 October to 31 December 2024,together, the **"Calendar Quarters"**)



- All Hospitality Packages must be booked with the casino Customer Relations Team more than 14 days in advance of a Hospitality Package commencing.
- Hospitality Packages are limited and bookings are made on a first come, first served basis.
- Hospitality Packages are subject to change and cannot be transferred to a third party.
- No shows or cancellations will result in forfeiture of the Hospitality Package.
- All travel and accommodation costs associated with the Hospitality Package will be the responsibility of the Ace PLMM Customer, unless otherwise stated.
- Ace PLMM Customers agree to adhere to any ticket and venue terms and conditions for a specific Hospitality Package including dress code. Refusal of entry will result in forfeiture of the Hospitality Package.
- No cash alternative is available.
- Entry to any Hospitality Package constitutes acceptance by the Ace PLMM Customer of these terms and conditions and the terms and conditions associated with the relevant Hospitality Package.
- Any complaints or disputes should be brought to the immediate attention of the manager at Park Lane Club or Metropolitan Mayfair for resolution.
- Disregard or failure to meet any of these terms may result in the management cancelling Hospitality Packages.

External Meal

- This offer entitles all Ace PLMM Customers to one complimentary dinner, every Calendar Quarter, at any restaurant within a 0.5 mile radius of Park Lane Club or Metropolitan Mayfair ("**Complimentary Dinner**").
- The total cost of the dinner that the Ace PLMM Customers is entitled to depends on the amount of points that they have earned whilst being an Ace PLMM Customer. The maximum total value of the customer's meal will be £400.
- In order to redeem the Complimentary Dinner, an Ace PLMM Customer must contact the casino customer relations team and a date for the Complimentary Dinner will be arranged between the Casino Host and the Ace PLMM.
- Ace PLMM 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 Ace PLMM Customer books the Complimentary Dinner. For the avoidance of doubt, the maximum value of the Complimentary Dinner that Metropolitan Gaming will pay is £400.
- The Casino Host will join the Ace PLMM Customer and their guests at the Complimentary Dinner.
- No shows or cancellations will result in forfeiture of the Complimentary Dinner.
- It is the responsibility of the Ace PLMM Customer to book their Complimentary Dinner with a Casino Host.
- Transportation is not included unless otherwise agreed.
- No cash alternative is available.