

WELCOME TO ROYAL CASINO SLOTS

THE MANAGEMENT
RESERVE THE RIGHT TO
REFUSE ADMISSION

NO PERSON UNDER
18 YEARS OF AGE ALLOWED
ON THESE PREMISES



NO ALCOHOL TO BE
CONSUMED ON THESE
PREMISES


NO SMOKING

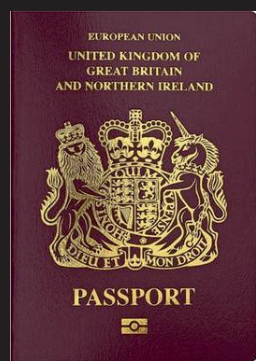


IT IS AGAINST THE LAW
TO SMOKE ON THESE
PREMISES

CHALLENGE



IF YOU ARE LUCKY ENOUGH TO
LOOK UNDER 25 YOU WILL BE
REQUIRED TO PROVE THAT
YOU ARE OVER 
WHEN YOU ENTER THIS PREMISES



ACCEPTED ID



FIRE ACTION

IF YOU DISCOVER A FIRE:

Sound the alarm and attack the fire if possible,
using the appliances provided, if not:
Leave by the nearest Exit,
DO NOT stop to collect personal belongings,
Close all doors on route,
DO NOT enter the building,
Assemble at Outside Iceland
Ensure that the Fire Brigade has been called

IF YOU HEAR THE FIRE ALARM:

Leave by the nearest Exit,
DO NOT stop to collect personal belongings,
Close all doors on route,
DO NOT enter the building,
Assemble at Outside Iceland
Ensure that the Fire Brigade has been called

WELCOME



We want your visit to be as comfortable as possible. If anything is not up to our usual standards please advise a member of our customer service team who'll be happy to help



Gambling should be fun and we urge you to enjoy our products in a safe and responsible manner. If gambling is causing you a problem contact Gamcare for independent support and advice on 0808 8020 133



We pride ourselves on offering the very best machines, environment and service possible. If you are dissatisfied for any reason, please contact the Duty Manager in the first instance. Alternatively we welcome feedback at feedback@rcslots.co.uk

CUSTOMER NOTICE

The Company wish to clarify to all customers the following information

1. Only one person per machine.
2. Players may actively play multiple machines which are situated side-by-side, not for example at opposite ends of the premises.
3. All payouts over £10 must be witnessed by a member of staff.
4. Non playing persons will be asked to leave the premises.
5. The Company does not accept “held credits” on any machine for more than a period of 10 minutes.
6. A machine may be “reserved” for a maximum of 15 minutes, unless otherwise agreed by the Site/Duty Manager or Supervisor in charge.
7. Customers playing multiple machines may be asked to relinquish one (or more) at the Site Manager’s discretion.
8. Cameras or any recording equipment are not to be used on these premises.
9. The Company cannot be held responsible for any personal property brought into or left on these premises.

CUSTOMER NOTICE



THESE PREMISES ARE GUARDED BY
24 HOUR CCTV FOR THE DETECTION
AND PREVENTION OF CRIME AND FOR
THE SECURITY OF OUR CUSTOMERS

PROMOTIONS TERMS & CONDITIONS

CASH MATCH

Cash Match is subject to an equivalent customer spend. The cash value is matched. Staff will match the value of the customer deposit using cash. Offer/promotion may be restricted to specific machines. The offer does not vary according to machine stake. Complimentary Cash Match is at the discretion of the Venue Manager.

STAMPER CARDS / COLLECTOR CARDS / SCRATCH CARDS

Stamper Cards are valid in the participating venue only (unless otherwise stated). Only one stamper card is permitted per customer (unless otherwise stated). No purchase necessary.

PRIZE AND CASH DRAWS / RAFFLES

Customers can participate in prize and cash/raffles when collecting prize draw or raffle tickets through venue visits (one per day per customer) and/or through other promotions as advertised. Customers must be in the venue at the time of the draw/raffle to qualify for a prize (Unless otherwise stated).Where cash alternatives are offered instead of prizes the cash amount may be less than the recommended retail price (RRP). Management reserve the right to cancel/postpone or “rollover” the draw to an alternative day when insufficient customers attend or where the winning customer is not present.

GENERAL

Management reserve the right to amend the conditions or cancel any promotion, at any time, without prior notice or explanation. Management can refuse entry to the premises or participation in any promotion without explanation. Customers must sign and provide necessary personal details (depending on promotion) else promotion becomes valid i.e Cash Match, raffles, etc. Fraudulent activity will result in exclusion from the promotion and or premises. Where competitor cash match promotions are active, proof of competitor promotions may be required. Customers are prohibited from collecting a bank sum from a machine where the sum, or part sum of the bank is funded by a promotion. In the event of a gaming transaction dispute please speak to a member of staff for full details of our Alternative Dispute Resolution (ADR) Service.

18+

begamblewaware.org

gamble responsibly

gamcare.org.uk