



COMPLAINTS PROCEDURE NON-GAMING

Customer Information

Complaints Procedure – Non-Gaming

As a valued member and guest, Wynn Mayfair takes its commitment to provide a five-star customer service environment seriously.

This Complaints Procedure addresses services provided by Wynn Mayfair that are not gaming related disputes.

Wynn Mayfair strongly encourages its members and guests to raise their concerns or feedback to the immediate attention of the on-duty Casino Manager. However, should you feel your concern has not been resolved, a formal complaint may be made in writing to:

Email correspondence:

enquiries@wynnmayfair.com

Letter correspondence:

Wynn Mayfair Enquiries

27-28 Curzon Street

London

W1J 7TJ

We aim to respond within 7 working days of receiving your formally lodged complaint.

Wynn Mayfair views complaints as helpful feedback and will do everything we can to resolve any matters in a prompt and timely manner. Should you choose to proceed to lodge a formal complaint, we look forward to resolving this matter and thank you for taking the time to provide your feedback. For gaming dispute matters, please refer to the Wynn Mayfair's Gaming Disputes Procedures available on-premises, our website www.wynnmayfair.com or please speak to any one of our Casino Managers.