



27-28 Curzon Street

London W1J 7TJ

Tel: 020 7499 4599

wynnmayfair.com



Complaints Procedure Non-Gaming

Customer Information





Complaints Procedure Non-Gaming

Wynn Mayfair is committed to providing a five-star customer service environment to every valued member and guest.

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 Wynn Mayfair's Gaming Disputes Procedures available on-premises, our website wynnmayfair.com, or please speak to any one of our Casino Managers.



Wynn Mayfair practices the responsible service
of gaming and the responsible service of alcohol

