

General Information

Q: Where are you located?

A: We are conveniently located on Level 5 of the Puchong Gateway Mall in Puchong, Selangor.

Q: What are your opening hours?

A: Our counters and kiosks open at 10:30 AM and close 15 minutes after the start of the last movie of the day. Our first movie screening typically starts at 11:00 AM.

Q: How can I contact customer service?

A: You can email us at hello@orioncineplex.my for general enquiries. For urgent matters, you may approach our staff at the cinema lobby or our Manager on Duty.

Q: Is the cinema wheelchair accessible?

A: Yes, our cinema is fully wheelchair accessible, with ramps and designated seating spaces in our halls. Please inform our staff during ticket purchase so we can best assist you.

Q: Can I bring my own food and drinks?

A: We do not permit outside food and beverages in our cinema halls. We offer a wide variety of snacks and drinks at our concessions counter for your enjoyment.

Ticketing & Reservations

Q: How can I purchase movie tickets?

A: You can purchase tickets through our official website, our mobile app (Orion Cineplex MY), our self-service kiosks at the lobby, or directly from our ticketing counters.

Q: Can I choose my seats in advance?

A: Yes, you can select your preferred seats when booking online, via our app, or at our kiosks and counters.

Q: Is there a booking fee for purchasing tickets online?

A: Yes, a nominal booking fee of RM1.50 is applied per transaction for all online and app bookings.

Q: How do I collect my tickets if I booked online?

A: You don't need to print them! Simply show the QR code from your confirmation email or in our mobile app to our staff at the cinema entrance to be scanned.

Q: Can I get a refund or change my movie time after purchase?

A: All purchased tickets are non-refundable and non-exchangeable. Please double-check your movie title, date, and time before confirming your purchase.

Q: What happens if I am late for my movie?

A: You may still enter the hall if you are late, but we request that you do so quietly to avoid disturbing other guests.

Café & Concessions

Q: What kind of snacks and drinks do you sell?

A: We offer a wide range of classic cinema snacks, including popcorn (caramel, salted), hot dogs, nuggets, nachos, and a variety of soft drinks, juices, and mineral water.

Q: Are your food and beverage items Halal?

A: Yes, all our food and beverage items are sourced from Halal-certified suppliers.

Q: Do you offer any popcorn or drink combos?

A: Absolutely! We have several value combo sets available, from single combos to family-sized combos. Please check the menu at our concessions counter for the latest offerings.

Q: Can I get a refill on my popcorn or soft drink?

A: We do not offer refills. However, our large-sized combos offer the best value for a fulfilling movie experience.

Q: Can I purchase from the concessions counter without a movie ticket?

A: Yes, our concessions counter is located in the main lobby and is accessible to all mall visitors.

Q: Do you have options for customers with dietary restrictions or allergies?

A: Please speak to our concessions staff about your dietary needs. While we take precautions, please be aware that our food is prepared in an environment where allergens may be present.

Specials & Promotions

Q: Do you have a membership or loyalty program?

A: Yes, we do! Join our "Orion Stars Club" to earn points on every purchase, enjoy exclusive discounts, and receive special birthday treats. You can sign up via our mobile app or website.

Q: Are there any discounts for students or senior citizens?

A: Yes, we offer special rates for students (with a valid student ID) and senior citizens (aged 60 and above) for movies on weekdays before 6:00 PM.

Q: Do you offer special prices on certain days of the week?

A: Yes, look out for our "Super Saver Tuesdays" where you can enjoy movie tickets at a flat, discounted rate all day long!

Q: Can I rent a cinema hall for a private event or corporate screening?

A: Yes, we offer hall rentals for private functions. Please email our Manager, Mr. David Tan, at hello@orioncineplex.my with your event details to get a quote.

Q: Do you sell gift cards?

A: Yes, Orion Cineplex gift cards are available for purchase at our ticketing counters. They make the perfect gift for any movie lover!

Q: How can I stay updated on your latest promotions?

A: The best way is to follow us on our social media channels (Facebook and Instagram @OrionCineplexMY) or subscribe to our newsletter via our website.

Payment

Q: What payment methods do you accept?

A: We accept cash, major credit cards (Visa, Mastercard), and debit cards at our counters. Our website, app, and kiosks accept credit/debit cards and e-wallets.

Q: Which e-wallets can I use for payment?

A: We accept a variety of popular e-wallets, including Touch 'n Go eWallet, GrabPay, and Boost.

Q: Is it safe to use my credit card on your website or app?

A: Yes, our online payment gateway is secured with industry-standard encryption to ensure that your personal and financial information is kept safe and confidential.

Q: Can I pay for my tickets using my Orion Stars Club points?

A: Yes! You can redeem your accumulated points for movie tickets or concession items directly through our app or at our counters.