

Cinema Policies – FAQ

1. How can I book a ticket?

You can book tickets online, by phone, or at the cinema counter. Assigned seats will appear in your confirmation message.

2. Do I need to pay when booking online?

Yes. All online bookings must be paid in full at the time of reservation.

3. Can I reserve a seat without paying?

No. Seats cannot be held without payment.

4. How do I receive my ticket?

After booking, you will get a confirmation code. Show this code at the entrance.

5. Can I cancel my ticket?

Yes, you can cancel your ticket up to **2 hours before** the movie starts.

6. Will I get a refund if I cancel?

If you cancel at least 2 hours before the showtime, you will receive:

- ☑ a **100% refund**, or
 - ☑ full credit in your cinema account.
-

7. What happens if I cancel less than 2 hours before the movie?

Cancellations made less than 2 hours before showtime are **not refundable**.

8. What if I miss the movie or arrive late?

No refund is provided for missed movies or late arrivals.

9. What if the cinema cancels a show?

If the cinema cancels the screening due to technical issues, you will receive:

- ☒ a **full refund**, plus
 - ☒ a **free complimentary ticket** for any future movie.
-

10. Can I bring outside food or drinks?

No. Only cinema-approved snacks and beverages are allowed inside the halls.

11. Are children allowed in all movies?

Children must follow the age rating of the movie.

- Under 7: must be with an adult.
 - Under 12: not allowed in late shows after 10 PM unless with an adult.
-

12. What behavior is not allowed inside the cinema?

- Using mobile phones loudly
- Recording or taking pictures

- Disturbing other guests

The cinema may remove anyone violating these rules without refund.

13. What should I do in an emergency?

Follow staff instructions and use the emergency exits when directed.

14. What if I lose something inside the cinema?

We keep found items for 7 days at the customer service desk, but the cinema is not responsible for lost belongings.

15. Is my personal information safe?

Yes. Customer information is only used for processing tickets and communication. It is never shared without permission.