

Electric Picture House Cinema Ltd

www.wottoncinema.com

admin@wottoncinema.com

01453 844601



Terms and Conditions

The purchase of entry tickets for film showings or other events at Electric Picture House Cinema ('the Cinema') is strictly subject to the following Terms and Conditions. By purchasing an entry ticket, you agree to be bound by these Terms and Conditions. Should you have any queries or need clarification on any of the Terms and Conditions, please contact a member of staff.

1. Ticket prices are those displayed at the time of the point of purchase. All prices include applicable Value Added Tax.
2. Tickets are subject to availability and are non-refundable if the film screening goes ahead as scheduled.
3. Seating will be unreserved unless otherwise specified at the time and point of purchase.
4. Under no circumstances, save personal injury or death resulting from its negligence, shall the Cinema be liable to the purchaser of the entry ticket for more than the purchase price of the ticket.
5. For tickets purchased online, a card handling fee is payable in addition to the ticket price to cover the cost of providing card services. You will be notified of the amount at the time and point of purchase.
6. Tickets purchased online will be available for collection at the cinema Box Office 30 minutes prior to the performance. Guests should print the payment receipt generated when purchasing tickets online and bring this with them as proof of purchase and identity. The Cinema reserves the right to withhold tickets if members of staff are not satisfied as to the ownership or validity of the tickets purchased online.
7. If a ticket is purchased online in advance and admittance cannot be granted to the event because the Cinema has, for whatever reason, been filled to capacity when the ticket is collected, the Cinema will issue a refund of the purchase price of the ticket or voucher of equivalent value for a future performance. In no event shall the Cinema be liable in such circumstances for more than the value of the ticket price.
8. Promotional vouchers must be redeemed in person at the Cinema box office and cannot be applied to advance online ticket purchases. Vouchers bearing an expiry date must be redeemed on or prior to that date. Unless stated otherwise, vouchers may not be used in conjunction with any promotion or special event.
9. The Cinema reserves the right to request proof of age for admittance to age-restricted films or events (e.g. 12A, 15 and 18 certificates). Photographic identification, such as a driving licence or passport may be required. The Cinema reserves the right to refuse admission to anyone who members of staff believe to be under the age limit required for entry, irrespective of evidence offered.
10. The Cinema reserves the right to request proof of entitlement to entry at a concessionary price (e.g. students and senior citizens). The Cinema reserves the right to refuse admission at a concessionary price to anyone who members of staff believe not to be entitled to entrance at the concessionary price, irrespective of evidence offered.
11. For tickets purchased in advance online at concessionary prices, proof of entitlement may be demanded before admission to the auditorium.
12. Guests should check the details printed on their ticket (or proof of purchase in the case of online booking) are correct at the time of issue or collection. Tickets cannot be exchanged or refunded at a later stage in the event of any error. Lost, stolen or damaged tickets will not be replaced.
13. The Cinema will at all times endeavour to ensure that the films are shown in accordance with the schedules advertised. However the Cinema reserves the right to cancel a showing, substitute an alternative film or vary the time of a performance if forced to do so by circumstances beyond their control. In such circumstances the Cinema will take all reasonable steps to publicise the change and will, at its discretion, refund to guests the cost of the tickets already purchased or issue replacement tickets or vouchers for the same film at an alternative show time.

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14. The Cinema reserves the right to cancel a film showing or other event, either before or after it has commenced, if circumstances develop that render continuation impossible, impractical or presenting a real or potential risk to guests, staff or the premises. Such circumstances would include (but not limited to) fire, significant equipment failure, threats of terrorist action and power cuts. In such circumstances, the Cinema will issue replacement tickets or vouchers for the same film or event at another show time.
15. Every effort will be made to accommodate latecomers but to avoid disturbance to other guests, the Cinema reserves the right to refuse admission to guests who arrive after the main feature has started.
16. Tickets may not be resold or used for any commercial purpose without the permission of the Cinema in writing.
17. The Cinema reserves the right to amend these Terms and Conditions from time to time without notice. The current Terms and Conditions will be displayed in the Cinema and on the Cinema's website.
18. Only guests in possession of a valid ticket will be admitted to the auditorium. Any guest who does not hold a valid ticket may be asked to leave the premises.
19. Tickets must be carried when leaving the auditorium during a performance to be sure of readmission.
20. For the comfort and enjoyment of all, mobile phones and all other mobile devices that may cause a disturbance must be switched off at all times inside the auditorium.
21. Sound and video recording equipment and cameras are not permitted inside the auditorium. It is a serious criminal offence to copy or attempt to copy and film or other copyrighted material shown in the auditorium. Such crime is punishable on conviction with an unlimited fine and imprisonment of up to a maximum of 10 years. The Cinema reserves the right to eject from the premises any guest suspected of recording or attempting to record copyright material, and if appropriate, to call in the police to investigate the matter further.
22. The Cinema accepts no responsibility for information displayed or broadcast on the premises by any third party.
23. Food and drink brought from outside the Cinema may not be consumed on the premises.
24. Guests must remain at all times within the permitted guest areas (the entrance hall, foyer, auditorium and toilets). Guest must use the provided seating (or a wheelchair if applicable) in the auditorium. To comply with fire regulations, guests must not obstruct the aisles or access ways.
25. Guests must adhere at all times to the Cinema's Health and Safety procedures and guidelines as directed by staff.
26. Guests must keep their personal belongings with them at all times. The Cinema will not accept responsibility for the loss, theft or damage to any personal items brought onto the premises. Any items of lost property that come into the possession of the Cinema will be held for customer collection at the Cinema for a period of up to 28 calendar days. The Cinema will not be obliged to attempt to contact the owners of lost property.
27. Any antisocial or disruptive behaviour or continuing behaviour likely to disrupt the enjoyment of other guests will result in immediate removal from the premises. In the event of a group disturbance, the group will be treated as one and the whole group may be removed from the cinema. In either case, guests will not be entitled to a refund. The police will be called if their intervention is deemed appropriate in the circumstances.
28. The Cinema is a completely smoke free environment throughout. Any guest found to be smoking within the premises, will be ejected immediately without any entitlement to a refund.
29. No illegal substances may be brought onto or consumed on the premises. Any guest found to be, or suspected to be, in possession of such substances will be ejected from the premises and may be reported to the police without any entitlement to a refund.
30. Any guest found in possession of a weapon, or an item that staff believe is being carried as a weapon, shall be ejected from the premises without any entitlement to a refund. Staff will report the matter to the police if deemed appropriate. At the discretion of staff, personal items deemed to be a potential risk, may be confiscated from guests and returned once the guests leave the premises.

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31. Guests must not leave their personal belongings unattended at any time, either before, during or after a performance. The Cinema reserves the right to remove any unwanted items, which will be held at the cinema for 28 days pending reclaim by their owners. The Cinema may require proof of ownership before releasing the items.
32. Verbal or physical abuse or attack on the Cinema's staff will not be tolerated. Such behaviour will result in immediate ejection of the offending guest(s) from the premises without any entitlement to a refund. Wherever possible, the Cinema will seek to prosecute individuals or groups who engage in this behaviour to the fullest extent of the law.
33. Whilst on cinema premises guests must not engage in any conduct or act in any manner that might reasonably be expected to offend, insult, intimidate, threaten, disparage or vilify any person on any basis whatsoever including but not limited to that person's race, religion, colour, gender, decent or notational or ethnic origin. Such behaviour will result in immediate ejection of the offending guest(s) from the premises without any entitlement to a refund. If deemed appropriate, the police may be called to investigate further.
34. Guests are hereby notified that CCTV monitoring of the inside and the outside of the premises may take place for the purpose of protecting guests, staff and property.
35. Without prejudice to any other rights it may have, in the event that a guest(s) breaches any of these Terms and Conditions, the Cinema reserves the right to take all appropriate action to avoid a recurrence and to recoup any costs incurred. This may include a temporary or permanent exclusion from the Cinema premises and any appropriate legal action.
36. "The Cinema" means Electric Picture House Cinema Limited situated at 18A Market Street, Wotton-under-Edge, Gloucestershire, GL12 7AE.