



# Wotton Electric Picture House

## Cinema Entrance Terms and Conditions

The purchase of entry tickets for film showings or other events at Wotton Electric Picture House ('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 and point of purchase. All prices include applicable Value Added Tax.
2. Tickets are subject to availability and are non-refundable if the film screening or event 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 an 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 PayPal 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 or a 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 purchase value of the ticket.
8. Promotional vouchers must be redeemed in person at the Cinema box office and cannot be applied to advance online ticket purchases online. 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 other promotion or special offer.
9. The Cinema reserves the right to request proof of age for admittance into age-restricted films (e.g. 12, 12A, 15 and 18 certificated films) or events. 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 concessionary prices (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 that 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 that the details printed on their ticket (or proof of purchase in the case of online bookings) 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 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 showing if forced to do so by circumstances beyond its 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 tickets already purchased or issue replacement tickets or vouchers for the same film at an alternative show time.
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, impracticable or presenting a real or potential risk to guests, staff or the premises. Such circumstances would include (but not be 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 or another film or event at an alternative 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 re-sold 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. All purchases of tickets are subject to our Guest Admissions Policy and to our Privacy Policy, which form part of these Ticket Terms and Conditions. Please read these prior to purchasing a ticket.

19. Only guests in possession of a valid ticket will be admitted into the auditorium. Any guest who does not hold a valid ticket may be asked to leave the premises.
20. Ticket stubs must be carried when leaving the auditorium during a performance to be sure of readmission.
21. 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.
22. 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 any film or other copyright protected 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 intending to record copyright material and, if appropriate, to call in the police to investigate the matter further.
23. The Cinema accepts no responsibility for any information displayed or broadcast on the premises by any third party.
24. Food and drink brought from outside of the Cinema may not be consumed on the premises.
25. Guests must remain at all times within the permitted guest areas (the entrance hall, foyer, auditorium and toilets). Guests 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.
26. Guests must adhere at all times to the Cinema's Health and Safety procedures and guidelines as directed by staff.
27. 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 collection at the Cinema for a period of 28 calendar days. The Cinema will not be obliged to attempt to contact the owners of lost property.
28. 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 any refund. The police will be called if their intervention is deemed appropriate in the circumstances.
29. 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.
30. Alcohol may not be brought into or consumed on the premises, except in the case of special events where the Cinema has expressly sanctioned the presence of alcohol in advance. Any guest found consuming alcohol will be ejected from the premises immediately without any entitlement to a refund.
31. No illegal substance 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 immediately and may be reported to the police, without any entitlement to a refund.
32. 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 when those guests leave the premises.
33. Guests must not leave personal possessions unattended at any time, either before, during or after a performance. The Cinema reserves the right to remove any unattended items, which will be held at the Cinema for at least 28 days pending reclaim by the owners. The Cinema may require proof of ownership before releasing items.
34. Verbal or physical abuse or attack on the Cinema's staff will not be tolerated. Such behaviour will result in the immediate ejection of the offending guest or guests 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.
35. 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 religion, colour, gender, descent or national or ethnic origin. Such behaviour will result in the immediate ejection of the offending guest or guests from the premises without any entitlement to a refund. If deemed appropriate, the police may be called in to investigate further.
36. Guests are hereby notified that CCTV monitoring of the inside and outside of the premises may take place for the purpose of protecting guests, staff and property.
37. Without prejudice to any other rights it may have, in the event that a guest or group of guests breaches any of these Terms and Conditions, the Cinema reserves the right to take all appropriate action to avoid a reoccurrence and to recoup any costs incurred. This may include a temporary or permanent exclusion from Cinema premises and any appropriate legal action.
38. Members of any discount or loyalty scheme operated by the Cinema must also abide by the separately published Terms and Conditions of that scheme.
39. "The Cinema" means Wotton Electric Picture House situated at 18A Market Street, Wotton-under-Edge, Gloucestershire, GL12 7AE.