

The Pickaquooy Centre – The New Phoenix Cinema Terms and Conditions

– Issued 09 February 2016

The Pickaquooy Centre is owned by Orkney Islands Council and managed by The Pickaquooy Centre Trust. In this document references to “you” mean the Cinema customer and any other attendees to The Phoenix Cinema showings. References “we”, “us” and “our” represent The Pickaquooy Centre Trust.

General Ticket Terms

- 1.** Cinema Tickets can only be purchased at time of booking and no advanced reservations will be accepted. You can book tickets in person, via our website or over the telephone using credit or debit card
- 2.** By placing an order for tickets through the various avenues stated above, you are making a request to book tickets for the relevant performance(s) subject to these ‘General Ticket Terms’. Please note that this does not mean that your request has been accepted.
- 3.** We will only be bound by an online booking through the website once we have processed your payment and we have sent you an email to you confirming your booking.
- 4.** Ticket prices relate to the screening you wish to attend, not the day or time at which you purchase your ticket. Tickets are sold at the price displayed on the website or and printed material for the relevant film and showing time. All prices and fees include VAT. Please note that ticket prices vary and will be higher for 3D/National Theatre Live and special screenings (the prices will be displayed clearly at time of booking).
- 5.** Tickets are subject to availability and are non-refundable. We will not be responsible in the event that you make any error when purchasing your tickets on-line (including but not limited to selecting the wrong film, wrong time, day or the wrong number of tickets). Please check that your selection is correct before confirming the booking as tickets cannot be exchanged or refunded at a later stage. Lost, stolen or damaged tickets will not be replaced.
- 6.** Loyalty cards for the Cinema cannot be used for any National Theatre Live or special screening and only apply to ‘regular’ film shows within the schedule (this does include 3D screenings). Loyalty cards are for individual use and if you come with more than one other person you will only receive one stamp, it is recommended that more than one loyalty card is held within families etc.
- 7.** We are unable to provide a specific loyalty card for National Theatre Live screenings due to restrictions set by the provider.
- 8.** Annual Cinema card holders are only permitted to use their membership for regular and 3D shows it does not include National Theatre Live, Opera, Musical/Comedy events and other ‘special screenings’. If in doubt please ask at time of booking.