

The Pickaquoy Centre, The Phoenix Cinema Terms and Conditions – Issued March 2019

The Pickaquoy Centre is owned by Orkney Islands Council and managed by The Pickaquoy Centre Trust. In this document references to “you” mean the Cinema customer and any other attendees to The Phoenix Cinema. References “we”, “us” and “our” represent The Pickaquoy 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 buy tickets in person at our reception desk, online via our website or over the telephone using a 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. Once payment has been made in person, you will be given your ticket(s). If payment is made over the telephone, your ticket(s) will be available for collection from our reception, or from the cinema kiosk prior to the screening.
4. We will only be bound by an online booking through the website once we have processed your payment and we have sent an email to you confirming your booking. This email confirmation is your cinema ticket(s) and you must bring this with you to the cinema screening, to show to the staff member on the door.
5. For tickets purchased online or over the telephone, you may be asked to provide proof of eligibility for any tickets purchased at concession prices when you attend the screening. Please have this with you.
6. 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 and/or printed material for the relevant film and screening time. Prices vary and will be higher for 3D films and event cinema (National Theatre Live, Royal Opera House, special screenings, etc.). All prices will be displayed or communicated clearly at the time of booking. All prices and fees include VAT.
7. Cinema 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 (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 your booking. Lost, stolen or damaged tickets will not be replaced.
8. We accept CEA Cards for disabled customers who require a carer to accompany them to the cinema. This card entitles you to one free cinema ticket for a carer (the card holder is still required to pay for their cinema ticket).
9. Annual Cinema Memberships and Multi-Visit Cards are only valid for regular 2D and 3D film shows, not event cinema screenings. If in doubt about whether a screening is eligible, please ask at the time of booking.
10. Complementary Passes and Vouchers must be exchanged for cinema tickets to the screening you wish to attend, in person at our reception desk. Unfortunately, we cannot accept online bookings using these at this time.
11. Cinema Loyalty Cards can be used by individuals or families, one loyalty stamp will be initialled for every cinema ticket purchased. The free cinema ticket from a completed loyalty card cannot be redeemed for any event cinema screenings and only applies to regular film shows within the schedule (this does include 3D screenings). However, you may collect loyalty stamps when purchasing tickets for event cinema screenings. We are unable to provide a loyalty card for event cinema screenings due to restrictions set by the providers.
12. Age ratings for the films and event cinema we screen are set by the British Board of Film Classification. If our staff think you look under the age required, you will be asked to produce photographic ID. Anyone unable to provide valid ID at the time of the film screening will be refused entry to the cinema and will not be refunded for their ticket.
13. While cinema tickets are non-refundable, in certain circumstances they may be exchanged for tickets to another screening of the same film or event. This is subject to the availability of another suitable screening and the request being made in advance of the original screening. Any difference in price over the original ticket cost will be due to be paid (no refund will be due if the new screening would cost less than the original ticket price). All exchanges are at the discretion of the Pickaquoy Centre management.