



TERMS AND CONDITIONS OF USE

The Phoenix Cinema is managed by The Pickaquoy Centre Trust, and the Pickaquoy Centre's Terms & Conditions Of Use apply. In this document references to "you" mean any user of the Cinema, "we" and "our" represent The Pickaquoy Centre.

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. By placing an order for tickets through these various avenues, you are making a request to book tickets for the relevant screening(s) conditional to these Terms And Conditions Of Use.
2. 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.
3. Ticket prices relate to the screening you wish to attend, prices can vary and will be higher at peak times and for 3D films and event cinema (National Theatre Live, Royal Opera House, special screenings including live Q&As, etc.). All ticket prices will be displayed or communicated clearly at the time of booking. All prices and fees include VAT.
4. We accept CEA Cards for customers who require a carer to accompany them to the cinema. This card entitles you to one free cinema ticket for a carer per screening – the card holder is still required to pay for their cinema ticket.
5. Once payment has been made, you will be given your ticket(s). If payment is made over the telephone or online, you will be emailed your ticket(s). 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. Email confirmations are your cinema ticket(s) and you must bring this with you to the cinema screening, to present to the staff member on the door.
6. 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.
7. Age ratings for the films and event cinema we screen are set by the British Board of Film Classification and must be followed. If our staff think you look like you may be under the age required, you will be asked to produce photographic ID – ID may be requested when tickets are purchased, or when you attend the cinema screening. 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.
8. Phoenix Infinity is our cinema membership scheme. It gives unlimited access to all regular 2D and 3D film screenings (if in doubt about whether a screening is eligible, please check at the time of booking). Benefits also include 20% off tickets to event cinema screenings, and 10% off all kiosk purchases. Membership tickets must be booked by the registered member online or through our reception desk. Membership is non-transferable and any use other than by the individual cardholder may result in immediate cancellation of the membership, with no refund of any monies already paid.
9. Phoenix Infinity must be taken out for a minimum term of three months. To cancel your membership after this time, please email memberships@pickaquoy.com or fill in a cancellation form, available from our reception desk.
10. Phoenix Cinema Loyalty Cards can be used by anyone, and one loyalty stamp will be given for every cinema ticket purchased. Loyalty Card stamps cannot be collected on tickets booked using a Phoenix Infinity membership. The free cinema ticket from a completed Loyalty Card cannot be redeemed for event cinema screenings and only applies to regular 2D and 3D film screenings. However, you may collect loyalty stamps when purchasing tickets for event cinema.
11. Completed Loyalty Cards, Complementary Passes and Gift Vouchers must be exchanged for cinema tickets to the screening you wish to attend, in person at reception. Unfortunately, we cannot process online bookings using these.
12. While cinema tickets are non-refundable, they may be exchanged for tickets to another cinema screening. 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 made at the discretion of the Pickaquoy Centre Management.