

GENERAL TERMS OF USE

- The purchase of online tickets is subject to availability and is **NON-REFUNDABLE**.
- Online ticket purchases will only be available up to 30 minutes before the start time of the movie.
- When you buy tickets online you are making a request to book tickets for the relevant show subject to the terms and conditions of this Policy. Please note that this does not mean that your request has been accepted.
- We will only be bound by an online booking once your credit card payment is processed online and you have a confirmed booking. The confirmed bar code that is emailed to you is your receipt for your online transaction.
- Once you are on the www.movietowne.com website and you decide to use the MovieTowne Online Ticketing Service to purchase movie tickets, at the point of the buying process you will be redirected to a different URL, which is a safe and secure site to process the online transaction.
- It is not possible to use any promotional vouchers or codes [or MovieTowne gift cards] to book tickets through the Movietowne website unless expressly stated otherwise on the voucher or code.
- Your online purchase guarantees that there will be a seat available, but we can't guarantee that you will get the seat of your choice unless you arrive early. Seats are on a first come first served basis. Seats will only be allowed to be reserved at the VIP cinemas.
- Tickets can only be redeemed at the location of the specific cinema they were purchased for.
- Your booking confirmation is unique to your transaction and can only be redeemed once. Once your online ticket confirmation has been redeemed, it's removed from our system and any attempts thereafter will be considered invalid. Therefore, all members of your party must be present upon scanning of the ticket. If the party wishes to enter separately, the ticket confirmation can be redeemed at the box office where separate physical tickets will be allotted to you. MovieTowne is not responsible for any unauthorized or falsely copied booking confirmations.
- Tickets are only valid for the session for which they were purchased. Any changes made must be **BEFORE** the screening time and can only be facilitated for the same date shown on your ticket.
- Lost, stolen or damaged tickets will not be replaced. Always keep a record of your booking confirmation.
- Combos purchased online will be available at a special concession station that facilitates **PICKUP ONLY**. Any additional items will have to be purchased and collected at regular concession stations.

EXCHANGES

If you wish to exchange any movie ticket/s that were purchased online on MovieTowne's website, you can do this by visiting the MovieTowne location you purchased the tickets for **BEFORE** the date and time on your ticket. Your ticket/s can be exchanged for the same movie or another movie of equal value on and for the same date as your ticket. You must have your booking confirmation bar code number to make the exchange. You can walk with your print-at-home your booking confirmation bar code, your mobile phone with your emailed bar code or record this number to present to the cinema supervisor. No exchanges can be made after the ticketed date and show time have passed. *Restrictions apply.*

PAYMENT METHODS

For online movie ticket purchases from MovieTowne's website, only valid Visa and MasterCard Credit Cards will be accepted.

PRICING

Only adult and children and senior tickets can be purchased online for appropriately rated movies. A child ticket is only valid for children 12 and under. MovieTowne reserves the right to request proof of age and to request ID for rated movies. **A NON-REFUNDABLE** convenience fee of \$5.00 is charged per movie ticket purchased online. Your confirmed online movie ticket purchase transaction will appear on your credit card statement as Multicinemas Trinidad Limited. MovieTowne's on site or online movie ticket prices are subject to change at any time and these changes will be represented and communicated accordingly.

FILM TIMES

At all times MovieTowne will endeavour to ensure that advertised film schedules are materially accurate and that films are shown in accordance with such schedules. However, we cannot always guarantee the accuracy of the advertised schedules and reserve the right to cancel a showing, substitute an alternative film or vary the time of the showing, if necessary for any reason. If a film showing is cancelled or its timing altered or is not as advertised, the duty manager at the relevant cinema will take the necessary action to rectify the situation or an exchange can be facilitated for the same movie which is redeemable for 7 days.

PRIVACY

Your use of the MovieTowne Online Ticketing Service is governed by the MovieTowne Privacy Policy. You agree to MovieTowne's collection, use and sharing of your information as set forth in the MovieTowne Privacy Policy.

LIABILITY

Nothing in this Policy affects your rights under the law or excludes or limits our liability for fraud, death or personal injury resulting from our negligence. In all other circumstances, our liability to you shall be limited to the price paid for your ticket.