

# Event Cinemas Reopening FAQs

## **GIFT CARDS & VOUCHERS**

*What is the new expiry date for my Cinebuzz points?*

We have extended the expiry of Cinebuzz points for an additional 3 months. Any points that were due to expire between 23 March 2020 and 30 June 2020 will now expire on 1 October 2020.

*I have a voucher that has expired while the cinemas have been closed, will the expiry date be extended?*

We are extending all vouchers and gift cards that have expired during the shutdown period (23 March to 2 July) to 31 October 2020. If you wish to have your vouchers extended please contact the customer service team to request an extension [HERE](#).

## **PAID SUBSCRIPTION**

*I purchased a paid subscription but haven't been able to use it, will the expiry date be extended?*

We have extended the paid subscription for an extra 3 months to 30 September 2020. You don't need to do anything for this to happen, we have done it automatically.

## **ONLINE BOOKING**

*I've already booked Online but now want to add more seats next to my booking. How can I do this?*

Our ticketing platform automatically distances your entire group from other customers, ensuring groups can sit together while blocking seats directly in front and to the side. To add more seats next to your original booking, simply make a new booking and select seats as close to your original booking as possible. When in the cinema, you can then sit in the blocked seats, to ensure you are sitting with the group in the original booking. This will also ensure social distancing is still in place from other customers.

## **BIRTHDAY PARTIES**

*Can I host a birthday party/large group booking at your venue?*

For more information on hosting a birthday party or group bookings at your local cinema, contact the team at [eventexclusives@evt.com](mailto:eventexclusives@evt.com)

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## **WHAT'S SHOWING**

### *When will programs like Bring Your Baby return?*

To keep up to date with what's happening at your local cinema including programs and special events, join the Cinebuzz Rewards program to be the first to know.

### *What movies will be showing now that you have reopened?*

We have a great lineup of movies between now and the end of the year, including but not limited to Unhinged (July), The Personal History of David Copperfield (July), Babyteeth (July), Broken Hearts Gallery (August) High Note (August), Slim & I (August), Antebellum (August), Bill and Ted 3: Face the Music (August) as well as Wonder Woman 1984, Black Widow, No Time to Die, Death on the Nile, Westside Story and Peter Rabbit 2.

In addition, we will be showing popular recently released movies like Bad Boys for Life, Joker, Knives Out, Invisible Man and Sonic the Hedgehog and retro content on Superhero Sundays and Friday Fright Nights.

For more information on what we have in store, click [HERE](#) or join the Cinebuzz Rewards Program for all the latest movie news.

## **SELF-SERVICE**

### *How have your self-serve food areas adapted?*

In our Candy Bar, we will offer only pre-packaged items and contactless payment is highly encouraged and available in all our outlets.

At select locations, contactless self-service technology has been implemented and is also highly encouraged.

Customers can also pre-purchase their favourite movie time snacks when booking online or via the Event Cinemas App, and easily collect from the Candy Bar upon arrival.

In our Gold Class locations, a QR code will be displayed in the foyer and at the bar for customers to scan and view a digital version of the menu.

Increased frequency of cleaning, social distancing markers, signage & hand sanitiser stations will be utilised throughout all food and beverage areas to ensure customers have a safe and enjoyable cinema experience.

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## **SOCIAL DISTANCING MEASURES**

### *What social distancing and hygiene measures are you implementing?*

Event Cinemas has implemented a range of new sanitisation and wellbeing initiatives as part of reopening.

The cinema experience has evolved to include contactless booking and check-in via the Event Cinemas booking website and app, cashless operations on site, including in the candy bar, staggered session times, hand sanitiser stations, social distancing measures (where applicable) in foyer and theatre areas and increased frequency of cleaning.

In addition, we have introduced Intelligent Social Distanced Ticket Bookings. This booking system will allow family and friends to book seats together in a block, automatically distancing the group from other customers, by blocking seats directly in front and beside the group.

For more information on what we are doing to make your experience more comfortable click [HERE](#).

### *Can I sit next to my family and/or friends during sessions?*

Yes! New in-cinema seat separation allows for gaps to be automatically allocated between groups at the time of booking. Blocked seats will appear as spaces and it allows families and groups to ensure they have all seats together including over multiple rows where necessary.

### *I am not feeling well. Can I get a refund?*

Please contact the customer service team [HERE](#), with your booking confirmation code.

### *How will you be cleaning and sanitising areas?*

Event, Birch Carroll and Coyle, GU Film House and Skyline Drive-In have implemented a range of new sanitisation and wellbeing practices in line with Federal and State recommendations.

All staff have completed extensive training in cleaning and sanitisation policies and procedures, as well as being equipped with detailed cleaning procedure guides, checklists and industry approved cleaning products. Dedicated cleaning staff will be wearing gloves and red high vis 'CLEANING IN PROGRESS' vests.

We are committed to delivering the very highest level of cleanliness and sanitisation to make your experience more comfortable.