



Terms & Conditions

Document History:

Version	Date	Amendment	Name
1.0	07/11/21	Document created	Billie King
1.1	17/04/22	Comedy Info Added	Billie King
1.2	15/02/23	Event Cinema Info Added	Billie King

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1. Definitions

1.1. "You" means everyone who visits The Regal and/or The 1936, whether or not they have purchased a ticket and/or any other products available at the venue.

1.2. "Us" or "We" means The Regal and/or The 1936 as a business and workforce.

2. Introduction

2.1. These Terms ("terms") and Conditions set out the general terms which apply to you when visiting The Regal and/or The 1936, whether or not you have purchased anything from the venue.

2.2. Nothing in these Terms affects your statutory rights as a consumer.

3. Age Restrictions

3.1. Entry to films and events is restricted by the classification given by the British Board of Film Classification or others. We are required to refuse admission to anyone who is below the minimum age required by the relevant classification.

3.1.1. Anyone can be admitted to films classified as U or PG.

3.1.2. Children under 12 can be admitted to films classified as 12A but only if accompanied by an adult (i.e. someone over the age of 18).

3.1.3. Nobody under the age of fifteen can be admitted to films classified as 15.

3.1.4. Nobody under the age of eighteen can be admitted to films classified as 18.

3.2. Children under age 8 must be accompanied by an adult at all times.

3.3. It is advised that children under age 10 are accompanied at all times.

3.4. Children under the age of 3 can attend film screenings free of charge providing that:

3.4.1. They sit on a lap for the entire screening (i.e. do not take up a seat); and

3.4.2. They are removed from the auditorium should they cause disturbance to other customers; and

3.4.3. The film is classified as U, PG or 12A.

3.6. We reserve the right to require you to prove your age with appropriate photographic ID if you are going to a 12A, 15, 18 film or purchasing an alcoholic drink. If you are unable to prove your age you will be not be able to watch the film or buy an alcoholic drink. We reserve the right to ask for such proof at any time you are on our premises.

4. Food and Drink

4.1. Only food and drink (including alcohol) purchased at The Regal/The 1936 may be consumed within the venue, with the exception of bottled water.

4.2. You must observe the licensing regulations at The Regal/The 1936 concerning the sale and consumption of alcoholic drinks:

4.2.1. Glass is not permitted in any of the auditoriums.

4.2.2. We reserve the right to require you to prove your age with appropriate photographic ID if you are attempting to purchase an alcoholic drink. If you are unable to prove your age you will be not be able to buy an alcoholic drink. We reserve the right to ask for such proof at any time you are on our premises.

4.2.3. We also reserve the right to refuse the sale of alcohol in order to align with and promote the four licencing objectives.

5. Smoking

5.1. You must not smoke within our venue, this includes vapes and e-cigarettes.

5.1.1. Any customer found to be smoking within our venue will be asked to leave immediately, any purchases made will not be refunded.

6. General

6.1. Mobile phones must be switched off or put on silent mode before you enter the auditorium.

6.2. Late-Comers

To avoid disturbing customers who arrive on time, customers (who have pre-booked tickets) arriving after the film has started, are asked to enter the auditorium quietly and as discreetly as possible.

6.2.1 Tickets are removed from sale 10 minutes into a film's run time, therefore customers who haven't booked in advance may be refused entry if arriving after a film has started.

6.3. You must adhere to any health and safety procedures or instructions that are in place and notified to you by our staff or by notices.

6.4. It is a serious criminal offence to copy or attempt to copy any film or other copyright material exhibited in any part of the cinema, punishable on conviction with an unlimited fine and imprisonment of up to a maximum of ten years. You are not permitted to bring cameras and/or recording equipment of any kind into the cinema.

6.5. We endeavour to show films in accordance with the programme that we advertise. However, there may be circumstances in which we are unable to comply with the advertised programme. In such cases, we may exchange your tickets to another screening or offer you a full refund if you are unable to watch another film or a postponed screening. We are unable to take responsibility for programme information advertised by third parties e.g. Google.

6.6. We are unable to reserve tickets.

6.7. We reserve the right to ask for proof of status for concessionary tickets at any time that you are on our premises.

6.8. You acknowledge that the cancellation rights contained in the Consumer Protection (Distance Selling) Regulations 2000 (as amended) do not apply to the services we offer for advance sales of tickets.

6.9. You must not purchase tickets except for personal use and you represent and warrant that tickets are not purchased as part of any form of a for-profit business or commercial activity unless we have expressly authorised otherwise in writing.

6.10. We accept no responsibility for any personal property that is brought to The Regal/The 1936.

6.11. You must comply with the conditions on our Licences as notified to you by our staff or by notices.

6.12. Please be aware that for some live shows a photographer will be present. The photographs they take will be used for marketing purposes and are likely to appear on our cinema screens, our website and other forms of digital and printed marketing materials. By purchasing a ticket, you understand and accept that you may be captured on camera during the performance and the purposes for which these photographs will be used.

7. Refunds and Exchanges

7.1. Once purchased, ALL tickets (film, live shows, event cinema etc.) are non-refundable.

7.1.1. Exceptions to 6.1 may occur in the event of a screening/show being cancelled or failing due to technical issues of our own equipment or technical issues of the streaming

operator (if a live streamed performance). Tickets will be refunded by the original method of payment.

7.1.2 Comedy Night line-ups are subject to change and are advertised as such. If the line-up changes after tickets have been purchased, refunds will not be issued nor will exchanges be available.

7.1.3 Once purchased, all memberships, membership vouchers and gift vouchers are non-refundable.

7.2 Exchanges

Once purchased, tickets to a film screening may be exchanged for tickets to an alternative film screening with the following conditions applying:

7.2.1. Tickets must be exchanged prior to the original film screening taking place

7.2.2. Tickets must be exchanged to a film screening already programmed

7.2.3. An amendment fee will be incurred; 1 - 2 tickets = £2 per ticket, 3+ tickets = single £6 fee.

7.3 Tickets for live shows or event cinema screenings are non-exchangeable.

7.4 If you have tickets to a sold out event which you can no longer attend, we can try and resell your tickets for you. Please note that if we successfully manage to resell your tickets, you will receive a refund of the ticket price only (not booking fees) minus our £2 resell fee.

8. Royalty Club Membership

8.1 Membership Types

Membership Type	Cost	Benefits (Tickets)	Benefits (Retail)
Gold 6 Months	£90	1 x ticket to unlimited film screenings for 6 months after purchase.	All membership types come with 10% off all food and drink at the box office and café bar and 25% off all hot drinks at the box office and café bar.
Gold 3 Months	£50	1 x ticket to unlimited film screenings for 3	

		months after purchase.	
Silver 6 Months	£75	1 x ticket to up to 5 x film screenings per calendar month for 6 months after purchase.	
Silver 3 Months	£40	1 x ticket to up to 5 x film screenings per calendar month for 3 months after purchase.	

8.2. Royalty Club Cards are not transferable or for sharing. The benefits of a Royalty Club Membership are only available to the named cardholder. Cardholder's found to be lending their card to others will have their membership suspended or cancelled without recompense.

8.3 All film screenings are subject to normal restrictions such as age certifications and our Terms. The Royalty Club Card Member shall have no preferential rights of access for any screenings.

8.4 Memberships can be purchased online, in person or over the phone.

8.4.1. Full payment must be taken at the time of booking, pay monthly/instalment plan options are not available.

8.4.2. Memberships can be purchased for others.

8.5 Members can book tickets online (subject to booking fee), over the phone or in person at the box office.

8.6 Once purchased, all memberships are non-refundable.

9. Refusal of Admission

9.1. We reserve the right to refuse admission or require you to leave the premises without a refund if you:

9.1.1. behave in an anti-social or threatening manner; or

9.1.2. put the safety of our customers, our employees or our property at risk; or

9.1.3. bring a camera or recording equipment of any kind into the cinema; or

9.1.4. otherwise breach these Terms.

10. Event Cinema

10.1 Where content is live streamed it is not always possible to guarantee an uninterrupted audio/visual experience. Technical issues out of our control can occur during a live broadcast. Technical advice will be sought from the streaming operator, and we will endeavour to resolve the issue(s) as soon as possible.