

TERMS & CONDITIONS

At Savoy we're passionate about giving YOU the best cinema experience; in order to ensure everyone enjoys their time at Savoy we ask that you follow a few rules. Please read our Terms & Conditions below, these are subject to change and can be updated on a regular basis.

IN CINEMA- TERMS OF ENTRY

1. **FILM CLASSIFICATION:** Savoy reserves the right to request photographic identification (e.g. a passport or driving license) verifying the age of a customer before allowing admission to any films rated 12A, 15 or 18 by the British Board of Film Classification. If this cannot be provided we will refuse admission to any person, who in the opinion of a Savoy employee, may appear to be under the minimum age requirement. Children under the age of 10 must be accompanied by an adult over the age of 18 at all times.

Film Classifications explained:

Film age certificates are provided by the British Board of Film Classification and by law must be followed by all cinemas.

12A – Anyone under the age of 12 must be accompanied by an adult over the age of 18.

15- Suitable for individuals 15 and over only.

18 – Suitable for individuals 18 and over only.

2. **CONCESSIONS** – At Savoy we offer multiple types of discounted tickets, here are the relevant requirements;

Students: must supply a valid in-date student card with photo.

Child: Children are 12 months - 14 years, Adults are 15+ and Students need a valid photo ID.

Seniors: Seniors tickets are available to those who hold a valid senior card, senior bus pass or state pension letter.

Babies in arms (under 12 months) go free, children over 12 months will need a child ticket. We accept babies in arms into U, PG and 12A films.

3. **BEHAVIOUR** – We request that all customers are respectful to all other visitors at our cinema. We ask that you keep speaking to a minimum and stay seated in your seat unless you are leaving a screen to access the toilets or foyer. If you have an issue or problem with another guest please speak to a member of our team so that we can assess and act upon the situation.

CCTV is in operation throughout the building.

4. **REMOVAL** – Savoy reserves the right to request the removal of any individual without entitlement to a refund that are; disruptive, antisocial /violent, intoxicated, smoking (including e-cigarette or vapes) or unable to provide a valid ticket for entry. The appropriate actions will be taken against anyone who jeopardises the safety of, or is abusive, insulting or threatening to anyone on site. This includes but is not limited to, banning individuals from the premises and/or contacting the police.

5. **MOBILE PHONES** – All mobile devices must be switched off during a performance, you will be asked to leave if you fail to do so.

6. **PIRACY** – It is a serious criminal offence to attempt to copy/record a film or soundtrack. Therefore any form of recording equipment is not permitted within our screens. If these are found on your possession they may be confiscated by the Savoy duty manager for inspection.

7. **FOOD & DRINKS POLICY** - Any food and drink purchased outside of the cinema will not be permitted.

8. **REFUNDS** – Cinema tickets are non-transferable or refundable.

9. **LATE ARRIVALS** – Savoy reserves the right to refuse entry without a refund to any guests that arrive over 10 minutes after the main features start time.

Performances changes

Savoy Cinemas try to follow our weekly advertised schedule, however on rare occasions we reserve the right to re-schedule or cancel showings for reasons beyond our control. In this case all tickets will be transferred or refunded.