

Website Use Terms and Conditions

1. Website Content

1.1 The information published on the Website is general interest information on the Cinema (owned by Cineplexx Romania SRL), the products and services sold on the Website, including those of the partners thereof, as well as other pieces of information deemed by Cineplexx Romania SRL as being of genuine interest for the users.

1.2 Cineplexx Romania SRL is the holder of all intellectual property rights over the Website, respectively over the design and content thereof, as well as over all the brands registered in the name thereof and published on the Website.

1.3 The user is bound to comply with all the intellectual property rights of Cineplexx Romania SRL, as well as those of the partners thereof promoted on the Website, stipulated by the applicable law.

2. Website Use

2.1. The user undertakes to access and use the Website for purposes and by means not representing abusive use.

3. Limitation of the Liability of Cineplexx Romania SRL

3.1 Cineplexx Romania SRL is not and cannot be held liable for the damages produced by the errors, inaccuracy or failure to update the information published on the Website and originating from external sources.

3.2 If the prices or other details on the products/promotions have been wrongly displayed, including due to the fact that they has been wrongly entered in the database, we reserve our right to cancel the promise and notify the client by telephone and by e-mail as soon as practical about the occurred error.

3.3 The prices of the products on this Website are informative and may be subject to amendments that are not notified. The promotions presented on the Website are valid over the indicated period of time or, if a period of time is not indicated, they are valid within the limit of the available stock.

3.4 The images presented on the Website are also as an example, and the delivered products may differ in any way, both image-wise and dye to the change of features, design, without prior notice.

3.5 Cineplexx Romania SRL reserves its right to supplement and amend, at any time, any information on the Website.

3.6 Any problem caused by the products and/or services presented on the Website shall be amicably solved within 15 business days of the written notification of the issues by the user.

3.7 Cineplexx Romania SRL is not liable for any loss, costs, trials, claims, expenses or other liabilities, if they are caused directly by the non-compliance with these conditions.

3.8 Cineplexx Romania SRL is not liable for the damage produced as a consequence of the nonoperation of the Website, as well as for those resulting from the impossibility to access certain links published on the Website.

3.9 As regards the use of the internet browser, Cineplexx Romania SRL guarantees the optimal use of the Website by the use of Internet Explorer browser version 8 minimum.

Terms and Conditions –Online Purchases (Tickets and Products)

1. These regulations regulate the manner of purchase of the online access tickets to the movies and shows organized in the theatre halls, as well as the manner of use thereof;

2. Access tickets may be used only for the shows for which they were issued; The ticket price includes the CNC stamp value and the Red Cross tax.

3. Within the meaning of these regulations, viewers are classified in the following categories:

- „Adult” – is considered any person (irrespective of the age) paying the full price of the ticket;
- “Child” – are considered the children at most until turning the age of 12, on the ticket purchase date;
- „Pupil” – are considered the young people attending a full-time educational form in Romania, middle school or high-school, and having a record card endorsed to day;
- „Student” – are considered the young people attending an academic education form, fulltime, evening classes and extramural (low attendance) and having a student card endorsed to day;
- „Retired Person” – is considered any person irrespective of the age at which they hold a valid pension slip;

4. Tickets may be purchased online for the following types of shows:

- movies running in standard halls;
- alternative shows: concerts, opera, ballet etc.

5. The full correspondence related to the transactions made online will be sent to the e-mail address declared during the purchase process. Consequently, the communication of a wrong address entails the impossibility of use of the online purchase service.

6. The cinema may grant ticket at a discount price to the children aged 3 to 12, to pupils, students, retired people.

7. The cinema grants free tickets to the disabled people, the attendants thereof, as well as free access to the children aged up to 3. Nevertheless, the purchase of these tickets can be made solely from the box offices within the cinema, buyers only having the possibility to book online, provided that they utilize a user account.

8. All movies running in the theatre halls are classified by the National Center of Cinematography in terms of the age segment to that they are intended for. Nevertheless, the liability for the viewers' compliance with these classifications solely rests with the ticket buyers.

9. Upon each online transaction, a maximum number of 6 tickets may be booked/purchased.
10. The tickets subject to promotions or special programs, as well as the glasses necessary to see the 3D movies may be purchased from the box offices within the cinema.
11. The payment of the tickets will be made using any of the VISA, Visa Electron, Mastercard, etc. bank cards. Once the transaction is completed, the buyer will receive two messages on the e-mail address communicated during the purchase process. The first message will contain the payment confirmation and the second message will contain a booking code (BOOKING ID). Upon the payment confirmation, a ticket that can be printed by the buyer will also be generated.
12. The tickets purchased online cannot be exchanged or cancelled, and the equivalent value thereof will not be reimbursed.
13. The cinema will not reimburse the equivalent value of the tickets purchased online for the cancelled shows. In special cases when, due to the exclusive fault of the cinema, it is impossible for the buyer to see the show for which they purchased a ticket/tickets online, they will have the possibility to see a similar show, within the same quality and price conditions.
14. The cinema reserves its right to operate changes in the program of the movies, without prior notice.
15. The cinema reserves its right to amend at any moment the Terms and Conditions, without prior notice, with the subsequent notification of the public, by the display of the new Terms and Conditions on the www.cineplexx.ro website.
16. The representatives of the cinema undertake no liability in case the buyer wrongly fills in (due to ignorance, lack of attention, etc.) the fields whereby they request the online purchase of tickets.