

TERMS & CONDITIONS

Ticket Purchase Terms & Conditions

Last updated 9th October 2025

Our standard terms and conditions of ticket purchase are as follows. Purchase of a ticket is deemed to legally constitute acceptance of these terms. These Terms & Conditions include, but are not limited to:

1. The management reserves the right to refuse admission and/or require a customer to leave the premises without a refund. We are under no legal obligation to admit a customer, nor give a reason for refusing to do so. Any abuse of our staff members, physical or verbal, in any form will not be tolerated. Aggressive, threatening or abusive behaviour or language may result in a lifetime ban from the premises and be reported to the police.
2. Adults accompanying children are required to exercise reasonable levels of control over them to ensure their behaviour is deemed socially acceptable by other customers and staff, and appropriate to the situation/surroundings. Where this is not deemed to be the case, our staff reserve the right to intervene and/or request the customers leave the premises.
3. If forced to do so by circumstances beyond our control we reserve the right to cancel a performance, vary the film, vary the time of exhibition or change seat allocations. In such cases our liability will be limited to the purchase of the ticket only, and is in all cases at our discretion. Any incidental costs such as, but not limited to, parking charges, travel expenses, concessions purchases and booking fees are the customers sole responsibility. General Admission vouchers (Gift Vouchers) have no monetary value and may be withdrawn, or admission refused, without notice and no refund given.
4. In all other circumstances tickets are not refundable less than 24 (twenty-four) hours before the programme time. Transfer of tickets to an alternative show/date may be provided at the management's discretion. Booking fees are non-refundable in any case. Circumstances outside of our control, such as adverse weather or travel problems will not be considered valid reasons for a refund request after the refund deadline. Please contact the Cinema directly via telephone or at the Cinema in person to discuss a transfer of tickets to an alternative show/date should this be required. If you are unable to contact the cinema directly before the deadline, an e-mail to Head Office (via the Contact Us page on our website) is also acceptable where other methods are not possible (such as outside of cinema opening hours) and in this circumstance we may require you to provide the Cinema with a printed copy of the e-mail, or proof that an adequate attempt was made to contact the Cinema prior to the deadline, in order for us to process a refund. Transfers/refunds after this time will only be allowed in extreme circumstances, and are at the discretion of Head Office, not the cinema duty manager. Tickets that have already been transferred to an alternative date cannot be refunded in any circumstances.
5. No refunds will be made in cases where the customer has watched the whole film without alerting the management to the existence of a problem detrimental to their proper enjoyment during the performance. If we are unable to rectify a problem during the show, a full refund of the ticket price or a transfer to an alternative show/date will be gladly provided should the customer not wish to watch the remainder of the performance, but we are not liable for additional purchases made, or other costs incurred, by the customer and no refunds are available where problems are raised with staff after the show has ended. Customers who have watched the film are deemed to have found it acceptable.
6. Both the purchaser and holder of tickets are required to observe the conditions laid down by The British Board Of Film Classification (BBFC) Certificate for the film being exhibited. Young people and/or any adult accompanying them may be required to provide proof of age. The word of an accompanying adult is not regarded as proof, and in all cases it is at the sole discretion of the manager to judge the young person's age should the proof of age not be adequate. **This is a legal licensing requirement, it is not within the law for us OR the accompanying adult to allow under age viewing of any films.**

7. We support the CEA Card scheme <https://www.ceacard.co.uk/> which entitles the card holder one (1) free ticket for their carer. CEA tickets can be purchased online, over the telephone or in person. A valid CEA card number is required to purchase the ticket. No other proof of disability or benefit will be accepted. One full price ticket must be purchased in order to receive the free ticket. One free ticket per transaction. Booking fees still apply when purchasing the CEA ticket online or over the telephone.

8. Alcoholic drinks may not be brought on to the premises, and anyone deemed by the manager to be intoxicated prior to or during any performance will be refused admission and asked to leave the premises.

9. Smoking and vaping are not permitted inside the Cinema by law.

10. With the exception of on-call members of the emergency services, mobile telephones, tablets and cameras must be switched off in the auditorium. Sound and Visual recording of films is illegal and the police will be informed. We reserve the right to use CCTV, night vision and other recording apparatus to monitor the audience in the cinemas at any time for safety and anti-piracy measures.

11. Food or drink not purchased from the Cinema is prohibited on the premises except on medical grounds, where evidence may be required. We reserve the right to inspect the contents of customer's bags, pockets etc. for security reasons, banned items and illegal substances. Any illegal items will be confiscated and the police informed immediately.

12. Any items of baggage, or accessories such as prams or wheelchairs, left with our staff may be subject to a security search. S&B Cinemas take no responsibility for the contents of any bags or items left with our staff, and the onus is on the customer to ensure that any valuable items are removed where necessary.

13. S&B Cinemas are not responsible for errors in information received from third parties, including other online sources or newspapers. These third parties may include a number of website listings that do not receive any information from S&B Cinemas. Our official website at <https://sandbcinemas.co.uk/plaza> should always be checked for current, accurate program times.

14. S&B Cinemas does not sell tickets or vouchers through any third party and any tickets or bookings provided that are deemed not genuine will not be liable for any refund.

15. S&B Cinemas takes the protection of children very seriously. For this reason we may refuse admission to adults who do not have children with them for films aimed primarily at youngsters and, if they are admitted, we may require them to sit towards the rear of the auditorium. At certain times and for certain films, we may require unaccompanied under 15's to sit in the front of the auditorium for their own safety and protection. If these instructions are not met, the customer may be asked to leave the performance without a refund.

16. All customers should be dressed in a manner that does not cause offence to other customers, or that our staff deem inappropriate. All of our screens are air conditioned to provide cool conditions in hot weather, for your comfort, without the need to remove layers of clothing. Please be aware that customers are not permitted to enter cinema screens while barefoot, due to Health & Safety concerns. At no time are feet allowed on seats.

17. Skateboards, roller blades, scooters and "wheely shoes" must not be worn or taken into cinema screens. The use of such accessories within a cinema poses a serious health and safety risk to both the users and to other customers. In some cases these can be left with cinema staff, but we would urge you to leave these at home where possible.

18. As a courtesy to your fellow audience members, and to prevent film theft, we ask that customers do not enter any cinema auditorium using any 'wearable technology' capable of recording images. Any customer found wearing such technology will be asked to remove it and may be asked to leave the cinema.

19. S&B Cinemas reserve the right to use CCTV recording equipment in public areas of cinemas, for the protection of our customers, our staff and our business. We will comply with all local authority and police requests should they wish to obtain CCTV footage from any of our systems.

20. S&B Cinemas are cash-free at all our sites. Payment is accepted by credit/debit card or contactless only. No exceptions will be made unless in case of a technological fault that prevents us from taking payment by card/contactless. There is no legal right to force a business to accept cash as a form of payment. For information on the definition of the term "legal tender" please visit the Bank of England website at <https://www.bankofengland.co.uk/explainers/what-is-legal-tender>

21. General Admission vouchers are redeemable against the price of a standard ticket at our cinemas only. They have no cash value and cannot be redeemed for any other product or service. All vouchers are valid for a period of 12 calendar months from date of purchase. This date may or may not be printed or written on the voucher itself. Photocopies or duplicates are not accepted in any form. The management reserve the right to decline or refuse entry for any valid reason (such as refusal into an age restricted film), at which point the voucher may become void. No exchanges are permitted. All sales are final.

22. The above is a summary of our terms and conditions, further restrictions may apply without notice at our discretion.

23. NONE OF THE ABOVE TERMS AFFECT YOUR STATUTORY RIGHTS.

*Last update 9th October 2025 added:

4. Change of refund period from: 2 (two) hours to 24 (twenty-four) hours;

4. Added: *"Tickets that have already been transferred to an alternative date are not refundable in any circumstances"*;

21. General Admission voucher terms of sale and redemption section added.