

Information on the booking process according to e-commerce law § 9 ECG
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To buy a cinema ticket online on the website www.cineplexx.at, please select the category "Now in the cinema" in the category "Films".

In the **1st step**, you can use the filter functions "Federal states" & "Date" to display the possible films. Please select a film and then the desired performance.

In the **2nd step** "Tickets" you select the number of tickets. If necessary, please enter the number of children for whom tickets are to be purchased.

In the **3rd step** "Select seats" you will be shown the available seats in the desired performance. By clicking on the seats, you can select and mark the seats you want. You will then be shown the number of seats selected and the price of the cinema tickets including VAT. If the number of tickets, the number of adults and children and the seats you have selected are correct, click on "next step".

In the **4th step** "Order with obligation to pay", the selected film, the selected cinema, the seats, the number of tickets and the respective ticket category, date, hall and time as well as the price of the cinema tickets are displayed again. Please check the displayed information again. If you want to change your selection, you can still do so now. If you would like to buy the cinema tickets already displayed, first confirm that you agree to the General Terms and Conditions and that you have taken note of the Privacy Policy - this will not appear if you are logged in to your profile. Then click on "Buy".

In the **5th step**, you will be asked to select your payment method and enter your required payment information. Then click on the "Pay" button. By clicking the "Pay" button, your order will be sent (offer to conclude a contract).

In the **6th step**, a summary of your booking data is displayed.

With the function "Download tickets" your cinema ticket will be downloaded as a PDF. Furthermore, a confirmation will be sent to you by e-mail. In addition, you can use the QR code displayed to go directly to the cinema entrance. Once you have received the QR code and the confirmation of purchase, the contract between you and - depending on which cinema you have chosen - Cineplexx Kinobetriebe GmbH, Cineplexx Parndorf Betriebs GmbH or Lichtspieltheater Betriebs GmbH is effectively concluded.

If you have registered on www.cineplexx.at and purchased the cinema tickets not only with your e-mail address, you will find an overview of your completed bookings under the heading "My Tickets". Here you can repeatedly call up and print out the bookings you have saved.

The purchase process is carried out in German, the purchase contract is concluded in German and the booking confirmation is issued in German. Prices are generally quoted inclusive of VAT. The purchase process can be cancelled until the "Buy" button is clicked by selecting the "Back" button.

Cancellation options

If you wish to cancel your tickets purchased on cineplexx.at or in the Cineplexx App, you can do so up to five hours before the start of the performance. There are two ways to do this:

1. cancel tickets as a registered user

1.1 Click on the ticket purchase you wish to cancel in the MY ACCOUNT - MY TICKETS section.

1.2 At the bottom of the page you will see the option REFUND TICKETS: clicking on this will open a window to confirm or cancel the cancellation.

1.3 By clicking on "Yes", the amount will either be credited to a new gift card or charged back to the Cineplexx Bonus Card, depending on the payment method used for the purchase. A chargeback of the amount to the payment method used (except Cineplexx Bonus Card) is not possible.

1.4 A new window will open confirming the cancellation and the transfer to a new gift card or the chargeback to the Cineplexx Bonus Card.

1.5 The credit balance of the gift card or the Cineplexx Bonus Card can be seen in the respective area under MY ACCOUNT.

1.6 If it is a gift card, the gift card code and a cancellation confirmation will be sent to the e-mail address stored in the profile.

2. cancel tickets by providing your email address

2.1 In the App & on the mobile website: Click on REFUND TICKETS in the MY ACCOUNT section at the bottom right.

In the browser version of the Website: Click on LOG IN in the top navigation and on REFUND TICKETS beneath the form.

2.2 Enter your collection number, which you can find in your booking confirmation email, and your email address.

2.3 By clicking on the REFUND TICKETS button, a new window will open confirming the cancellation and the transfer to a new gift card. A chargeback of the amount to the payment method used is not possible.

2.4 The gift card code will be sent to the email address provided.

Partial cancellations of a purchase are not possible. The Gift Card balance has no expiry date.

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