

Frequently Asked Questions (FAQ)

General Information:

What is the event?	Free New Release Film Screenings at Palace Raine Square Cinemas
What are the event dates?	Week 1 - Monday 24 to Friday 28 September Week 2 - Monday 1 to Friday 5 October
What are the event times?	<p>The films will be screened at the following times:</p> <p>Week One:</p> <p>Teen Titans Go To The Movies Session Times – 9am / 9.15am / 9.30am</p> <p>Christopher Robin Session Times – 11.30am / 11.45am / 12pm</p> <p>The House With A Clock In Its Walls Session Times – 2.15pm / 2.30pm / 2.45pm</p> <p>Week Two:</p> <p>Smallfoot Session Times – 9am / 9.15am / 9.30am</p> <p>Johnny English Strikes Again Session Times – 11.30am / 11.45am / 12pm</p> <p>The House With A Clock In Its Walls Session Times – 2.15pm / 2.30pm / 2.45pm</p>
Where is the event?	<p>Palace Raine Square Cinemas</p> <p>Top Level, 300 Murray Street Perth. The cinema entrance is via the lifts, or escalator on the ground level of Raine Square.</p> <p>Raine Square has entrance access off Wellington, William or Murray Street.</p> <p>Raine Square trading hours are: Monday to Friday - 8am – 9pm Saturday - 8am to 5pm Sunday - 11am to 5pm</p>
What are the terms and conditions for the event?	<ol style="list-style-type: none"> 1. Free tickets for each screening must be secured online in advance. 2. The movies are suitable for families. 3. Limit of one booking per email address per week. 4. Maximum of six tickets per booking. 5. The event is seated and ALL attendees require a ticket. 6. Children must be accompanied by a parent or guardian.

	<p>7. Tickets must be presented in hard copy or on a mobile device for scanning to gain entry.</p> <p>8. An accessible area is included in the cinema allows for one wheelchair in each cinema.</p> <p>9. Seating is allocated and will be listed on your ticket.</p> <p>10. Bookings for each session will close when all tickets have been allocated.</p> <p>11. Tickets are only valid for the date and session time shown on the ticket.</p> <p>12. Ticket holders must arrive at least 15 minutes prior to the session start time.</p> <p>13. Admittance to the cinema is at the discretion of the event or cinema staff.</p> <p>14. It is at the City of Perth's discretion to change or reschedule sessions.</p> <p>For further information please contact the City of Perth on 9461 3333.</p> <p><u>What to bring.....</u> Your ticket in hard copy or on your mobile device (turned on silent for the show!) Your parent and guardian</p>
<p>How much does it cost?</p>	<p>The event is FREE, but tickets must be secured online in advance from Ticketek. Direct links can be found on the City of Perth's Facebook pages, and websites: www.visitperthcity.com www.facebook.com/PerthCity</p>

When are tickets released?

<p>When can I get tickets? What are the ticket release dates?</p>	<p>Week 1 September Ticket release date: (Event dates: 24 to 28 September) released on Wednesday 19 September at 10am</p> <p>Week 2 Ticket release date: (Event dates: 1 to 5 October) released on Wednesday 26 September at 10am</p>
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Further event details:

<p>What ages is the event suitable for?</p>	<p>The event is suitable for families and children of all ages.</p>
<p>Is there a pram area? Can I bring my pram with me to the event?</p>	<p>There is an area to leave your pram, which will be staffed. You will receive a check in stubb to bring back with you to obtain your pram after the movie screening.</p>

How do I get Tickets?

<p>How do I get tickets?</p>	<p>For all the details please look at the City's website: www.visitperthcity.com A link will take you direct straight to the ticketing page once tickets have been released.</p>
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	Tickets will be distributed via Ticketek. You will need to be a Ticketek Account Holder to register. If you do not have an account, click here to create a MyTicketek Account.
How many tickets can I select?	Maximum of 6 tickets per screening
Do adults need a ticket?	Yes - Tickets are required for every person entering the cinema as seat numbers will be allocated to tickets. Parents and guardians are also required to have tickets.
Can I get tickets to BOTH the first and the second release of tickets?	Yes. - We encourage you to come along to more than one movie screening. Each transaction can book a maximum of 6 tickets per week.
Can my tickets be transferred for another date session?	No. Once tickets have been allocated, exchanges of any type are not possible. There is a capacity for each session which must be adhered to.
What happens if I have a problem with my Tickets? Do I have to print the ticket/s or can I just show the confirmation on my phone?	If you have not received your ticket – please contact: Ticketek on 132 849. Please note: it may take up to 10 minutes to receive the email with your tickets attached after your transaction. Please be sure to check your junk. Each ticket contains a bar code that must be scanned at the point of entry. Printed tickets are accepted, ensure the barcode is printed clearly. The barcode can also be scanned off your mobile phone device. Please ensure your 'brightness' is turned up to high under your device settings function. This will allow the scanners to quickly scan your tickets and direct the children to the correct lines. If there are any further problems or concerns please contact: City of Perth - 08 9461 3333

What if I can no longer attend after booking tickets?

What If I can no longer attend the event?	If you have received your tickets, and are unable to attend please contact Ticketek at sfffreturns@ticketek.com.au . Ticketek requires your full name, phone number and customer ID/account number to confirm the return.
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When the event is 'SOLD OUT':

What happens when all tickets have been allocated?	Check back on the ticket page every so often and join the City's Facebook event page for regular updates. If tickets are returned to the system (due to a family no longer able to attend) they will become available again online.
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On the day of the event:

What is the process when we arrive?	Tickets will be scanned and access granted to the cinema. Hold onto your ticket in case you need to exit and re-enter the cinema.
How early should we get there?	Cinemas will be accessible 15 minutes prior to the advertised screening time. Please be on time so you do not disturb other patrons by entering

	the cinema late. You may also want to ensure you have time to visit the candy bar.
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Accessibility:

I have a hearing impairment, what shows would be suitable?	All screenings in Cinema 1 will feature open captions. When selecting your tickets to your preferred movie screening on the Ticketek website, please book the session listed with 'Open Captions'
Is the event suitable for people with a disability?	<p>Each cinema features tiered seating however, the entry level includes seating, to accommodate one wheelchair, and people who may have mobility issues.</p> <p>These can be purchased online by selecting "Wheelchair Admit" and if required, "Carer Admit". Alternatively, patrons can contact Ticketek's special needs line on 1300 665 915.</p>
Where is the closest parking	The City of Perth has a fantastic site to view the closest parking locations with real time bay availability and parking fees. Please visit https://www.cityofperthparking.com.au/ or download the CPP app on your smartphone.
Public Transport	Public Transport makes it very easy to get to the City and the cinema is within close proximity of the Perth Bus Station, Perth Underground and City Central train stations. Fees apply to all ticket holders catching public transport.
Toilets	Accessible toilets and baby change facilities are available at the venue