

Frequently Asked Questions



How do I redeem my promotional code and purchase my tickets online for *Disney's Frozen*?

You can redeem your promotional code for up to \$7.50 towards a child admission for *Disney's Frozen* online by visiting www.cineplex.com/theshoecompany and clicking on the "Get Tickets Now" button. Once you are on the Movie Detail page for *Disney's Frozen*, you will be able to choose your preferred theatre location and showtime. You will be required to complete the rest of the online purchase by entering any applicable information including credit or debit card, SCENE card number, your promotional code, and an E-Mail address. Payment information is only required for purchases that exceed the \$7.50 promotional value. For full redemption instructions click on "How to Redeem" at www.cineplex.com/theshoecompany.

While purchasing your ticket you will need to choose whether to pick up your ticket at your chosen theatre using your mobile, or print your ticket at home. Once you have successfully completed your purchase, an order confirmation page will display and you will receive a confirmation E-mail to the address provided. Both the confirmation page and E-mail will provide a summary of your purchase including the name of the film/event, date of performance, number of tickets, and your preferred theatre. If you chose Pickup Using Mobile you will receive an attachment with your Booking ID, and if you chose Self-Print or Print Skip Scan you will receive an attachment with your tickets.

IMPORTANT: If you chose "Pickup Using Mobile" you can pick up your tickets at the theatre by entering your Booking ID at a self serve ticketing kiosk, scanning your booking ID barcode at a mobile pick up kiosk, or presenting your Booking ID at the Box Office. If you chose to Self-Print or Print Skip Scan, you will need to print your tickets and bring them to the theatre for admittance. (Please see image below)

Choose a Ticketing Option:

| | |
|---|---|
|  | <p>Pickup Using Mobile</p> <p><input type="radio"/> I will pick up theatre tickets at a self serve ticketing kiosk, or by scanning my barcode at a mobile pick up kiosk, or by presenting my Booking ID at the Box Office.</p> |
|  | <p>Print Skip Scan</p> <p><input type="radio"/> A Purchase Confirmation that includes Print Skip Scan ticket(s) will be emailed to me. I must PRINT my ticket(s) and take to the theatre for admittance.</p> |

Where can I find my Promotional Code?

Your **Promotional Code** is a string of sixteen (16) letters and numbers printed on the backside of the sticker found on the voucher given to you with your purchase at The Shoe Company, in this format:
XXXXXXXXXXXXXXXXXX

How many Promotional Codes can I redeem?

You can only redeem one (1) promotional code during one (1) session on Cineplex.com. There is a limit of 5 promotional codes per household.

What is a session on Cineplex.com?

A session is where you choose your preferred theatre location and showtime, complete the rest of the online purchase by entering any applicable information including credit or debit card, SCENE card number and your promotional code.

What if I have more than one (1) Promotional Code?

When redeeming your Promotional Codes, you may enter one (1) promotional code during one (1) session on Cineplex.com. If you have more than one (1) promotional code, you must choose your preferred theatre location and showtime again and complete the rest of the online purchase to redeem your additional codes. You have a limit of 5 promotional codes per household.

Can I have the Promotional Code or Ticket sent to someone else?

You can have your Promotional Code or Ticket E-mailed to anyone, anywhere in Canada. Just make sure you select the appropriate movie and theatre for their location and simply enter their E-mail address when prompted so that the confirmation E-mail with tickets or Booking ID enclosed are sent to them directly.

My Promotional Code is not being accepted online at Cineplex.com, what can I do?

Please note that a Promotional Code is a string of sixteen (16) letters and numbers. Each Code follows the same format. An example of what a Code looks like is:

XXXXXXXXXXXXXXXXXX

Please make sure you enter the code exactly as it appears on the backside of the sticker found on the voucher given to you with your purchase at The Shoe Company.

If your code is still not being accepted, please contact Cineplex Guest Services at 1-800-333-0061 opt.8.

The website says my Promotional Code is invalid, what do I do?

If you receive the error message 'your Code is invalid' please re-check your Code and confirm that you are entering it correctly.

If you receive the error message 'that Code has already been entered' it means the Code has already been used and is no longer valid. Remember, each valid Code may only be used once.

For any other questions on invalid codes, please contact Cineplex Guest Services at 1-800-333-0061 opt.8.

I lost my Promotional Code, what can I do now?

Lost Codes will not be replaced.

Do I have to pay the additional charges for 3D and other Cineplex premium services?

Yes, the offer is for a promotional code up to \$7.50 for a child admission to see *Disney's Frozen* and does not include any upgrades for 3D or other Cineplex premium services. You will be required to pay for the surcharge for the premium service at the time the Promotional Code is redeemed.

What do I do if I don't have internet at home?

Most public libraries offer free internet access. Contact your local public library branch for information.

I have access to the internet, but I don't have E-mail. Do I have to have an E-mail address to redeem my Promotional Code?

Yes. You must have a valid E-mail address to redeem your Promotional Code. Most internet service providers provide free E-mail. Contact your internet service provider for information on establishing a valid E-mail address.

Why must I have a valid E-mail address to order an online ticket?

You must have a valid E-mail address to receive the confirmation E-mail from Cineplex confirming your order and the Booking ID or actual ticket. Please retain that E-mail until you go to the movies.

I never received my confirmation E-mail and tickets, whom do I contact to find out where it is?

For questions and issues related to Cineplex Online Ticketing please contact Cineplex Guest Services at the following toll-free number: 1-800-333-0061 opt.8

How do I resend my tickets?

To re-send your tickets please visit:

<https://onlineticketing.cineplex.com/resendtickets.aspx>

Are advance ticket sales available via online ticketing?

Advance tickets can be purchased via your mobile device, online or at box office or at any Automated Ticketing Kiosk (ATK). Occasionally, tickets are also offered up to 2 weeks in advance for select features or Special Events. Please check Cineplex.com to see if there's an Advance Ticketing window for *Disney's Frozen*.

I was double charged, or have an incorrect charge for my Online Ticket purchase, what do I do?

Please contact Cineplex Entertainment Guest Services at 1-800-333-0061 opt.8, where a representative will be pleased to assist you.

Will Cineplex see my banking information?

No. Cineplex does not have access to any of your account information or your transactional history on our website or mobile site; we are only notified by the third party if the transaction is successful.

How do I pay for my Online Tickets?

We accept VISA, MasterCard, AMEX, INTERAC, Discover and PayPal. Gift Cards may also be applied to your transaction. Also, you may choose to redeem your SCENE points for online tickets.

Can I order concessions online?

At this time ordering concessions is not available for the promotion.

How can I purchase tickets for on my mobile device?

You can purchase tickets for *Disney's Frozen* using your mobile device by going to our mobile site at m.cineplex.com. You may also use a native mobile application (example BlackBerry App) if available for your device by going directly to www.cineplex.com.

You may browse from all available showtimes in our theatres for movies and special events. Once you find your preferred showtime(s) for *Disney's Frozen* follow the prompts including E-mail address, ticket quantity and type, and ticket pick up option. You will also be prompted to complete your payment by using either your credit card or SCENE card number.

I have a promotional code for *Disney's Frozen*. Can I use it to purchase a ticket on my mobile device?

Yes, as long as you have an eligible promotional code for the movie you wish to purchase, you may apply the promotional code. The same terms and conditions for use of the promotional code apply to mobile and online purchases. If you successfully apply an eligible promotional code, the total order amount will update to reflect eligible discounts based on the terms of the promotion.

NOTE: Promotional Codes cannot be redeemed through the Cineplex Mobile App.

How do I know I have completed my purchase successfully?

Once you have successfully completed your purchase, an order confirmation page will display. The confirmation page will provide a summary of your purchase including the name of the film/event, date of performance and number of tickets, theatre, and Booking ID. An E-mail confirmation will also be E-mailed to you, with your Booking ID or tickets attached.

How do I pick up my tickets using my mobile device or receive my Booking ID?

If you want to pick up your tickets using your mobile device, select "Pickup Using Mobile" during the purchase process. You will receive an order confirmation E-mail with a Booking ID. Simply bring this Booking ID to the theatre on your mobile device. You can either scan the Booking ID barcode at a mobile pickup kiosk, or enter your Booking ID at an Automated Ticketing Kiosk (ATK). You can also provide the Booking ID at either the Box Office or Concession stand. To access your Booking ID, please access your confirmation E-mail to view your Confirmation Page.

NOTE: The Confirmation Page cannot be accessed through the Cineplex Mobile App.

My theatre offers PRINT, SKIP, SCAN ticketing. How does this work with mobile ticketing?

When purchasing tickets with a mobile device for a PRINT, SKIP, SCAN enabled theatre, you will be given the option of either printing your tickets and bringing them to the theatre or picking up tickets at the theatre using your Booking ID. If you choose the PRINT, SKIP, SCAN option, you will receive an order confirmation E-mail with a PDF attachment. You can print your ticket(s) and bring them to the theatre. You can skip the box office and go directly to the ticket taker who will scan your ticket(s) for admittance.

If you choose to use your mobile device, you will be sent a Booking ID. Bring your Booking ID to the theatre where you can retrieve your tickets using your Booking ID at a ticketing Kiosk, Box Office or Concession stand.

How do I reverse an incorrect charge on my credit card?

You should contact Cineplex Entertainment Guest Services at 1-800-333-0061 opt.8, where a representative will be pleased to assist you.

Are advance ticket sales also available via mobile ticketing?

Advance tickets can be purchased via your mobile device, online or at box office or at any Automated Ticketing Kiosk (ATK). Occasionally, tickets are also offered up to 2 weeks in advance for select features or Special Events. Please check Cineplex.com to see if there's an Advance Ticketing window for *Disney's Frozen*.

Can my Cineplex tickets in Passbook, be scanned at the theatre?

Yes. Passbook uses a different barcode format than our Online and Mobile tickets, but it is easily scanned by our in-theatre devices.

If I am not using an Apple device, can I add my tickets to the Passbook?

No. Passbook is only available for Apple devices that run iOS6 (excluding the iPad).

How do I add my Cineplex tickets to my Passbook?

After purchasing your tickets through your Mobile Device, your confirmation page will appear. At the top-right hand side, click [NEXT] and the Passbook page will be displayed. You can add your tickets by clicking [ADD]. Click [DONE] to complete your purchase.

How long will my Cineplex tickets remain in Passbook?

Tickets will remain in the Passbook until you manually delete them.

My tickets in Passbook did not scan properly at the theatre, how can this be fixed?

Please contact Cineplex Entertainment Guest Services at 1-800-333-0061 opt.8, where a representative will be pleased to assist you.

THANK YOU!