

## HOYTS BOOK A SESSION FAQs

### **Q. I can't see the HOYTS banner in My Optus app?**

**A.** Force the app to close. Then open the app and the banner should appear. If not, please contact us via Message in My Optus app or webchat online

### **Q. I'm on the HOYTS website but the session has timed out, can I still get discounted tickets?**

**A.** Of course, simply head back into My Optus app and click on the HOYTS banner under the Entertainment section and start the booking process again.

### **Q: What's the HOYTS movie ticket (book a session) offer?**

**A:** If you're an Optus customer, you'll now be able to enjoy a discounted ticket offer of \$12.50 per ticket for any session (except HOYTS LUX sessions) and \$27 per HOYTS LUX ticket. Tickets can be used at any session, on any day (including Saturday nights) at participating HOYTS cinemas around Australia. There is a limit of 10 tickets (other than HOYTS LUX tickets) at Optus prices per customer per day or until the Optus ticket allocation has been exhausted. There is a limit of 4 HOYTS LUX tickets at Optus prices per customer per day or until the Optus ticket allocation has been exhausted. There is an overall limit of 10 HOYTS tickets (including tickets purchased at HOYTS' standard prices) per customer per day. An online booking fee applies (see FAQ "Do I need to pay a booking fee?" for more details).

### **Q. How many Optus tickets are available per session?**

**A.** We have a limited allocation of Optus tickets available per HOYTS movie session. If the allocation has been reached, you will not be able to purchase Optus tickets for that session.

### **Q: How do I know if allocation has been reached for a session?**

**A:** If the Optus ticket allocation has been reached for a movie session, a message will appear advising that "All Optus tickets have been purchased for this session", and you will be unable to purchase a ticket at the Optus price. If you receive this message, you can try searching for a different session or cinema for Optus tickets, or opt to purchase standard HOYTS tickets.

### **Q: Do I need to pay a booking fee?**

**A:** Yes if you book online, there is a booking fee of \$1.50 per ticket for all tickets. There is an online booking fee of \$3 per online ticket for HOYTS LUX screenings. There are no additional fees for credit cards. No further concessions or discounts are available with this offer. You have the option of waiving the \$1.50 booking fee, including the \$3 LUX booking fee, by heading into a HOYTS cinema and finding the Optus code which will appear on the terminals over and around the ticket Box Office area.

### **Q. How do I use the booking fee code waiver in my purchase?**

**A.** Once you have attained the Optus booking fee waiver code in cinema, you will need to access HOYTS through Optus on your mobile. When completing your transaction, you will see the 'Optus In Cinema Code' field. Simply enter the code into the field and press apply. The page will then refresh to included tickets with no booking fee.

### **Q. Will I have to pay additional fees for recliner seating, 3D and Xtreme Screen sessions?**

**A.** Upgrade fees for 3D sessions, D-BOX sessions and Xtremescreen apply as follows:

- \$4 upgrade fee for a Xtremescreen sessions nationally
- \$3 upgrade fee for a Super Saver Xtremescreen sessions

- \$3 upgrade fee for a 3D session
- \$8 upgrade fee for D-BOX

HOYTS may vary these additional fees from time to time so please refer to the HOYTS website for the most up-to-date information.

**Q. What movie sessions can I see with this offer?**

**A.** You can go to any standard, saver, super saver or HOYTS LUX session, including Saturday nights after 5pm and public holidays, while Optus tickets are available. You'll find all participating HOYTS cinemas on the [Hoyts website](#).

**Q. Does this offer include an Optus Child ticket?**

**A.** No, Optus customers can access a discounted ticket offer of \$12.50 which can be used for adult or child admission at any session (except LUX sessions) on any day – including Saturday's after 5pm.

**Q. How do I take up the offer?**

**A.** All you need to do is follow these easy steps!

**Step 1:** Head to My Optus App

**Step 2:** Click on the HOYTS banner under the Entertainment section

**Step 3:** You'll be taken to the HOYTS cinema website to select your movie session and amount of tickets you need. You can select up to 4 HOYTS LUX Movie Tickets at Optus prices or up to 10 of the other types of tickets at Optus prices per day unless Optus allocations are exhausted. There is an overall limit of 10 HOYTS tickets (including tickets purchased at HOYTS' standard prices) per customer per day.

**Step 4:** Head to the payment page to purchase your tickets using credit card, PayPal, Visa Checkout, MasterPass, or cinema partner gift card. Please Note: The cardholder will need to provide personal details online for the purchase.

**Step 5:** Check the box 'Yes, I accept the terms and conditions and booking policy'.

**Step 6:** Your purchase confirmation will appear on screen and then sent to your chosen email address.

**Step 7:** Collect your tickets at HOYTS by presenting your Booking Confirmation email or quoting your Booking Confirmation number and presenting the credit card you used to make your purchase. You can also print them out at home and bring them to the cinema. They are attached as a pdf to the confirmation email.

**Q. What age restrictions are placed on Hoyts Lux tickets?**

**A.** Anyone under the age of 18 must be accompanied by a parent or legal guardian at all times within the HOYTS LUX areas.

**Q. What do I do if I cannot process payment or have not received an email with my tickets?**

**A.** Please contact the HOYTS guest experience team on 1300 146 987 for assistance with all payment enquiries.

**Q. Can I get refunds for my ticket purchases?**

**A.** No, unfortunately any tickets purchased online cannot be cancelled, refunded or exchanged, unless required by law. No refunds are available if you simply change your mind.

**Q. How can I pay for my purchase?**

A. You can use a credit card, Visa Checkout, MasterPass, PayPal or a HOYTS Gift Card.

**Q. How do I receive my purchase?**

A. When you complete your online booking you will receive a confirmation email with the details of your ticket purchase. Simply bring your confirmation receipt, booking number and the credit card you used to make your purchase to the HOYTS Express queue at the Box Office or Candy Bar depending on your cinema location

**Q. What if I accidentally purchase tickets for the wrong date?**

A. Before your session commences, please contact [HOYTS Guest Experience Team here.](https://hoyts.zendesk.com/hc/en-us/requests/new)  
(<https://hoyts.zendesk.com/hc/en-us/requests/new>)

**Q. If I don't end up collecting my tickets or go to the movie will I still get charged?**

A. Yes, your credit card will be charged for the full price of the ticket and booking fee because there are no refunds or exchanges available on tickets purchased through this program (unless required by law).