

Terms and Conditions for Gift Cards and e-Gift Cards

Definitions:

Gift Card refers to both Gift Card and e-Gift Card.

1. Use of Gift Card

- a. The Gift Card is valid for use in Queen's Film Theatre (QFT). The value on the Gift Card can be used towards payment for the purchase of cinema tickets, food and beverages, merchandise or a QFT Membership card.
- b. To use your Gift Card for a phone booking, your Gift Card must have enough funds to cover the whole transaction. You cannot part pay with Gift Cards **for phone bookings**.
- c. To use your Gift Card in person at our cinema or online, Gift Cards may be used as part payment towards the total cost of the transaction. Gift Cards may not be used to purchase other Gift Cards.
- d. You may give the Gift Card to anyone else to use but the Gift Card may not be re-sold. Please make sure that you and/or the recipient keep the Gift Card safe.
- e. Lost, stolen or damaged Gift Cards will not be replaced.
- f. For transactions where the value on the Gift Card is less than the total Transaction Value, the user will be required to make up the difference in price by any acceptable means other than another Gift Card.
- g. When paying online with a credit or debit card and a Gift Card, the entirety of the Gift Card value must be used during the transaction. Please ensure you input your Gift Card's details first, before your credit/debit card. You may only submit one Gift Card per transaction.
- h. Gift Card validity period: The Gift Card shall be valid for 12 months from the date of issue. Once the entire balance has been used, the Gift Card will be deactivated and cannot be re-used. Any balance unused at the end of the validity period will be cancelled and no refund will be given.
- i. When the Gift Card is used, the amount of the Transaction Value will be deducted from the balance on the Gift Card. The balance may be checked in our cinema at any till point.
- j. By purchasing a Gift Card you are expressly requesting that you and/or a User are able to immediately start using the Gift Card from the date of receipt of our email that confirms acceptance of your order.
- k. When a Gift Card is used to make a purchase over the phone, the User will need to collect their cinema tickets at QFT by presenting the booking reference issued.
- l. Gift Cards may not be exchanged for cash.

- m. Defaced, illegible or photocopied Gift Cards will not be accepted.
- n. The Gift Card does not entitle the User to preferential treatment over other customers for the purchase of cinema tickets, merchandise, food and beverages and/or the QFT Membership access to the cinema or otherwise.

2. Faulty Gift Cards

- a. If the Gift Card is faulty, you must return it to QFT as soon as possible in order to receive a free replacement. If the Gift Card code does not work, you must contact the QFT by phone or email as soon as possible so the Gift Card code can be cancelled and a new code may be issued to you. Our liability in such cases is limited to replacement of the defective Gift Card or issue of a new Gift Card code to the same value of the outstanding balance on the original Gift Card at the time of replacement.

3. Questions and complaints

- a. Any questions or complaints you may have in relation to the Gift Card should be directed to gftmanager@qub.ac.uk.

4. Liability

- a. We shall in no circumstances be liable if our website is unavailable for whatever reason, or if a particular film or item of merchandise, food or beverage is unavailable for whatever reason.
- b. Our liability to you or the User shall not exceed the amount paid by you for the Gift Card or e-Gift Card.
- c. We shall not be liable to you or the User in the event of loss, damage, theft, unauthorised use or re-sale of any Gift Card or e-Gift Card.

QFT reserves the right to make changes to these Terms & Conditions at any time without prior notice.