

MONTECASINO OUTDOOR CINEMA FAQ's and T&C

FAQS

There are no tickets available on the website? Can I buy tickets at the door?

When the respective shows are "sold out" we regrettably have no tickets available for walk-in guests, so we urge you to book well in advance to avoid disappointment..

Visit www.moonlitmovies.co.za for more info

Where do I sit, I can't see a seating plan?

Unreserved seating is provided on a First-come, first-served basis.

Please do NOT bring picnic blankets and low camping / beach chairs, or umbrellas, gazebos or anything that will obstruct view of people behind you

Is there reserved seating? Will I see the screen?

Our state of the art LED screen is clearly visible from all areas of the venue, and we have allowed for plenty of space to ensure you get a great view from wherever you are. As with all unreserved seating events, the earlier you get there the more prime a position you can secure for you, your family and friends.

Can I bring the kids?

The film is classified as PG. **Please use your discretion in the appropriate age of children you bring along.**

Can I bring my own picnic basket / pizza / snacks / drinks?

Nope. NO food or drink can be brought onto the premises The **MONTECASINO OUTDOOR CINEMA** is a fully catered and licensed environment. We have gone to the ends of the earth (you get the picture) to ensure you have an array of delicious food and drinks on offer as well as the usual cinema faire you would expect. As a result NO food or drink can be brought onto the premises and bag searches will be held.

Must I bring cash / Will you have ATM's on site?

All vendors will accept all major debit / credit cards and Zapper There are plenty of ATM's on site.

Can I bring my dog to the event?

Nope. We love dogs, but in a public space it just gets awkward, so please leave your dogs at home.

Will It be loud enough?

Yes! We have a state of the art concert sound system to ensure that your movie experience is awesome!

Can I bring my camera?

Yes, take as many photos as you like and share your selfies with us before and during the event on social media.

Just don't record any of the films, that's not allowed and will result in criminal prosecution (yes, really).

Will there be healthy / vegan / spicy food available?

Maybe. We have an extensive selection of hand-picked fine food and drink vendors on site, and as much as we have tried to cater for every available taste we hope you understand we are limited in space to a selection we believe will cater for as many palettes as possible.

In addition, our various bar vendors are fully stocked with all manner of beverages from beers to sparkling wines and gin cocktails and of course some great non-alcoholic offerings.

Can I smoke?

Ignoring the awkward health lecture, as an outdoor event you are allowed to smoke cigarettes and e-cigarettes with consideration for those around you. No Pipes, Cigars or "Hubblies" please. Please take your butts with you when you leave, no one likes a dirty smoker

What happens if it rains or gets cold?

Nobody likes rain on their parade! As an outdoor event, the **MONTECASINO OUTDOOR CINEMA** is subject to the elements and will **go ahead in most weather conditions**, including light rain, gusty winds or potential thunderstorms.

Patrons accept the risk that weather they consider unsatisfactory may occur on the screening night and acknowledge that tickets are non-refundable in the event of adverse weather.

A cancellation will only be considered if the conditions present a danger to patrons or staff and will be clearly communicated to all ticket holders. If the event is cancelled, the event will be re-staged at a new date.

We encourage you to pack smart and bring something to keep warm and dry, if the weather forecast looks gloomy. Ponchos, blankets and hoodies are all a good option. We will try and alert you via the same method you purchased your tickets with on any possible weather updates if we feel they are required.

All Tickets are subject to our full terms and conditions available at the time of purchase and our wet weather and cancellation policy

Wet Weather and Cancellation Policy.

As an outdoor event **MONTECASINO OUTDOOR CINEMA** is subject to prevailing weather conditions. Specifically, rain will not prohibit the screenings of films. Screenings will be cancelled only if weather conditions present a danger at screening time.

Patrons accept that in purchasing a ticket, they are paying for a screening that commences at approximately 20h00 (Friday 5th April 2019) and 15h30 or 20h00 respectively (Saturday 6th April 2019) and that weather conditions prior to that time and in other parts of Johannesburg will not result in a screening being cancelled.

Patrons accept the risk that weather they consider unsatisfactory may occur on a screening night, and acknowledge that tickets will not be exchanged or refunded unless a screening is cancelled by **MONTECASINO OUTDOOR CINEMA** due to dangerous weather conditions at screening time.

In the unlikely event that a screening is cancelled, information will be communicated at the event, posted on the website, social media and the ticketing site about the refund process.

Please note: due to changing weather conditions, cancellations may need to occur at short notice.

PATRONS UNWILLING TO ACCEPT THIS POLICY AND THE RISK OF INCLEMENT WEATHER SHOULD NOT PURCHASE TICKETS TO THIS EVENT.

GOT A QUESTION WE HAVEN'T ANSWERED?

Send us an email to us at hello@moonlitmovies.co.za and we'll be happy to help.