

BERLIN SCI-FI FILMFEST TERMS & CONDITIONS

TICKETING TERMS AND CONDITIONS

All **Berlin Sci-fi Filmfest** 2019 ticketing terms and conditions are listed below, if you have any doubts, please contact us.

PAYMENT

PayPal – We currently only accept PAYPAL payments.

Fees – We do not add the PayPal fees to your booking – they are taken at our expense. However should your credit card company or PayPal add any fees for your payment for any reason, those are the subject of their *terms & conditions* and any issues must be taken up with them.

TICKETS / FESTIVAL PASSES

Your *Paypal receipt* is your proof of purchase and it should be printed and brought with you to the festival. On its presentation to us, you will be provided with a **FESTIVAL PASS**.

The festival pass allows entry into Cinema 1, 2 or 3, panel discussions, the workshops in the Oval Room upstairs in Babylon, depending on seat availability.

How the Festival Pass works:

The Festival Pass does not allow automatic entry into the session or events. The following procedure must be adhered to:

1. The holder of a festival pass must present it to the counter staff at Babylon on the day and will be issued with a *Free Session Ticket* into the Session(s) of his choice, no pre-reservations for festival pass holders into specific Sessions can be made in advance, either online or via other means; only on the day and in person at Babylon.
2. As the cinemas have limited space, it may be possible that the *Free Session Tickets* for pass holders have run out and a second or third choice of the programme is to be made.
3. The only way to guarantee a seat in a specific Session is by purchasing a *Single Session Ticket* via the Babylon ticketing page (this will be available from approx. 1st September 2019).
4. All persons seeking admittance to attend an event or session must have a valid session or event ticket. You must also present your festival pass if requested when entering the cinema or event room.
5. Management hereby reserves all rights.

Punctuality - To avoid disappointment, it is essential to 'be on time' as no entry into the Cinemas will be granted once the screening has begun.

Concessions – Are available to full-time students, pensioners, healthcare cardholders, unemployed and seniors. CONCESSION PASSES will be available from approx. 1st

September 2019 and at the Babylon Box Office. ID must be provided to purchase concession tickets/passes.

Classification – We will run under the German 16+ (**Freigegeben ab 16 Jahren (FSK 16)**) Rating meaning that no one under 16 will be allowed the screenings as many films are not classified.

Young People – We do not accept any parental or supervisory duty of care or liability for any under 16's on site at the venue. We reserve the right to request that you prove your age when entering the Festival. The parent or guardian agrees to take full responsibility of an under 18 at all times.

Program Times – Berlin Sci-fi Filmfest program times and details are subject to change without notice.

Cancellations / Refunds – In the event the Festival is cancelled, except for reasons outside of our control, you will be entitled to claim a refund at the ticket value (less PayPal fees). No further claim of damages is possible eg. travel expenses, loss of work or other. We reserve the right to refuse admission, and in such an event will not refund any admission fee paid. In the event of a lost, stolen or damaged ticket/s or where the ticket holder cannot attend the event due to reasons beyond the Management's control no refunds will be issued.

Behavioural Standards – Berlin Sci-fi Filmfest will not tolerate inappropriate behaviour of a threatening, aggressive, or abusive nature towards our audience members, guests, volunteers, staff or partner venue staff.

Under German Law and the ruling of The Babylon Cinema - Der Rechtsweg ist ausgeschlossen (legal recourse is excluded). Neue Babylon GmbH & Berlin Sci-fi Filmfest decisions are final.