

Online booking terms and conditions

Delivery of tickets

Tickets will be bought and paid for online, and collected at the cinema during normal box office hours or from the Tourist Information Centre (TIC) during its normal opening hours. The customer will bring their reference code to the box office. This will be matched on the system and the ticket(s) will be printed.

Website

We try to ensure our website is always accurate. However, if there are errors in screening dates, times, films or prices, we cannot sell you tickets for films which will not be screened. If we need to change anything on your order we will contact you by email.

Purchasing tickets

A transaction can be abandoned before payment has been made.

Refund policy

No refunds are given. If a screening does not go ahead for any reason, you will be issued with a voucher to be used at a future screening at Saffron Screen.

Returns

Tickets cannot be returned. Tickets are not personal so may be passed to other people at the ticket value. In the event of a sell-out, Saffron Screen will endeavour to sell any tickets previously purchased but not needed by a customer to another customer. This can only happen at the screening and at the discretion of the duty manager.

Full contact details

Saffron Screen
3 London Road
Saffron Walden
Essex CB11 4ED
Tel: 01799 500238
Email: info@saffronscreen.com

Privacy

Saffron Screen records information about its customers for the purposes of administering an effective ticketing system and for marketing (including direct marketing) by post and by email. Data held includes customer contact details and information about ticket purchases made and events attended.

Saffron Screen gathers information about customers at the time a customer makes a booking on our website. This information is kept as a permanent record to enable us to analyse historical data and understand trends.

Customers joining a membership scheme or mailing list do so on the understanding that consent is given for Saffron Screen to process and use the information given in accordance with this policy.

Payment by credit card is made through a secure page on the SECPay website. At no time is any information about customers' credit cards held by Saffron Screen.

General information about Saffron Screen's activities is sent regularly to those who have requested it. Saffron Screen processes and analyses information held to inform its business planning. We aim to build an understanding of customers' preferences so that programming can be refined and information can be provided to customers who may find screenings and events of interest.

Information is only sent to individuals who have subscribed to a membership scheme or mailing list or who have previously attended films or events at one of our cinemas.

Saffron Screen does not pass any personal details about its customers to any third party.

Any customer wishing to request a copy of information held about them, may do so by applying in writing to:

Saffron Screen, 3 London Road, Saffron Walden, Essex CB11 4ED

Information will be provided within 30 days of receipt of the request and payment of £10.