



Online booking terms and conditions

Delivery of tickets

When tickets are purchased online, customers should bring the confirmation email, either on paper or on a mobile phone, to gain entry to the screening booked. It is not necessary to collect tickets from the box office.

Website

We endeavour to ensure our website is always accurate. However, we cannot be held liable for errors in screening dates, times, films or prices. We will contact you by email if there are any changes, providing you have given us your consent to do so.

Purchasing tickets

A transaction can be abandoned before payment has been made.

Refund policy

If a screening has to be cancelled or abandoned, your payment, including the booking fee, will be automatically refunded to the original card within 7 days. You do not need to contact us.

Returns

Once purchased tickets cannot be returned. Customers' unwanted tickets can be sold to other people at face value. Please note that any sale or purchase will be a private transaction between you, rather than with Saffron Screen. Saffron Screen is not responsible for these transactions.

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, Audley End Road, Saffron Walden, Essex, CB11 4UH Tel: 01799 500238 Email: info@saffronscreen.com

Privacy

Please refer to the separate link for our new privacy policy.

[Click here to view our privacy policy.](#)