

## Unlimited Card Terms and Conditions valid from 10.05.2021 to 6.11.2022 (inclusive)

### 1. Introduction

1.1 These written terms and conditions (Conditions) and the [Privacy Policy](#) apply to the Cineworld Unlimited Card membership scheme and all Unlimited Cards. You will be required to confirm that You (and if You are buying an Unlimited Card for someone else, the Unlimited Member) agree to be bound by these Conditions during the purchase process. Please read them carefully and make sure that You understand them before You register. They do not affect your legal rights.

1.2 Cineworld may change these Conditions at any time as described in clause 10 below.

1.3 These Unlimited Card Conditions were last updated 10 May 2021. We recommend that You print and keep a copy of these Conditions for future reference.

### 1.4 Your agreement with Cineworld

You: the person who enters into an Agreement for the purchase of an Unlimited Card. PLEASE NOTE: where you purchase the Unlimited Card for someone else, these Conditions will also apply to them as an Unlimited Member, so please ensure that You have their permission to agree to these Conditions on their behalf.

**Cineworld/Us:** If your residential address is in:

(i) the UK or the Channel Islands, the Agreement will be with Cineworld Cinemas Limited, a company registered in England and Wales under company number 01915767 with registered address at 8th Floor Vantage London, Great West Road, Brentford, TW8 9AG, United Kingdom and VAT number 606197048;

(ii) the Republic of Ireland, the Agreement will be with Adelphi-Carlton Limited (trading as Cineworld Cinemas), a company registered in the Republic of Ireland under company number 7640 with registered address at 8th Floor, Block E, Iveagh Court, Harcourt Road, Dublin 2, Republic of Ireland and VAT number 8B41247E.

1.5 **Unlimited Helpline** - Our dedicated Unlimited Helpline can be contacted Monday to Sunday between 9am and 10pm on 0330 333 4444 (for UK) or 0818 304 204 (for ROI), Unlimited Helpline, Cineworld Cinemas Limited, 8th Floor Vantage London, Great West Road, Brentford, TW8 9AG, UK and [unlimited@cineworld.co.uk](mailto:unlimited@cineworld.co.uk).

1.6 **Cineworld Website** – The Cineworld websites at [www.cineworld.co.uk](http://www.cineworld.co.uk) (for UK), [www.cineworld.ie](http://www.cineworld.ie) (for ROI), [www.cineworld.com](http://www.cineworld.com) and when applying for an Unlimited Card the website at [www.unlimitedcineworld.com](http://www.unlimitedcineworld.com).

[Back to top](#)

### 2. Definitions

2.1 In these Conditions, the following words have the meanings set out against them:

**Agreement:** the agreement between You and Cineworld for the purchase and use of an Unlimited Card.

**Cineworld Cinemas:** all Cineworld cinemas owned and operated by Cineworld in the Territory, including the West End Cinemas;

**Cineworld's Terms of Entry:** the general terms and conditions set out in [Cineworld's Terms of Entry](#) applying to customers' attendance at Cineworld's Cinemas, available from Cineworld Cinemas, the Unlimited Helpline or the Cineworld Website;

**Initial Period:** a period of 12 months from the Start Date;

**Preferred Cinema:** the location of a Customer's preferred Cineworld cinema, as selected during the application process for an Unlimited Card.

**Privacy Policy:** Cineworld's privacy policy set out at [www.cineworld.com/terms/privacy](http://www.cineworld.com/terms/privacy) and which is also available from Cineworld Cinemas or the Unlimited Helpline, as updated from time to time;

**Start Date:** the date on which a temporary Unlimited Card is issued by Cineworld.

**Subscription Period:** the Initial Period and any extended period for which an Unlimited Card is purchased;

**Territory:** the United Kingdom, the Channel Islands and the Republic of Ireland;

**Unlimited Card:** one of the cards described in [clause 6.1](#) giving the Unlimited Member access to Cineworld Cinemas in the Territory during the Subscription Period, subject to the Conditions;

**Unlimited Member or Unlimited Card holder:** the person named as such on the Unlimited Card;

**West End Cinemas:** the Cineworld West End cinemas which is currently Cineworld Leicester Square. Details of any changes will be available from Cineworld Cinemas, at [www.cineworld.com](http://www.cineworld.com) or by phoning the Unlimited Helpline.

[Back to top](#)

### 3. Application process

3.1 You may apply for an Unlimited Card for yourself and/or Unlimited Cards for any other person by completing the application form on the Cineworld Website . Each Unlimited Member may only have one Unlimited Card subscription for themselves at any time. By applying for an Unlimited Card You are expressly requesting that the Unlimited Card subscription starts immediately on receipt of the email containing the temporary Unlimited Card details (referred to in [clause 3.3](#) below).

3.2 Cineworld will process your application(s) and will confirm whether or not your application is accepted through its website. Alternatively, Cineworld may decline all or part of your application at its discretion, in which case Cineworld will notify You as soon as practicable.

3.3 The creation of an Agreement between You and Cineworld will only occur when Cineworld confirms acceptance of your application and issues details of the Unlimited Member's temporary Unlimited Card. If You have applied online and your application(s) is/are accepted, Cineworld will send You (or if You are buying for someone else, the Unlimited Member) an email with a link to a PDF containing the details of the temporary Unlimited Card and an email with details of the temporary Unlimited Card. You (or, if different, the Unlimited Member) may use the temporary Unlimited Card to use the Unlimited Card subscription until receipt of the permanent Unlimited Card. You (or, if different, the Unlimited Member) will need a printer to print off the temporary Unlimited Card or a mobile phone which can display the PDF on screen in order to use the temporary Unlimited Card at the cinema. See [clause 7.7](#) for further details about how to use a temporary Unlimited Card.

3.4 By applying for Unlimited Card(s), You confirm:

- (i) You are legally capable of entering into a binding contract;
- (ii) You are at least 16 years old; and
- (iii) the Unlimited Member is resident in the UK or Ireland
- (iv) if You are buying the Unlimited Card for someone else, You have authority from the Unlimited Member (or if the Unlimited Member is under 16, the Unlimited Member's parent or guardian) to apply for an Unlimited Card on their behalf (which includes providing us with their personal details and agreeing to the Conditions on their behalf).
- (v) You are a Mycineworld member and have registered for Mycineworld on the Cineworld website or app.

**PLEASE NOTE:** A minimum age restriction applies to use of the Cineworld Websites. Unlimited Members who are under 13 years old are not permitted to use online services on the Cineworld Websites, such as online ticket booking, and Unlimited Members must be aged 16 or over to register for a My Cineworld account. Where an Unlimited Member is under 18 years old and You (or their parent or guardian) would prefer Us not to use their email or mobile phone number to contact them, please insert Your (or the

parent/guardian's) email address and phone number in the Unlimited Member details section of the Unlimited application pages or contact the Unlimited Helpline at any time after the Unlimited Card has been issued.

3.5 You understand that by purchasing an Unlimited Card, You are committing to pay the full annual subscription fee for the Initial Period of 12 months. Payment of the full annual subscription fee may be made under Cineworld's Monthly Payment Plan or Cineworld's Annual Payment Plan. (See [clause 8](#) below.)

3.6 If You pay in accordance with the Annual Payment Plan, no refund of the annual subscription fee for the Initial Period which is paid in advance will be made unless You cancel the subscription under clauses 5 (Your Cancellation Rights), 10 (Changes), or 11 (Legitimate Grounds).

3.7 If You pay in accordance with the Monthly Payment Plan, You will have to pay all 12 instalments of the annual subscription fee unless You cancel under [clause 5 \(Your Cancellation Rights\)](#), [10 \(Changes\)](#), or [11 \(Legitimate Grounds\)](#). Failure to pay in accordance with the Monthly Payment Plan could result in your account being suspended, passed to debt collection and/or the Unlimited Card being deactivated (see clauses [8.3.5](#) and [8.3.6](#) below).

[Back to top](#)

#### **4. Agreement**

4.1 The Agreement includes your application form, the Conditions and Cineworld's [Terms of Entry](#). No other terms proposed by You or an Unlimited Member shall apply. Cineworld's Online, phone and [My Cineworld, Phone and Website Terms of Use](#) will also apply whenever You or the Unlimited Member use the Cineworld Website (which includes any other Cineworld mobile site and any Cineworld approved apps) to apply for an Unlimited Card, to make any online ticket bookings or use any other Cineworld online services such as My Cineworld. Any personal information provided to us in connection with an application for Unlimited Membership or use of the Unlimited Card will be processed in accordance with our Privacy Policy, which is available at [www.cineworld.com/terms/privacy-policy-and-cookies#privacy-policy-\(section-1\)](http://www.cineworld.com/terms/privacy-policy-and-cookies#privacy-policy-(section-1)).

[Back to top](#)

#### **5. Cancellation rights**

5.1 You may cancel the Agreement at any time within 15 days from the date Your application is accepted and the Unlimited Member receives their email containing the temporary Unlimited Card (as referred to in [clause 3.3](#) above). This period is known as the Cancellation Period. Unlimited Members wishing to use their Unlimited Card during the Cancellation Period may do so (as the Unlimited Card subscription starts immediately in accordance with Your request at [clause 3.1](#)), although if You subsequently cancel the Agreement during the Cancellation Period, You will be charged and must pay for any Unlimited cinema tickets issued and/or other costs incurred by Cineworld arising from the visits to the cinema during that time. You agree that multiple visits to the cinema using the Unlimited Card during the Cancellation Period may result in these costs exceeding the amount of any subscription fee paid for the period of use.

5.2 To cancel, You will need to contact the Unlimited Helpline by phone or in writing by email or post (on the phone number or at the email or postal address detailed in [clause 1.5](#) above) and let Us know of your decision to cancel within the Cancellation Period. Alternatively you may download [Cineworld's template cancellation form here](#).

5.3 You will receive a full refund of any subscription fee paid although we may choose to deduct any amounts payable for use of the Unlimited Card as referred to in [clause 5.1](#) above, in which case the amount refunded will be reduced accordingly.

[Back to top](#)

#### **6. Unlimited cards**

6.1 (i) Cineworld operates three types of Unlimited Cards;

- a. the Unlimited West End Card;
- b. the Unlimited non-West End Card; and
- c. the Republic of Ireland Unlimited Card.

6.1 (ii) The 3 different types of Unlimited Cards are divided into 5 Unlimited Membership Groups, which are based on the location of your Preferred Cinema, as selected during Your application process. Each Membership Group contains a number of Cineworld cinemas, with different pricing. Your monthly or annual Unlimited Membership fee will depend on the Membership Group Your Preferred Cinema falls into, and as stated in clause 8. Once You have selected Your Preferred Cinema during Your application process, Your Preferred Cinema can only be changed by contacting the Unlimited Helpline. Tickets can only be purchased for the Membership Group Your Preferred Cinema falls into.

6.1.(iii) The 5 Unlimited Membership Groups are:

a) Group 5:

- - the Republic of Ireland Unlimited Card: which is valid in all Cineworld Cinemas including West End Cinemas;

b) Group 4:

- - the Unlimited West End Card: which is valid in all Cineworld Cinemas, including West End Cinemas;

(b) Group 3:

- - the Unlimited non-West End Card: which is valid in all Cineworld Cinemas, excluding West End cinemas;

(c) Group 2:

- - the Unlimited non-West End Card: which is valid in the Cineworld Cinemas listed here: **Unlimited Membership Group 2**; and

(d) Group 1:

- - the Unlimited non-West End Card: which is valid in the Cineworld Cinemas listed here: **Unlimited Membership Group 1**

6.2 There are two tiers of each type of Unlimited Card referred to in clause 6.1:

(i) new Unlimited Members will be issued with a red standard Unlimited Card which entitles them to claim the benefits set out in **clause 7.2** at the relevant Cineworld Cinemas. This tier of card will entitle the Unlimited Member to claim certain specified additional discounts and offers available to red standard Unlimited Card holders as and when such additional discounts and offers are made available by Cineworld from time to time.

(ii) where an Unlimited Member's membership continues after the Initial Period (and all subscription fees have been paid up to date) he/she will be issued with a black Premium Unlimited Card. This tier of card will continue to entitle the Unlimited Member to claim the benefits set out in **clause 7.2** at the relevant Cineworld Cinemas but will also entitle them to the additional discounts and offers which are made available only to black Premium Unlimited Card holders by Cineworld from time to time.

In order to claim the relevant additional discounts and offers referred to above, the Unlimited Member must show his/her valid red standard or black Premium Unlimited Card (as the case may be) at the appropriate Cineworld Cinema box office or Ticket and Concession Stand, or where the relevant discount or offer is available via the Cineworld Website, by inputting the relevant details on the website as directed. The additional discounts and offers made available for holders of red standard Unlimited Cards and black Premium Unlimited Cards are discretionary and may be withdrawn or amended at any time without notice.

6.3 The number, location and opening hours of Cineworld Cinemas in any area may change during the Subscription Period. A list of current Cineworld Cinemas is available from the Cineworld Website and the Unlimited Helpline.

6.4 During the application process a head and shoulders photograph of the Unlimited Member must be provided. This photograph will be printed on the Unlimited Card and will be used for identification and fraud prevention purposes. All Unlimited Cards must display an up to date head and shoulders photograph which is a clear and true likeness of the Unlimited Member, any inappropriate or out of date images may invalidate the Unlimited Card and/or require purchase of a replacement card. Failure to upload and submit an appropriate photograph during the application process may cause a delay in the processing of your application, for which Cineworld will not be responsible.

6.5 The Unlimited Card is not transferable or for sharing. Only the Unlimited Member will be entitled to use their Unlimited Card and it may not be used to obtain tickets or benefits for anyone else.

6.6 The Unlimited Card will be valid from the Start Date for the duration of the Initial Period unless terminated by You or Cineworld earlier under these Conditions.

[Back to top](#)

## 7. Using the Unlimited Card

7.1 You and the Unlimited Member (if different) accept these Conditions and Cineworld's [Terms of Entry](#) by using an Unlimited Card.

7.2 A valid Unlimited Card entitles the Unlimited Member to:

- (i) access to the relevant Cineworld Cinemas every day of the week (subject to the Cineworld Cinema being open);
- (ii) one seat (subject to availability and excluding Box and Balcony seating and other special or premium seating) for any film screening open to the general public (excluding premium screenings such as 3-D, IMAX, Superscreen, 4DX, ScreenX, VIP and event cinema screenings);
- (iii) one seat (subject to availability and excluding Box, Balcony seating and other special or premium seating) for 3-D, IMAX, Superscreen, 4DX, ScreenX or VIP screenings at such uplift rates (where applicable) as may be available from time to time.

7.3 All film screenings are subject to normal restrictions such as age certifications, and Cineworld's [Terms of Entry](#). The Unlimited Member shall have no preferential rights of access for any screenings except for any special screenings organised for Unlimited Members. The Unlimited Member is not entitled to use the Unlimited Card in conjunction with any other promotions offered by Cineworld unless otherwise stated and the Unlimited Card cannot be used to prove the Unlimited Member's age.

7.4 **Booking tickets online** Unlimited Members may be able to use their Unlimited Card to book a limited number of tickets for themselves online via their synced My Cineworld account on the Cineworld Website, in accordance with the terms of clause 18 (Unlimited Card online ticket booking) below. It is not permitted to have more than one booking for a particular film at any one time or to book for two films which start within 90 minutes of each other, whether those tickets are booked in cinema or online.

7.5 **Booking tickets at the cinema** Unlimited Members may book their tickets in advance in person at the Cineworld Cinema on the day of the performance. To use the Unlimited Card in cinema, the Unlimited Member must present it at a Cineworld Cinema box office, Ticket and Concessions stand or an Automatic Ticket Machine (ATM) The Unlimited Card will be scanned to check its validity and additional identification may be requested. If the Unlimited Card is validated, the Unlimited Member will be issued with a ticket for

the chosen screening and time, subject to availability. If the Unlimited Card is not validated, the Unlimited Member may be advised to contact the Unlimited Helpline.

**7.6 Using tickets at the cinema** The Unlimited Card must be shown when the tickets (including e-tickets) are checked before entering the relevant auditorium. Entrance will not be permitted without the Unlimited Member presenting the Unlimited Card. When attending more than one performance in a day a valid ticket for each performance, together with the Unlimited Card, must be presented for checking prior to entering each of the relevant auditoriums. Unlimited Members should ensure that they arrive by the advertised performance time, as Cineworld reserves the right to refuse admission to customers who arrive after the start of the feature presentation.

**7.7 Using the Temporary Unlimited Card** The Unlimited Member will be able to use their temporary Unlimited Card until receipt of their permanent Unlimited Card, after which date the temporary Unlimited Card will be deactivated. In order to use the temporary Unlimited Card at the cinema the Unlimited Member will need to show their printed temporary Unlimited Card or display the PDF version containing these details on a mobile device.

**7.8 Online account management via My Cineworld** To be able to use their Unlimited Card to book tickets in advance and manage their Unlimited membership online, for example to change their contact details, cancel a booking or set up a new direct debit instruction, Unlimited Members will need to register for a My Cineworld account. To use these online account management functions, the Unlimited Member will need to complete the My Cineworld account registration process (unless the Unlimited Member already has a My Cineworld account) during the application process and link their Unlimited membership account with their My Cineworld account by completing the verification steps as displayed on screen. Cineworld may withdraw or change any and all Unlimited online account management functions within My Cineworld at any time and without notice. With effect from 25th May 2018 Unlimited Members must be aged 16 or over to register for a My Cineworld account for themselves.

**7.9 Unlimited Members aged under 16 (Junior Members)** With effect from 25 May 2018 Junior Members will not be able to register for a My Cineworld account for themselves until they are 16 years old. With the consent of the Junior Member's parent or guardian, a Junior Member's Unlimited Card may be used to book tickets online through their parent or guardian's My Cineworld account, by selecting the 'Add a Friend's Unlimited Card' option and inserting the Junior Member's Unlimited Card number during the booking the process. For all other Unlimited membership account matters, the Junior Member's parent or guardian should contact the Unlimited Helpline who will be able to assist.

[Back to top](#)

## **8. Payment of annual subscription fees**

**8.1** The annual subscription fee for the Initial Period and renewal fees for each type and Group of Unlimited Card are available from the Cineworld Website, the Cineworld app, Cineworld Cinemas and the Unlimited Helpline. The annual subscription fee must be paid in advance under the Annual Payment Plan or, by instalment under the Monthly Payment Plan but in either case must be paid in full for the whole Initial Period unless the Agreement is terminated by You or Cineworld earlier under these Conditions.

**8.2** Cineworld reserves the right to increase the annual subscription fee payable by instalment under the Monthly Payment Plan to reflect the cost to Cineworld of accepting payment by instalment. Such changes shall not take effect during the Initial Period and any increases that apply after the Initial Period shall be notified to You in writing at least one month before they come into effect. If You are not prepared to pay the increased subscription fee You may terminate the Agreement in accordance with [clause 11.5 \(Termination by You\)](#).

### **8.3 Monthly Payment Plan and Automatic Renewal**

**8.3.1** Under the Monthly Payment Plan, You agree to pay the full annual subscription fee for the Initial Period in 12 equal monthly instalments during the Initial Period.

8.3.2 (a) When Cineworld accepts your application for an Unlimited Card, You shall pay the following amount by credit card, debit card, charge card, Cineworld e-gift voucher or Cineworld gift card (but not cash or cheque):

- (i) if the Unlimited Member is a UK resident, the first month's instalment; or
- (ii) if the Unlimited Member is a resident in Republic of Ireland, the first month's instalment.

(b) Each instalment for the remaining months shall be paid in advance by Direct Debit from a nominated bank account. You will need to fill in the Direct Debit instruction included in the Agreement correctly prior to submitting your application form. Each payment will be debited on the same day of each month, being the same day of the month that the first instalment was paid. If this date falls on a weekend or a bank holiday, or if there is no day of the same date in any month (e.g. 30 February) payment will be debited by your bank on the previous or next working day. Please check with your bank for details. The payment date of Your Direct Debit may not be changed once notice to terminate the Agreement has been given.

8.3.3 Unless You cancel your subscription at the end of the Initial Period in accordance with the Agreement, the Unlimited Card subscription will automatically continue and the Subscription Period will be extended after the Initial Period if You continue to pay the monthly fee each month. If your Unlimited Card subscription continues after the Initial Period, You agree to pay subscription fees at the then current rate. At least one month prior to the end of the Initial Period we will contact You to remind You that the Initial Period is coming to an end and to let You know what the new subscription fees will be.

8.3.4 If You want to change the bank account to be debited You may provide your new Direct Debit payment details online via your My Cineworld account (where this function is available). Alternatively, You may telephone the Unlimited Helpline to provide the new Direct Debit details. PLEASE NOTE: you will need to cancel your old direct debit instruction directly with your bank. You must give Cineworld at least three weeks to process these changes. Cineworld may charge a reasonable administration fee for processing changes to direct debit payment details.

8.3.5 If, during the Initial Period, Cineworld does not receive any monthly payment or You seek to terminate the Agreement except as permitted in clauses 10 or 11, Cineworld may terminate the Agreement and deactivate the Unlimited Card as described in clause 12 below. Cineworld will be entitled to recover any and all of the following from You:

- (i) any subscription fees payable under the Agreement for the remainder of the Initial Period; and
- (ii) its losses and expenses, which may include its reasonable administration expenses caused by the incident and the fees and expenses (including those of debt collectors) that Cineworld may reasonably and properly incur to recover the outstanding subscription fees referred to at (i) above.

8.3.6 Cineworld may also suspend the Agreement and temporarily deactivate the Unlimited Card if You miss any payment. Cineworld will contact You, usually by email and if payment is made within 28 days of request (and You haven't missed another monthly payment) Cineworld will normally reactivate the Unlimited Card within one hour of payment. Missed payments may be paid online at [www.cineworld.com](http://www.cineworld.com) by debit, credit or charge card or by contacting the Unlimited Helpline. Cineworld will be entitled to charge its reasonable administration expenses incurred in connection with any missed payment and these must be paid at the same time as the missed payment. Unlimited Members will not be entitled to an Unlimited ticket until the Unlimited Card has been reactivated and, for the avoidance of doubt, no refunds will be given for cinema tickets purchased by the Unlimited Member between the date the Unlimited Card is deactivated until the date it is reactivated.

#### 8.4 Annual Payment Plan

8.4.1 Under the Annual Payment Plan, You agree to pay the annual subscription fee for the Initial Period in a single advance payment.

8.4.2 You may pay the annual subscription fee by debit card, credit card or charge card (but not cash or cheque). Cineworld gift cards and e-gift vouchers may also be used to pay for annual subscription fees for the Initial Period on the Cineworld Website.

8.4.3 At least one month before the end of the Initial Period, Cineworld will offer You the opportunity to continue the subscription by paying the subscription fee for the next year by debit, or credit, or to move to the Monthly Payment Plan. In order to continue your subscription and/or move to the Monthly Payment Plan You will need to contact the Unlimited Helpline by telephone, as it is not possible to extend annual subscriptions or change payment plans via the Cineworld Website and still receive the black Premium Unlimited Card. The Unlimited Helpline is currently unable to accept payments by gift card or e-gift voucher, which means you can only pay for extension periods by debit, credit or charge card.

8.4.4 If this Agreement is terminated during the Subscription Period on Legitimate Grounds (as described in [clause 11](#)), Cineworld will refund the amount paid in advance under the Annual Payment Plan for any full months remaining after the date of termination.

## 8.5 Extending your Unlimited Card

8.5.1 If You extend the Subscription Period after the Initial Period, the fees for both the Monthly Payment Plan and the Annual Payment Plan will be those in force on the date the Initial Period expires.

8.5.2 Any extension of the Initial Period will be treated as part of the same Agreement as the Initial Period and You will not have any further cancellation rights under [clause 5.1](#).

[Back to top](#)

## 9. Lost, stolen or defective cards

9.1 The Unlimited Member will need to telephone the Unlimited Helpline as soon as possible to report any lost or stolen Unlimited Card.

9.2 If the Unlimited Card is lost, stolen, damaged or displays an unclear or inappropriate image of the Unlimited Member, a replacement card will be required. Unlimited Members may order a replacement Unlimited Card online via the Unlimited Member's My Cineworld account (where this function is available) or by contacting the Unlimited Helpline. Cineworld will charge an administration fee to replace the Unlimited Card. The charge is currently £10.00 (or €16.00 if You are in Republic of Ireland) but this may be changed by Cineworld to reflect its administration costs.

9.3 If the subscription is paid by Direct Debit, the amount of the administration fee will be debited directly from your bank account. If a Direct Debit is not in place, You or the Unlimited Member will need to pay the administration fee by debit, credit or charge card online via the Unlimited Member's My Cineworld account (where this function is available) or by contacting the Unlimited Helpline. Once the fee is paid, Cineworld will send a replacement card to the Unlimited Member.

9.4 If the Unlimited Card is defective as a result of something Cineworld has done Cineworld will issue a free replacement. The Unlimited Member must contact the Unlimited Helpline as soon as possible to report the fault and return the faulty card on request. Where a temporary Unlimited Card is issued, the Unlimited Member must use this until the replacement card is received.

9.5 For the avoidance of doubt, no refunds will be given for cinema tickets purchased by the Unlimited Member between the date the card was lost, stolen or damaged or a replacement card was requested and the date the Unlimited Member receives his or her new card or temporary Unlimited Card. Unlimited Members will not be entitled to an Unlimited ticket until a temporary Unlimited Card or the replacement card has been received and is presented as necessary at a Cineworld Cinema to obtain or collect tickets and to gain entry to the auditorium. An Unlimited Member will be unable to take advantage of the Unlimited online ticket bookings offer (where available) until he/she receives a replacement card or temporary Unlimited Card and updates his/her details in his/her My Cineworld account.

[Back to top](#)

## 10. Changes

10.1 Subscription fees may be increased by Cineworld to reflect changes in standard ticket prices, inflation, Cineworld's costs, additional taxes and costs that are not imposed by Cineworld. Any increase in the subscription fee will be notified to You at least one month before it comes into effect.



10.2 If there is a change in the rate of VAT or any other tax, or any other tax is imposed, Cineworld will be entitled to change the subscription fees to reflect such changes, at any time including during the Initial Period. This change will only affect You during the Initial Period if You are on the Monthly Payment Plan. Cineworld will give not less than one month's notice of any increase and the Direct Debit amounts to be charged after expiry of such notice will be adjusted accordingly. Any other changes shall take effect as described in the remainder of this clause 10.

10.3 If You have extended the Subscription Period beyond any Initial Period increases in the subscription fees will take effect after expiry of any notice given by Cineworld under clause 10.1 or 10.2 as follows:

- (i) if You pay the fees under the Monthly Payment Plan, the Direct Debit amounts to be charged after expiry of the notice will be adjusted accordingly;
- (ii) if You pay the fees in advance, the increase will take effect at the end of the period for which fees have been paid.

10.4 Changes to these Conditions:

10.4.1 Cineworld may make minor changes to these Conditions from time to time to correct errors, or clarify terms, to comply with any law or regulation that applies to Us or to update the Conditions to reflect changes to the way our systems work or enhancements to the Unlimited Card scheme. You will not be specifically notified of such changes but they will be on the Cineworld Website and so to see the most up to date version of these Conditions please always check the Cineworld Website. No such changes shall disadvantage You or an Unlimited Member. Please see [clauses 6.2 \(Unlimited Cards\)](#), [7.8 \(Online Account Management\)](#), [18 \(Unlimited Card Online Ticket Booking\)](#) and [19 \(Terms of Unlimited Offers and Discounts\)](#) for further details regarding amendment and withdrawal of additional functions, discounts and offers.

10.4.2 Additionally, Cineworld reserves the right to make other changes to the Conditions on giving You at least one month's prior written notice. Any such notification of a change shall be made by contacting you using the details you have provided as referred to in clause [17 \(Contact Details\)](#).

10.5 If:

- (i) You are on the Monthly Payment Plan and these changes either increase the monthly instalment payable or are otherwise to your disadvantage during the Initial Period, or
- (ii) You are on the Annual Payment Plan and the changes are to your disadvantage,

You will have 30 days from the notice date in which to terminate the Agreement.

10.6 If You terminate the Agreement under clause 10.5 and You are on the Monthly Payment Plan, You may stop making payments from one month after the date of the direct debit which follows You telling Us you wish to terminate. If You are on the Annual Payment Plan, Cineworld will repay You an amount equal to the value of the subscription fee for the number of remaining full months after the date of termination.

[Back to top](#)

## **11. Termination by you**

11.1 You may terminate the Agreement during the Initial Period only where (i) the Unlimited Member is unable to use his or her Unlimited Card for a continuing period of three calendar months due to medical reasons or (ii) because the Unlimited Member's permanent address moves to an address outside the Territory (in these Conditions, these reasons are called 'Legitimate Grounds'). You must notify Cineworld in writing of your request to terminate, stating the reason for termination and enclosing any supporting evidence. The application must be made by phone or in writing by email to the Unlimited Helpline.

11.2 If Cineworld accepts that the Unlimited Member has Legitimate Grounds and You are on the Monthly Payment Plan, the Agreement will terminate one month after the date of the Direct Debit which follows receipt of the application referred to in clause 11.1 by the Unlimited Helpline. If you are on the Annual Payment Plan, Cineworld will repay You an amount equal to the value of the subscription fee for the number of remaining full months after the date of termination.

11.3 If Cineworld does not accept the request for termination, the Agreement shall continue in force. If You are on the Monthly Payment Plan, You must continue to pay the subscription fee for the remainder of the Initial Period. If You are on the Annual Payment Plan, You will not be entitled to any refund of the subscription fee.

11.4 In the event of termination on Legitimate Grounds, neither You nor the Unlimited Member may re-subscribe for an Unlimited Card until six months after the termination date.

11.5 If You are on a Monthly Payment Plan, You may terminate the Agreement at any time after the Initial Period by giving one full month's notice. Notice must be given to the Unlimited Helpline by phone or in writing by email or post. Termination will take effect one month after the date of the Direct Debit which follows receipt of Your notice to terminate. PLEASE NOTE: due to Cineworld's current payment processes, if You are paying by Direct Debit, any Unlimited Card will be automatically deactivated if You cancel the Direct Debit. If You wish to cancel your Direct Debit, please do not do so until after the date on which your Unlimited Card expires or terminates. Cineworld will confirm this date in writing on receipt of your termination notice.

11.6 If You have extended the Subscription Period for a full year after the Initial Period and have paid under the Annual Payment Plan, You may cancel the Unlimited Card on one month's notice and Cineworld will refund the fees paid for any remaining full months after the termination date. You may cancel by contacting the Unlimited Helpline by phone or in writing by email.

11.7 Additionally, You may terminate the Agreement at any time if Cineworld commits a serious breach of the Agreement.

11.8 On termination, the Unlimited Card will be de-activated and, if payment is made by Direct Debit, the debits will be stopped and any refunds due will be paid.

Back to top

## 12. Suspension and termination by us

12.1 Cineworld may suspend the Agreement and temporarily deactivate the Unlimited Card if:

- (i) You miss any payment;
- (ii) Cineworld suspects any fraud in any matter connected to entering into or performing the Agreement including providing false information on the application form; or
- (iii) the Unlimited Member breaches any of Cineworld's [Terms of Entry](#).

Cineworld will be entitled to charge its reasonable administration expenses incurred in connection with any missed payments (see [clause 8.3](#) for further details).

12.2 Cineworld may terminate the Agreement immediately on any of the following grounds:

- (i) for your fraud (or our reasonable suspicion of your fraud) in any matter connected to entering into or performing the Agreement including providing any false information on the application form;
- (ii) in the event of fraudulent or significant misuse of the Unlimited Card;
- (iii) if You miss a payment and fail to make that payment within 28 days of a request from Cineworld to make it, or if You miss more than one payment;
- (iv) material breach of the Agreement by You or the Unlimited Member that has not been corrected by You within a reasonable time;
- (v) if You or an Unlimited Member engage in any behaviour or activity that is disruptive to or damaging to any Cineworld business or operation, process or practice.

12.3 If Cineworld terminates the Agreement under this clause 12, Cineworld may keep any subscription payments that have been received. Where You are on the Annual Payment Plan, Cineworld may refund any subscription fees paid for any full months after the termination date but shall be entitled to retain a fair amount to reflect the loss to Cineworld from terminating the Agreement in such circumstances. This right does not limit any other rights Cineworld may have against You.

12.4 On termination, Cineworld will deactivate the Unlimited Card.

12.5 Cineworld reserves the right to terminate, withdraw or suspend the Unlimited Card subscription arrangements, and the Agreement, at any time for any reason on reasonable notice in writing to You. Cineworld will refund the fees paid by You in advance for any remaining full months after the termination date.

[Back to top](#)

### **13. Questions and complaints**

13.1 Any questions or complaints You or an Unlimited Member may have in relation to the Unlimited Card or a notification of change in circumstances should be directed to the Unlimited Helpline.

13.2 Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to use alternative dispute resolution. The European Commission has established a website for online dispute resolution which is available at [www.ec.europa.eu/consumers/odr](http://www.ec.europa.eu/consumers/odr), and which is designed to assist consumers in resolving disputes online without having to go to court.

[Back to top](#)

### **14. Information provided**

14.1 You confirm that the information You provide that identifies You or the Unlimited Member (including contact information) (Personal Information) is accurate and complete and that You are authorised to provide such Personal Information. It is your responsibility and the responsibility of the Unlimited Member to ensure that such Personal Information is kept up to date, and Cineworld will not be responsible for matters arising from errors or omissions in Personal Information at any time. You and the Unlimited Member may update your own details at any time online via your respective My Cineworld accounts (where the relevant function is available) or by contacting the Unlimited Helpline. Where an Unlimited Member is aged under 16, their parent or guardian may also notify Us of any changes or inaccuracies in their data.

14.2 Our [Privacy Policy](#) provides details of how we may collect and use your personal information, and the choices you can make about how your personal information is used. We use Personal Information to allow Us, our agents and sub-contractors who are working on our behalf to process Your application and payment for the Unlimited Card and to provide You (or, if different, the Unlimited Member) with the Unlimited Card services and any other products or services You or the Unlimited Member request. We will also use the Unlimited Member's contact details to send them service communications, including information about their membership such as renewal reminders, account information and membership summaries and, from time to time, other information related to their Unlimited membership (details of which are set out at [www.cineworld.com/unlimited#questions](http://www.cineworld.com/unlimited#questions)). These types of service communications will usually be sent by email and/or text message.

We may also use Personal Information for other purposes as described in the [Privacy Policy](#) including sending you marketing communications where you have given us your consent or where we have lawful right to do so. You and/or the Unlimited Member can ask us to stop sending you marketing communications at any time by updating your marketing preferences online via your respective My Cineworld accounts, clicking the 'unsubscribe' option in our marketing messages or by contacting the Unlimited Helpline.

[Back to top](#)

### **15. Cineworld's liability**

15.1 Cineworld Cinemas may be closed on a permanent or temporary basis from time to time, including for refurbishment or due to a Force Majeure Event (as described below). Details of such closures can be found on the Cineworld Website or by calling the Unlimited Helpline.

15.2 Cineworld will not be liable or responsible for any failure to perform, or delay in performance, that is caused by events outside its reasonable control (Force Majeure Event), including any act, event, non-happening, omission or accident which may be due to the following:

- (i) Strikes, lock-outs or other industrial action;
- (ii) Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war or threat or preparation for war;
- (iii) Fire, explosion, adverse weather, snow fall, ice, storm, flood, earthquake, subsidence, epidemic, pandemic or other natural disaster;
- (iv) Disruption to or failure of the railways, shipping, aircraft, motor transport or other means of public or private transport;
- (v) Disruption to or failure of public or private telecommunications networks, the internet, utility supplies or postal services;
- (vi) Closure or limited access to Cineworld Cinemas on the grounds of Cineworld's reasonable health and safety concerns;
- (vii) Any governmental guidance/recommendation, act, decree, legislation, regulation or restriction.

15.3 Cineworld's liability for faulty Unlimited Cards is limited to the remedies described in [clause 9](#).

15.4 Cineworld's liability for its breach of the Agreement is limited to the annual subscription fee.

15.5 In the event an Unlimited Card online booking is not possible due to any technical reasons, tickets can be purchased in-cinema, and Cineworld accepts no liability or responsibility for any such technical failures.

15.6 If Cineworld fails to comply with these terms, we are responsible for loss or damage You suffer that is a foreseeable result of our breaking this Agreement or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time of Your application, both we and You knew it might happen.

15.6 Cineworld does not exclude or restrict its liability for fraud, for death or personal injury resulting from its negligence or that of its agents and nothing in this clause 15 shall operate to exclude, restrict or limit this liability.

[Back to top](#)

## **16. General**

16.1 The Agreement and any disputes or claims arising out of or in connection with it (including non-contractual disputes or claims) are governed by the laws of England and Wales and You (or, if different, the Unlimited Member) can bring proceedings in the English Courts. However, if You (or, if different, the Unlimited Member) live in Scotland, the Republic of Ireland or The Channel Islands the relevant law will apply and You (or, if different the Unlimited Member) can choose to take action against Cineworld in your local courts.

16.2 Cineworld does not accept amendments by You to the Conditions.

16.3 You and the Unlimited Member may not transfer any of your rights or obligations under the Agreement to another person without Cineworld's prior written consent. Cineworld can transfer all or any part of its rights or obligations under the Agreement to another organisation but your and the Unlimited Member's rights under the Agreement will not be affected.

16.4 If the Agreement is terminated by either party for any reason, neither party will lose any rights which have already accrued.

16.5 If, at any time, Cineworld does not require You to comply with any part of the Agreement, this will not prevent it from doing so in the future.

16.6 If any part of the Agreement is disallowed or held to be ineffective by any court or other competent body, the rest of the Agreement will not be affected.

[Back to top](#)

## **17. Contact details**

17.1 You can contact Us at the Unlimited Helpline (please see contact details in clause 1 (Introduction) above).

17.2 If Cineworld need to contact You or the Unlimited Member about the Agreement or the Unlimited Card (for example to give notice of changes to these Conditions, to provide information about the relevant Unlimited Card membership account or to terminate the Agreement) we will contact You or the Unlimited Member (as necessary) by email. You must maintain a valid email address. Where You or the Unlimited Member have given Us your mobile phone number, we may also communicate with You or the Unlimited Member (as appropriate) by SMS.

17.3 When communicating with You or the Unlimited Member about your membership account, Cineworld will use the contact information (email address, and mobile numbers) provided on the application for the relevant Unlimited Card or where You or the Unlimited Member have advised Us of changes to your contact details (either via the Unlimited Helpline or online via your respective My Cineworld accounts (where the relevant function is available)), we will use the latest details provided. It is therefore important that You and the Unlimited Member keep your respective contact details updated.

17.4 Where we do contact You or the Unlimited Member by email or SMS we will be deemed to have notified You or the Unlimited Member as soon as the email or SMS is sent, provided we have used the email/mobile phone number stated in the UL Member's My Cineworld Account/last provided by member.

[Back to top](#)

## **18. Unlimited Card online ticket bookings**

18.1 The following terms apply to ticket bookings made through the Cineworld Website (including our mobile site or any Cineworld approved apps) using an Unlimited Card. Additional terms and conditions may apply to use of Cineworld apps and these will be available within the relevant app.

18.2 Tickets booked online using an Unlimited Card may only be booked through a My Cineworld account. To be able to use their Unlimited Card to book tickets online the Unlimited Member will need to register for a My Cineworld account and link their Unlimited Card with their My Cineworld account. We will send the applicant an email following their registration with instructions to link their Unlimited membership to a My Cineworld account, or they will be able to do so from their My Cineworld account. All online ticket bookings are subject to the Online Terms of Use and, in particular, clause 5 of those terms will apply to bookings for tickets using an Unlimited Card as if payment for the ticket had been made using a debit, credit or charge card except as set out in this clause 18. Use of the Unlimited Card will remain subject to the Conditions. Cineworld may withdraw or change any and all Unlimited online advance booking and account management functions within My Cineworld at any time and without notice. Unlimited Members must be aged 16 or over to register for a My Cineworld account for themselves.

18.3 Unlimited Members aged under 16 (Junior Members). Junior Members will not be able to register for a My Cineworld account for themselves until they are 16 years old. With the consent of the Junior Member's parent or guardian, a Junior Member's Unlimited Card may be used to book tickets online through their parent or guardian's My Cineworld account, by selecting the 'Add a Friend's Unlimited Card' option and inserting the Junior Member's Unlimited Card number during the booking the process. For all other Unlimited membership account matters, the Junior Member's parent or guardian should contact the Unlimited Helpline who will be able to assist.

18.4 A parent or guardian of a Junior Member can register for a My Cineworld account on behalf of the Junior Member and then link the Junior Member's Unlimited Card with their My Cineworld account. We will send the applicant an email following their registration with instructions to link the Junior Member's Unlimited membership to a My Cineworld account.

18.5 Unlimited Members may have up to three online bookings for themselves on their Unlimited Card at any time. Tickets booked online by the Unlimited Member for themselves or on their behalf by an

approved friend (please see 18.6 below) will count towards the 5 ticket allocation. Bookings for event cinema, Unlimited screenings and obtaining tickets in-cinema do not count towards the online booking allocation. It is not permitted to have more than one online booking for a particular film at any one time or to book for two films which start within 90 minutes of each other. Although a booking fee usually applies to Cineworld customers when cinema tickets are booked online, Unlimited Members are exempt from this booking fee when booking a ticket online for themselves or for other Unlimited Members when using their respective Unlimited Cards.

18.6 Tickets for other Unlimited members may be booked online for the same screening as part of the same transaction provided those Unlimited members have given permission in advance and recognized the Unlimited Member making booking as an “approved friend” within their own My Cineworld account and providing their membership gives access to the relevant cinema.

18.7 Tickets for other customers who are not Unlimited members may be booked online for the same screening as part of the same transaction at standard prices for the relevant performance. A booking fee of 75p/75c per person for whom a seat is booked will usually apply when booking tickets for other customers.

18.8 Payments for additional tickets and any surcharges or booking fees (where applicable) must be paid for online using a valid debit, credit or charge card or Cineworld Gift Card or e-Gift Card (where available).

18.9 Pre-booked tickets can be collected at the relevant Cineworld Cinema Box Office, Ticket and Concession Stand or automatic ticket machines (booking reference required for collection from ATM) on the day of screening with the exception of tickets for Unlimited exclusive screenings which may be collected at any time after the date of booking.

18.10 If an e-ticket is used to admit a group, all members of the group, including the Unlimited Member, must be admitted into the performance together. The Unlimited Member must be able to provide proof of ticket purchase for all members (including any Unlimited Members included in the booking) by showing the relevant e-tickets, along with the Unlimited Cards for Unlimited Members included in the booking, at all times during the group’s visit (including during a performance) if requested by Cineworld staff.

18.11 Tickets will only be issued on production of (i) the Unlimited Card used to make the booking, (ii) the relevant booking reference or (iii) where a payment has been made as part of the booking transaction, the debit, credit, or charge card used to make the payment.

18.12 Each Unlimited Member for whom a ticket has been booked must show their Unlimited Card when the tickets are checked before entering the relevant auditorium.

18.13 Cineworld may (i) discontinue or change the Unlimited Card online booking function at any time without notice and/or (ii) amend the terms and conditions of Unlimited Card online booking (including the number of tickets which can be booked in advance) from time to time without notice.

18.14 Failure to comply with the terms of this clause 18 or any misuse of an Unlimited Card when making online ticket bookings may result in Cineworld withdrawing the Unlimited Member’s ability to make online ticket bookings in the future. This is in addition to any other steps that Cineworld may take under clause 12 in connection with misuse of an Unlimited Card.

[Back to top](#)

## **19. Terms of Unlimited offers and discounts**

19.1 All Unlimited offers and discounts are discretionary and may be amended or withdrawn (and terms changed as necessary) at any time without notice.

19.2 Unlimited offers and discounts are only available on production of a valid Unlimited Card.

### **Current Unlimited offers and discounts**

19.3 Premium Unlimited offer of free 3D movies:

3D uplifts are currently not payable by Premium Unlimited Members but will remain payable by all other

Unlimited Members. D-Box, IMAX, Superscreen, 4DX, ScreenX, VIP and event cinema uplifts are still payable by all Unlimited Members. Charges apply for 3D glasses and Box/Star/Balcony and other special or premium seating as they are not included as part of Unlimited Card subscription.

#### 19.4 Unlimited Discounts on food and drink:

Available only when purchased in-cinema and do not apply to any items purchased online. Maximum discount of 10% on Starbucks products.

Discounts may not be available in conjunction with some offers and promotions.

#### 19.5 Terms and Conditions for the 13 for 12 offer:

Offer is for 13 months' Unlimited membership for the price of 12 months (the 13th month is free). Offer only valid for registrants using the promotional code provided between the specified dates (or earlier date as advised by your third party provider). Existing Unlimited members or those who have enjoyed an Unlimited membership in the last 6 months are not eligible. Standard Unlimited card terms and conditions apply.

#### 19.6 Terms and Conditions for the £10/€10 OFF offer:

New Unlimited members get £10/€10 off their first month of subscription when subscribing to a minimum 12-month Unlimited membership. Offer only valid for new Unlimited members. Existing Unlimited members are not eligible. Offer only valid for registrants using the promotional code provided between the specified dates. One promotional voucher allowed per application. Standard Unlimited Card T&C's apply.

#### 19.7 Cineworld Leicester Square Superscreen at no extra cost for West End Unlimited Members offer:

Superscreen uplifts are currently not payable by West End Unlimited Members at Cineworld Leicester Square. 3D (where applicable), D-Box, IMAX, 4DX, ScreenX, VIP and event cinema uplifts are still payable. Charges apply for 3D glasses and Box/Star/Balcony and other special or premium seating as they are not included as part of Unlimited Membership.

#### 19.8 Terms and Conditions for the 50%/10% off offer:

New Unlimited members get 50% off their first month of monthly membership, or 10% off their annual membership. Minimum subscription period of 12 months although current offer of a minimum 3 month subscription for monthly memberships may be available (see [cineworld.com/unlimited](http://cineworld.com/unlimited) for more details) Offer only valid for new Unlimited members. Existing Unlimited members are not eligible. Offer only valid for registrants using the promotional code provided between the specified dates. One promotional code allowed per application. Unlimited Card T&C's apply to membership.

#### 19.9 Unlimited Member Advance Screenings and Unlimited Exclusive Events:

From time to time we may organise special preview screenings and other specific screening events for Unlimited members. These preview screenings and events are for Unlimited members only unless otherwise stated. Places may be limited and tickets are subject to availability.

#### 19.10 Terms and Conditions for free £/€20 e-Gift offer:

New Unlimited members get a £/€20 Cineworld e-Gift when subscribing to a minimum 12-month Unlimited membership. Offer only valid for new Unlimited members. Existing Unlimited members are not eligible. Offer only valid for registrants using the promotional code provided between the specified dates. One promotional voucher allowed per application. Standard Unlimited Card T&C's and e-Gift T&Cs apply.

#### 19.11 Discounted tickets at Picturehouse Central and Picturehouse Fulham Road:

Unlimited members can enjoy discounted tickets at Picturehouse Central and Picturehouse Fulham Road at the following prices:

- Unlimited West End members: £6 per ticket
- Unlimited (non-West End) members: £8 per ticket

Discount available on Unlimited Member's ticket on presentation of Unlimited Card at the relevant Picturehouse box office (tickets may not be purchased online or by phone). Offer does not apply to premium priced tickets, Screen Arts events or Q&As. Uplifts may be payable for special screening formats

such as 3D. Not valid with any other Unlimited or Picturehouse offers or promotions, no cash alternative. Offer may be withdrawn or amended (and terms changed as necessary) at any time without notice. [Picturehouse Terms of Admissions apply.](#)

Addresses:

Picturehouse Central, Corner of Great Windmill Street and Shaftesbury Avenue, Piccadilly, London, W1D 7DH

Picturehouse Fulham Road, 142 Fulham Road, Kensington, SW10 9QR

Website: <https://www.picturehouses.com/>

Valid: All Times

### Up to 5 advance bookings Offer

19.12 For a limited time only, Unlimited Members may have up to five online bookings for themselves on their Unlimited Card at any time during the Offer Period. Bookings for event cinema, Unlimited screenings and obtaining tickets in-cinema do not count towards the online booking allocation. All of the other terms of Section 18 (Unlimited Card online ticket bookings) apply. Offer available from 18th November 2021 until 31st December 2021 ("Offer Period"). Offer may be amended or withdrawn (and terms changed as necessary) at any time without notice.

[Back to top](#)

## 20. Recommend A Friend Offer: Pay-Monthly Members

1. The Recommend A Friend Offer (the "**Offer**") is open to existing Unlimited members whose accounts are valid and fully paid at the time of the recommendation ("**Members**") and who hold a valid email address registered with Cineworld.
2. Members will qualify for the advertised one month's free membership ("**Free Month**") if the friend ("**Friend**") that they have recommended (a) is eligible to join the Unlimited scheme in accordance with the [Unlimited Card Terms and Conditions](#), (b)(b) is subscribing to the Unlimited scheme for the first time, (c) successfully completes the online application process using the relevant Offer code, and (d) has successfully paid for and remained with the Unlimited scheme for the first 90 days of their subscription.
3. A Friend that is subscribing as part of the Offer will automatically qualify for 13 months for the price of 12 (the 13th month is free), as long as they subscribe online using the relevant Offer code, and complete one full year's subscription.
4. The Free Month will usually be applied automatically to qualifying Members' accounts within 6 weeks after the Friend has paid for and completed their first 90 days' subscription (unless the Member is in their first year of membership, in which case the Free Month will be applied after the expiry of their first year, or a little later once the Friend's 90 day subscription period has been completed). **Members must not cancel their direct debit** – the relevant direct debit payment will be waived automatically and, unless Members have qualified for more than one Free Month, normal payment will be resumed in the following month. **Cancelling a direct debit arrangement will result in the automatic de-activation of Unlimited Cards and loss of any accrued Free Months.**
5. Where Members have qualified for more than one Free Month, each Free Month will be applied in accordance with clause 4 above and, where a number of successful recommendations have been processed at or around the same time, Free Months will be applied to Members' accounts on consecutive months.
6. Members will be sent a confirmatory email from Cineworld following each successful recommendation containing details of how the Free Month will be applied to his or her account. Members should ensure the contact details provided to Cineworld are up to date.
7. All outstanding balances on accounts must be paid in full before Free Month/s will be applied.
8. Free Months will not be applied retrospectively, cannot be exchanged for cash, cannot be transferred, and cannot be used to reduce any outstanding charges owed by Members or the Friends that are recommended to Cineworld. Any cancellation of a Members' Unlimited



subscription (for whatever reason) or deactivation of the Unlimited Card will result in the loss of any accrued Free Months.

9. Free Months that have been accumulated by Members but which have not been used will not be applied to Members' accounts and cannot be exchanged for cash if that Member's Unlimited membership has expired or is terminated for any reason.
10. The Offer code will be valid for an unlimited number of uses. However, Members may only be awarded and benefit from a maximum of 12 Free Months each year, even if the Offer code has been used in connection with more than 12 successful recommendations in that period.
11. The Offer code is personal to the relevant Member and may only be shared with that Member's friends and family. The Offer code must not be sold, shared in exchange for any value or benefit or otherwise published for use on any public or social media site.
12. The Offer is only available in conjunction with applications made online and recommended friends **must use the Offer code provided**.
13. The Offer is not available in conjunction with any other offer.
14. Cineworld has the right to amend or withdraw the Offer at any time and without notice. These terms and conditions may be amended by Cineworld at any time and without notice.
15. Normal **Unlimited terms and conditions** (including the requirement for new members to sign up for an initial period of 12 months) and the **Cineworld Privacy Policy** will apply to all new members introduced through the Offer.
16. **3-month Minimum membership offer:** Members who have joined Unlimited using the 3-month minimum Membership offer must remain a fully paid up member for, at least, an initial 12 months to be eligible to receive any Free Month(s) (please see (4) above).

[Back to top](#)

## 21. Recommend A Friend Offer: Annual Members

1. The Recommend A Friend Offer (the "**Offer**") is open to existing Unlimited members whose accounts are valid and fully paid at the time of the recommendation ("**Members**") and who hold a valid email address registered with Cineworld.
2. Members will qualify for the advertised one month's free membership ("**Free Month**") if the friend ("**Friend**") that they have recommended (a) is eligible to join the Unlimited scheme in accordance with the **Unlimited Card Terms and Conditions**, (b) is subscribing to the Unlimited scheme for the first time, (c) successfully completes the online application process using the relevant Offer code, and (d) has successfully paid for and remained with the Unlimited scheme for the first 90 days of their subscription.
3. A Friend that is subscribing as part of the Offer will automatically qualify for 13 months for the price of 12 (the 13th month is free), as long as they subscribe online using the relevant Offer code, and complete an initial 12 months' subscription.
4. The Free Month for annual Members will be noted against qualifying Members' accounts within 6 weeks after the Friend has paid for and completed their first 90 days' subscription and shall be **applied automatically after the end of the paid-for 12 month period** (or a little later once the Friend's 90 day subscription period has been completed). For example, if a Member makes 3 successful recommendations within their paid-for 12 month period, their subscription will automatically roll-on for an additional (free) 3 months after the end of the 12 month period. The Member's account must be live at the time the Free Month is due to be applied as Free Months cannot be applied to Member's accounts once their membership has expired.
5. Members will be sent a confirmatory email from Cineworld following each successful recommendation containing details of how the Free Month will be applied to his or her account. Members should ensure the contact details provided to Cineworld are up to date.
6. All outstanding balances on accounts must be paid in full before Free Month/s will be applied.
7. Free Months will not be applied retrospectively, cannot be exchanged for cash, cannot be transferred, and cannot be used to reduce any outstanding charges owed by Members or the Friends that are recommended to Cineworld. Any cancellation of a Members' Unlimited subscription (for whatever reason) or deactivation of the Unlimited Card will result in the loss of any accrued Free Months.

8. Free Months that have been accumulated by Members but which have not been used will not be applied to Members' accounts and cannot be exchanged for cash if that Member's Unlimited membership is terminated for any reason.
9. The Offer code will be valid for an unlimited number of uses. However, Members may only be awarded and benefit from up to a maximum of 12 Free Months each year, even if the Offer code has been used in connection with more than 12 successful recommendations during that period.
10. The Offer code is personal to the relevant Member and may only be shared with that Member's friends and family. The Offer code must not be sold, shared in exchange for any value or benefit or otherwise published for use on any public or social media site.
11. The Offer is only available in conjunction with applications made online and recommended friends **must use the Offer code provided**.
12. The Offer is not available in conjunction with any other offer.
13. Cineworld has the right to amend or withdraw the Offer at any time and without notice. These terms and conditions may be amended by Cineworld at any time and without notice.
14. Normal **Unlimited terms and conditions** and the **Cineworld Privacy Policy** will apply to all new members introduced through the Offer.

[Back to top](#)

## **22. Unlimited Offer - You deserve a treat offer**

### **Terms and Conditions**

1. Offer available to existing Unlimited members who have received the relevant 'You deserve a treat' promotional email or Facebook advert ("treat offer") provided their membership subscription is valid and fully paid up at the time of receipt.
2. Offer includes 1 x free regular sized soft dispensed drink or such other item as described in the treat offer (the "treat").
3. To collect the treat the Unlimited member must present their valid Unlimited Card at the Snacks Counter in participating Cineworld Cinemas. The offer is for a single treat only, so once the treat has been collected it will be deducted from the Unlimited member's account and no additional treats may be collected.
4. The treat must be collected within 14 days' of the date of receipt of the treat offer. If the treat is not collected by that date it will be cancelled from the Unlimited member's account and no refund will be given.
5. No cash alternatives.
6. Food and Drink items are subject to availability. Cineworld will endeavour to supply the food and/or drink item as specified in the treat offer but reserves the right to substitute with alternative products when not available.
7. Offer not available to Cineworld staff.
8. All Cineworld cinemas participate in the Offer (with the exception of The Screening Rooms Cheltenham and Picturehouse cinemas).
9. The Offer is not available in conjunction with any other offer.
10. On termination of the Unlimited member's membership any uncollected treat(s) will be automatically cancelled and no refund or cash alternative will be given.
11. Cineworld may change or withdraw the offer or any part of it at any time without prior notice.
12. Pepsi, Pepsi MAX, Pepsi-Cola are trademarks of PepsiCo, Inc. 7UP is a trademark of The Concentrate Manufacturing Company of Ireland.
13. Cineworld Cinemas Limited (for UK and Channel Islands) and Adelphi-Carlton Limited (for Republic of Ireland), each trading as Cineworld Cinemas, own and operate the Cineworld Unlimited scheme and are the promoter of the Offer. The Offer and the Unlimited scheme are in no way sponsored, endorsed or administered by, or associated with, Facebook, Twitter, Google or SnapChat and these companies are in no way liable to Cineworld customers in relation to the Offer or the Unlimited scheme.

[Back to top](#)

## 23. Free Adult 2D Ticket Offer

### Terms and Conditions

1. Offer available to existing Unlimited members who have received the relevant 'You deserve a treat' promotional email or Facebook advert ("treat offer") provided their membership subscription is valid and fully paid up at the time of receipt.
2. Offer includes 1 x free 2D adult ticket (excludes premium seating and not valid for special screenings such as 3D, D-Box, IMAX, Superscreen, 4DX, ScreenX, VIP or event cinema) described as the "treat".
3. To collect the treat the Unlimited member must present their valid Unlimited Card at the Snacks Counter in participating Cineworld Cinemas. The offer is for a single treat only, so once the treat has been collected it will be deducted from the Unlimited member's account and no additional treats may be collected.
4. The treat must be collected within 14 days' of the date of receipt of the treat offer. If the treat is not collected by that date it will be cancelled from the Unlimited member's account and no refund will be given.
5. No cash alternatives.
6. Offer not available to Cineworld staff.
7. All Cineworld cinemas participate in the Offer.
8. The Offer is not available in conjunction with any other offer.
9. On termination of the Unlimited member's membership any uncollected treat(s) will be automatically cancelled and no refund or cash alternative will be given.
10. Cineworld may change or withdraw the offer or any part of it at any time without prior notice.
11. Cineworld Cinemas Limited (for UK and Channel Islands) and Adelphi-Carlton Limited (for Republic of Ireland), each trading as Cineworld Cinemas, own and operate the Cineworld Unlimited scheme and are the promoter of the Offer. The Offer and the Unlimited scheme are in no way sponsored, endorsed or administered by, or associated with, Facebook, Twitter, Google or SnapChat and these companies are in no way liable to Cineworld customers in relation to the Offer or the Unlimited scheme.

[Back to top](#)

## 24. Updates to the Unlimited Terms & Conditions

### 24.1 Updates to the Unlimited Terms & Conditions made on 10th May 2021

We have made some changes to the Unlimited Card Terms & Conditions with effect from 10th May 2021.

#### **Unlimited Card Terms and Conditions prior to 10th May 2021**

### 24.2 Updates to the Unlimited Terms & Conditions made on 24th May 2018

We have made some minor changes to the Unlimited Card Terms & Conditions with effect from 24th May 2018. The changes that are relevant to current members (who signed up prior to 24th May 2018) are summarised as follows:

**Minimum age of 16 to register for a My Cineworld account** – changes to reflect the new requirement of our My Cineworld terms and conditions, that customers (including Unlimited members) need to be aged 16 or over to sign up for a My Cineworld account and the implications for existing and new Unlimited members (Amended [clause 7.8 \(Online account management via My Cineworld\)](#) and added a new [clause 7.9 \(Unlimited Members aged under 16 \(Junior Members\)\)](#)).

**Changes to reflect our new Privacy Policy** – updated some clauses to reflect various changes we have made to our [Privacy Policy](#) and provide more information about the types of service messages members can expect to receive from us. Clauses [4 \(Agreement\)](#), [14 \(Information provided\)](#) and [17 \(Contact details\)](#)

#### **Unlimited Card Terms and Conditions prior to 24th May 2018**

[Back to top](#)

## 25. 25% off food and drink - Big Table Group Restaurants

### Terms and Conditions

Cineworld Unlimited members and Cinepass holders can enjoy 25% off their total bill. Excludes alcoholic drinks in Scotland.

Offer applies to A La Carte Menu for Café Rouge, Bella Italia, and Las Iguanas and to selected items on the Café Rouge breakfast menu (available until 12pm) only. Set Menus are excluded from this offer.

One discount per bill transaction up to a maximum of 10 guests including the Unlimited member or Cinepass holder.

Discount can only be used once per visit.

Not valid in conjunction with any other deals or with any other offer or discount promotion, discount card or with Tesco Clubcard Vouchers. Valid in conjunction with Cineworld exclusive offers.

All menu items are sold subject to availability.

Not valid on Bank Holidays, Valentine's Day, Mother's Day, Father's Day, or New Year's Eve after 5pm.

Discount available when presenting the dining exclusives offer on the tastecard app.

Offer valid until further notice. Cineworld may withdraw the offer or any part of it at any time without prior notice.

Normal cinema terms and conditions apply.

### Local exclusions:

#### Bella Italia

Not valid on Bank holidays, Valentines Day or Mothers Day. Pasta can be swapped for spiralised veg. Gluten-free pasta and pizza bases, and vegan cheese alternatives available. Must be 16 or older. **For a full list of locations please visit [locations here](#)**. Not valid in conjunction with any other promotion, offer, set menu, breakfast menu, afternoon tea, dining cards, DDS card or Tesco Clubcard vouchers. Not valid at Airports, Center Parcs, Edinburgh Northbridge, Portsmouth, London South Kensington, London Argyll Street or London St Martin's Lane on any day. Not valid in Bluewater or Edinburgh Hanover Street between Friday and Sunday. Not valid between 5-7.30pm at the following restaurants: London Cranbourn Street, London Irving Street, London Shaftesbury Avenue, London Strand and London Wellington Street. Not valid at Birmingham for the period of the German Market (3rd Nov- 23rd Dec 2022). Other date restrictions apply, including some **[sites and event days where the site is close to a sports or music venue, please check them here](#)**.

#### Café Rouge

Not valid Bank Holidays, Valentine's Day and Mother's Day. Not valid at Center Parcs or at Rapide by Café Rouge Euston. Not valid at Café Rouge O2 on event days. Not valid at Café Rouge - Cardiff St Davids II on Cardiff Principality Stadium events.

**For a full list of locations, [click here](#)**. Local exclusions may apply, please check booking links for availability. Must be 16 or older. Eat-in only. Excludes click and collect, takeaway and delivery orders. Normal licensing laws apply. Not valid in conjunction with any other promotion, offer, set menu, breakfast menu, afternoon tea, dining cards, DDS card or Tesco Clubcard vouchers. Other date restrictions apply, including some **[sites and event days where the site is close to a sports or music venue, please check them here](#)**.

#### Las Iguanas

Not valid at Center Parcs.

Not valid at The O2, Wembley, Resorts World Birmingham or Cardiff Mill Lane on event days.

Discount off full priced drinks only and when also dining. Not valid on happy hour drinks, cocktail trunks or single cocktails in Scotland.

[Back to top](#)

## **26. Terms and Conditions for a 3-month minimum Membership offer:**

Promotional Offer is for a 3-month minimum Membership term, instead of the normal 12-month minimum term. Applies to monthly subscription only. After the initial 3 months the Unlimited card subscription will automatically continue and the subscription period will extend, unless you cancel your membership by contacting Customer Services (on 0330 333 4444 (for UK) or 0818 304 204 (for ROI), Unlimited Helpline, Cineworld Cinemas Limited, 8th Floor Vantage London, Great West Road, Brentford, TW8 9AG, UK (and unlimited@cineworld.co.uk.). Promotional Offer only valid until 31st December 2022. Standard prices and terms and conditions for Unlimited card apply.

[Back to top](#)

## **27. tastecard Offer (“Offer”)**

### **Terms and Conditions**

1. Unlimited members can get 50% off food or 2-for-1 meals at participating restaurants with the tastecard digital membership.
2. Unlimited members will receive a free redemption code to claim a free 12-month tastecard digital membership.
3. Redemption codes are sent via email to Unlimited members 15 days after they join the Cineworld Unlimited scheme.
4. Offer only valid for Unlimited members and is non-transferable.
5. Applicable Restaurants and offers within the tastecard membership are subject to change. For a full list of the latest offers please visit [tastecard.co.uk](http://tastecard.co.uk).
6. Full terms for tastecard available at [tastecard.co.uk/terms-and-conditions/corporate](http://tastecard.co.uk/terms-and-conditions/corporate).
7. No cash alternatives.
8. Food and drink items at the Restaurants are subject to availability.
9. All Cineworld cinemas participate in the tastecard Offer (with the exception of Picturehouse cinemas).
10. The Offer is not available in conjunction with any other offer.
11. Unlimited members may also get other exclusive offers with the tastecard App (e.g. 25% off food and drink 7 days week at Café Rouge, Bella Italia and Las Iguanas).
12. On termination of the Unlimited member’s membership the tastecard membership will be automatically cancelled and no refund or cash alternative will be given for any remaining months of the 12-month free tastecard digital membership.
13. Terms and Conditions for the Unlimited membership (including the requirement for new members to sign up for an initial period of 12 months) and the Cineworld Privacy Policy will apply to all new Unlimited members. Full terms available at [cineworld.com/terms/unlimited-card](http://cineworld.com/terms/unlimited-card).
14. Cineworld may change or withdraw the Offer or any part of it at any time without prior notice.
15. Cineworld Cinemas Limited (for UK and Channel Islands) and Adelphi-Carlton Limited (for Republic of Ireland), each trading as Cineworld Cinemas, own and operate the Cineworld Unlimited scheme.

[Back to top](#)

## **28. Unlimited Offer – Free cinema snacks worth over £20 when you join Unlimited**

### **Terms and Conditions**

1. Offer available to customers who have successfully completed the online application process to join the Cineworld Unlimited scheme, using the stated Offer Code, and have received their

Unlimited temporary pass email on or before the offer end date. Unlimited membership terms available here.

2. Offer includes 3 x free '2 for' combo (a regular sized soft dispensed drink with either regular sized popcorn, hot dog or nachos) ('2 for' combo). Value of 3 x '2 for' combos exceeds £21 / EUR 27, based on current prices as at 19th December 2019.
3. Unlimited members will be sent a confirmatory email within 30 days after the promotion ends confirming that the 3 x free '2 for' combos have been added to the Unlimited member's account.
4. To collect one or more of the free '2 for' combos the Unlimited member must present their valid Unlimited Card at the Snacks Counter in participating Cineworld Cinemas. Each collected '2 for' combo will be deducted from the free '2 for' combo balance on the Unlimited member's account.
5. All 3 of the free '2 for' combos must be collected within 3 months of being added to the Unlimited account. Any free '2 for' combos not collected by that date will be cancelled and no refund will be given.
6. No cash alternatives.
7. Food and drink items are subject to availability. Cineworld will endeavour to supply the food and drink items specified in the chosen '2 for' combo but reserves the right to substitute with alternative products when not available.
8. Offer not available to Cineworld staff.
9. All Cineworld cinemas participate in the Offer (with the exception of Picturehouse cinemas).
10. The Offer is not available in conjunction with any other offer.
11. On termination of the Unlimited member's membership any uncollected '2 for' combos will be automatically cancelled and no refund or cash alternative will be given.
12. Unlimited terms and conditions and the Cineworld Privacy Policy will apply to all new Unlimited members.
13. Cineworld may change or withdraw the offer or any part of it at any time without prior notice.

[Back to top](#)

## **29. Summer of Surprises - Unlimited Rewards**

Throughout Cineworld's Summer of Surprises, qualifying Unlimited members will receive a reward for each day they use their Unlimited card to watch a movie at Cineworld between 1st to 30th August 2022 (inclusive). Qualifying members will receive an email with a free Unlimited member reward to redeem on their next visit to Cineworld cinemas. The following terms apply:

1. Members must have a valid fully paid up Unlimited membership subscription and email address associated with their Unlimited subscription to receive their rewards. If a member adds an email address to their account after 1st August, their reward emails will only be triggered from the date the email was added.
2. On termination of the member's subscription, any uncollected or unredeemed reward(s) will be automatically cancelled and no refund or cash alternative will be given. Rewards may be withdrawn or non-redeemable if Member's subscription payments are not up to date or membership has been suspended for any reason.
3. Cineworld may change or withdraw any or all rewards or these terms at any time without prior notice
4. No cash alternatives for any rewards. Rewards (including food and drink and e-vouchers/free tickets) are not transferable, and may not be re-sold.
5. The reward available for redemption at all Cineworld cinemas (not Picturehouse cinemas).
6. The reward may not be used in conjunction with any Cineworld offer or promotion.
7. If any reward is not collected or redeemed by 31 August 2022 it will be cancelled and removed from the member's account, and no refund will be given. Only one reward can be collected per day.
8. Cineworld Cinemas Limited (for UK and Channel Islands) and Adelphi-Carlton Limited (for Republic of Ireland), each trading as Cineworld Cinemas, own and operate the Cineworld Unlimited scheme and provide the Unlimited rewards.
9. Food and Drinks: To collect a food or drink rewards, the member must present their valid Unlimited Card at the Snacks Counter in their chosen Cineworld Cinema. Once the reward has been collected, it will be deducted from the member's account. Rewards must be collected by Wednesday 31 August 2022. Only one food or drink reward can be collected per day.

10. Only the food or drink reward item described in the reward email may be redeemed, no alternatives may be requested.
11. Food and drink items are subject to availability. While Cineworld will endeavour to supply the food and/or drink item as specified in the reward, it reserves the right to substitute with alternative products when not available.
12. Free 2D guest tickets (e-vouchers): Where awarded, a free 2D guest ticket will be issued by emailing an e-voucher to the Unlimited member. E-voucher is valid for redemption for one ticket to a standard 2D performance. Uplift charges per ticket are payable for 3D, 4DX, IMAX, ViP, Superscreen and ScreenX. 3D glasses will need to be purchased at an additional cost.
13. E-voucher may only be redeemed when Unlimited member books a ticket for the same screening using their Unlimited card
14. e-voucher is not valid for Event Cinema, Special Unlimited Screenings, Special Advance Screenings or premium seating.
15. e-voucher is valid for a ticket to watch a movie on or before 31st August 2022. Once expired, the reward will be remove from the member's account and the e-voucher will be invalid and cannot be extended, replaced or refunded. It is not replaceable if lost or stolen and no refund will be given.
16. The e-voucher may be used once only to either book cinema tickets online at [www.cineworld.com](http://www.cineworld.com) or the Cineworld App by entering the 17 digit e-code, or exchanged for a ticket at the box office of any Cineworld Cinema. When booking online using the e-code (i) credit/debit card information must be provided (for processing purposes) and (ii) a booking fee per person for whom a seat is booked will apply (full T&Cs available at [www.cineworld.com/terms/online-phone-and-my-cineworld](http://www.cineworld.com/terms/online-phone-and-my-cineworld)). Customers who do not wish to pay the fee can exchange this voucher for a ticket in person at the cinema.
17. Admission is subject to availability, normal age restrictions apply – ID may be required, and any other relevant standard terms and conditions including Cineworld's general admission terms apply (<https://www.cineworld.com/terms/in-cinema>).

[Back to top](#)