UNBOXIE EXPERIENCES

CUSTOMER TERMS & CONDITIONS

CINEMA EXPERIENCE BOOKINGS

Thank you for choosing Unboxie! These terms explain what to expect when you book a cinema experience through us. Please read them before completing your booking.

1. What Your Package Includes

- Every cinema experience package includes popcorn and a complimentary gift.
- Depending on the package you select, your booking may also include drinks. Please check the package description and your booking confirmation to see whether drinks are included.
- Your package inclusions are limited to the items stated in the package description and booking confirmation. Items or services not listed are not included.
- Complimentary gifts are provided as described in the selected package and are subject to the package confirmation.

2. Drinks and External Items

- Drinks are included only in packages that specifically state that they come with drinks.
- External drinks are not allowed inside the cinema.
- If your Unboxie gift package contains an external drink, you may enjoy it before or after your cinema session, but you must not take it into or consume it inside the cinema.
- Please do not assume that drinks or other refreshments are included unless they are clearly listed in your selected package.

3. Booking and Confirmation

- All bookings are subject to availability at the selected location.
- Your booking is confirmed only after full payment has been received and verified and written confirmation has been issued by Unboxie.
- Where a time slot is provisionally held for you, payment must be completed within the stated holding period. If payment is not completed in time, the slot may be released and availability will need to be checked again.
- Please review your confirmation and contact Unboxie promptly if your name, date, time, location, guest count or package details are incorrect.

4. Guest Capacity and Session Duration

- Guest limits and minimum booking requirements vary by location. Your selected location, permitted guest count and applicable price will be stated in the package information or booking confirmation.
- Do not exceed the guest capacity stated for your booking. Additional guests may attend only if approved in advance, subject to availability and any additional charge.
- The standard cinema session lasts two (2) hours.
- Additional time is not guaranteed. Any extension is subject to availability, approval by venue management and payment of any applicable charge.

5. Arrival and Late Arrival

- Please arrive at least fifteen (15) minutes before your scheduled booking time.
- Late arrival does not extend your session. Your booking will still end at the originally scheduled time.
- Any request to stay longer must be approved by venue management, is subject to availability and may attract an additional charge.

6. Customer Conduct and Venue Rules

- All guests must behave respectfully and follow reasonable instructions from venue staff.
- The following are prohibited: sexual activity; weapons, sharp objects or illegal substances; smoking or vaping; use of intoxicating substances; fighting, threats or disruptive behaviour; and showing illegal, indecent or otherwise inappropriate content.
- Sexual activity is strictly prohibited. A ₦100,000 penalty applies to customers found engaging in sexual activity, and they will be removed from the premises.
- Venue management may stop a session and remove any guest who breaches these rules or refuses to follow staff instructions.
- If a session is stopped because of customer misconduct or a breach of venue rules, no refund will be issued.

7. CCTV and Privacy

- Security cameras operate within the cinema venue for safety, security and property-protection purposes.
- By proceeding with your booking, you acknowledge that CCTV surveillance is in operation within the venue.
- Camera footage may be used for legitimate security, safety and incident-investigation purposes. Recordings are to be handled in accordance with applicable data protection laws.

8. Personal Belongings and Property Damage

- Please take care of your personal belongings. Unboxie and the venue are not responsible for items you leave behind unless responsibility is established under applicable law.
- Customers are responsible for damage caused by themselves or members of their group to venue furniture, electronics, fittings, decorations or other property.
- Customers are not responsible for normal wear and tear, pre-existing damage, faulty equipment or damage caused by the venue or its staff.
- If damage is identified after a session, venue staff may document it and explain the reasonable repair or replacement cost. Customers may be asked to settle reasonable costs for damage for which they are responsible.

9. Cancellation and Refunds

- If you cancel a confirmed booking at any time before the session begins, you are entitled to a refund of fifty per cent (50%) of the amount paid. The remaining fifty per cent (50%) will be retained as a cancellation charge.
- This cancellation policy applies regardless of how close the cancellation is to the scheduled booking time.
- A booking is a no-show if no guest arrives, no prior notice of cancellation or rescheduling is given, and the scheduled booking time passes. No refund will be issued for a no-show.
- Unboxie will communicate and process eligible customer refunds.

10. Rescheduling

- Requests to change a confirmed booking date or time are subject to availability and approval.
- If you request a change more than forty-eight (48) hours before the session begins, an approved change may be made without an additional charge.
- If you request a change less than forty-eight (48) hours before the session begins, an additional charge equal to fifty per cent (50%) of the original booking fee applies.
- Any rescheduled booking or credit must be used within sixty (60) days of the original booking date, unless otherwise agreed in writing.

11. If Your Experience Cannot Go Ahead

- If the venue is unable to provide a confirmed and paid booking, Unboxie will work with the venue to try to arrange a suitable alternative.

- If you decline the proposed alternative, Unboxie will process the applicable refund.
- Events outside reasonable control, such as fire, flooding, natural disasters, government restrictions, civil unrest or major power or infrastructure failure, may affect delivery. Where such an event makes a confirmed booking impossible, Unboxie will work towards rescheduling or an appropriate refund.

12. Questions or Complaints

- If you have a question or concern about your booking, package inclusions or experience, please contact Unboxie using the customer support details in your booking confirmation.
- Concerns relating to the venue, its equipment or on-site service may be referred to the venue for investigation. Unboxie will work with the venue to address the issue.

13. General

- The package description and booking confirmation state the experience you purchased, including its inclusions, location, date, time and guest count.
- These terms apply to cinema experiences booked through Unboxie and are governed by the laws of the Federal Republic of Nigeria.

CUSTOMER ACKNOWLEDGEMENT
By completing your booking through Unboxie, you acknowledge that you have read, understood and agreed to these Customer Terms & Conditions.

UNBOXIE EXPERIENCES
Making every experience worth remembering.