

ENTRY REQUIREMENTS



IN ORDER TO ENSURE YOUR COMFORT AND SAFETY WHILE ON OUR PREMISES, WE ASK YOU PLEASE TO COMPLY WITH THE FOLLOWING:

1. TICKETS

Your ticket must be retained throughout your visit to the cinema so that it can be shown to the Pathé team at any time.

Your ticket is only valid for the film, day and time stated on it.

We reserve the right to refuse admission to one or more auditoria in the event of special or private screenings. In such cases, any entrance price that has been paid will be reimbursed.

We reserve the right to refuse access to theaters beyond 15 minutes before and after the start of a screening.

Tickets may be checked either at the entrance or inside the auditoria. Anyone without a valid ticket to the film showing in question will be reported to the authorities and required to pay a fine of CHF 250.00.

Anyone who illegally reproduces and distributes entrance tickets, vouchers or invitations will be reported to the authorities.

In the event of infringements of these Terms and Conditions of Entry, we reserve the right to report the culprit to the authorities and to bar him or her from the cinema.

2. AGE OF ADMISSION

The minimum age of admission to Pathé cinemas is 3 years old, even for films to which no age restrictions apply (with the exception of the Toddlers screenings for which children from 2 years old are allowed to attend)

The statutory national age restrictions apply.

Children under 6 must be accompanied by an adult in all areas and at all times.

We recommend that children between 6 and 10 years old should be accompanied by an adult. Admission without an adult is possible if the child is in possession of a telephone number in case of emergency.

The age of admission to each film is shown on the cinema program and on the Pathé website and app.

Persons below the age of admission will not be admitted even if accompanied by an adult.

In the event of doubt, proof of identity may be requested to verify a person's age. In the event of failure to present proof of identity, we reserve the right to refuse admission to the person concerned.

The minimum age for Ciné Deluxe (at Pathé Küchlin in Basel only) and VIP Lounge/VIP Bed (at Pathé Spreitenbach only) is 18 years old

The minimum age for nocturnal film showings (films that end after midnight) is 18 years.

3. REFUNDS

Cinema tickets will only be refunded where all the following conditions are fulfilled:

- refunds to be made directly from the box office of the cinema in question only
- refunds to be made no later than 15 minutes before the start of the showing in question
- where the purchase was made using a credit card or Pathé Friends, refunds will only be made upon presentation of the card or loyalty account with which the original payment was made

Gift vouchers or free tickets will not be exchanged or refunded after their expiry date.

4. PROHIBITED ITEMS & BEHAVIOR

The following items are prohibited in all areas of the cinema:

- Food or beverages that have not been purchased in the cinema
- Shopping bags, suitcases etc.
- Scooters, skateboards, skates, etc.
- Audio players, speakers and similar devices
- Cameras, video cameras, sound recording equipment
- Pets (exception: assistance dogs)

- Narcotics and drugs
- Weapons of any kind (firearms, knives, bats, etc.)

Above items will be held at the entry of the cinema until the end of the show or, in case of illegal items such as weapons, drugs, etc., result in a report to the authorities.

Prohibition of smoking must be strictly observed. Any failure to comply will attract a fine of CHF 250.00 and will be reported to the authorities. This also applies to e-cigarettes, vaping devices, etc.

Mobile phones are to be switched off upon entering the auditorium and during the screening.

Inappropriate attire that could offend other customer or inappropriate behaviour that could offend other customers will automatically result in a ban from the cinema without any right to refund and/or report to the police.

5. STOLEN OR LOST ITEMS

No liability will be taken for stolen or lost items. Found items will be held at the cinema for seven days.

6. GENERAL RIGHT OF REFUSAL

We reserve the right to refuse entry to the cinema to any person who fails to comply with any of the above articles.

