



Village Mobile FAQs

How do I find out how to use Village Mobile?

You will find a step by step guide on the Village Cinemas website. Go to www.villagecinemas.com, click on the Village Mobile web banner. You will be directed to a landing page. Here you will find a link to the Village Mobile guide. Click on the link to be taken through a step by step process on how to use the mobile website.

Am I able to choose my seat/s when purchasing session on my mobile?

When booking tickets on the Village Mobile site, you will automatically be allocated the next best available seats. If you wish to choose your seat/s, you will need to book your tickets online or at the ticket box.

If I purchase my movie ticket/s online, am I able to access the ticket/s on the Village Mobile site?

Yes, simply go to m.villagecinemas.com.au and click to the My Tickets tab of the mobile site. You will need to enter your email address and the last four digits of your credit card and click the 'Find my tickets' button. Your ticket will appear on your screen, ready to be scanned.

The same process applies if you need to access your tickets from a different mobile device to the one in which you originally purchased the tickets.

Is ID required when I purchase a seniors or student session on Village Mobile?

If you purchased a seniors or concession ticket, you will be required to present photo identification at the Usher Podium before you scan your phone for entry.

What happens if I make a mistake with my transaction, can I go back and update my transaction details?

Once you have chosen your ticket type, you will be directed to a confirmation page which will display your booking details. At this point you can go back and update your transaction details prior to entering your payment details.

What payment methods do you accept?

We accept the following major credit cards: Visa, Mastercard, Bankcard and at selected sites, American Express and Diners. In the Card CVN field, please enter in the digits on the reverse of your card.

Gift Card and Voucher redemption coming soon.

Can I still accumulate points towards my Village Movie Club when I purchase tickets on my mobile phone?

Yes, on the Village Mobile website, click on the Movie Club tab, log in using the email address and password for your Village Movie Club account. Then click on the home tab to proceed with the purchase process. Please note you will need to be logged in to be able to accumulate points towards your Village Movie Club account.

Is it possible to redeem VMC rewards on the Village Mobile site?

No, you cannot redeem rewards on the Village Mobile website, however, the mobile website will keep track of how many visits you're up to and will alert when you when you are due to redeem a reward. If you would like to redeem your reward, you can do so at the Village Cinemas website or at the ticket box.



I have purchased tickets for friends - does everyone in my party need to enter the cinema together?

Yes, if you've purchased more than one ticket, you will be sent a bar-coded ticket that is valid to admit all members of your party. Once this ticket is scanned it will automatically check in all members.

What does 'Starting Soon' refer to on the Village Mobile site?

Once you select a cinema location, you will be directed to the list of movies sessions. At the top of the list you will find a button "Show movies starting soon". Click on this button to find all the movies that are about to begin in the next hour.

Is there a timeout period on the mobile ticketing site?

Yes, if the booking sits idle for more than 5 minutes, you will be timed out and will need to go back to the beginning of the purchase process.

What happens if the barcode won't scan for some reason?

If the barcode won't scan, simply present your mobile phone with the ticket barcode at the ticket box to collect paper tickets.

What is the cut off time for booking a session?

You can purchase tickets 20 minutes after the session time start.

What are the maximum number of tickets you can buy in a transaction?

It is limited to the number of seats that can be allocated in the cinema in a row with no breaks/aisles to a maximum of ten.

What is the refund policy for movie tickets purchased on Village Mobile?

Movie tickets purchased via this Village Mobile website are non-refundable and are not available for exchange, unless required by law.

What if my phone dies or if I lose my phone just after I've purchased my tickets on my mobile?

The same process as pre-purchased/online tickets applies. Simply present the credit card that was used to book tickets on the Village Mobile site in order to collect them at the Ticket Box.

What are the terms and conditions of the Village Mobile Candy Bar offer?

Customers who purchase movie tickets on their mobile phone are entitled to a regular popcorn and regular coke for \$10. Customers must present their ticket barcode on their mobile phone at the candy bar to redeem the offer. Offer is valid for movie sessions booked on the same day only. The number of movie tickets purchased entitles you to the equivalent number of offers. Regular coke product can be substituted for Mt Franklin water or Frozen Coke.

Can I purchase 3D glasses on the Village Mobile website?

No, you cannot purchase 3D glasses on the Village Mobile website. Customers require 3D glasses to watch a Village Digital 3D film. Re-usable 3D glasses are available at the cinema ticket box and candy bar for \$1.