



CONDITIONS OF SALE

By purchasing a ticket or accepting admission to one of the Cinémas Guzzo (hereinafter referred to as the Company) establishment, ticket buyers or ticket holders (hereinafter referred to as the Customer) agree to comply with the following rules and conditions:

1. The Customer acknowledges that any establishment of the Company is a private space, and its use is governed by its own rules.
2. All customers (even if they do not occupy a seat), regardless of age, must have a ticket to attend a screening, except for the 10:30 a.m. screenings where children under 2 years old may be admitted without tickets. If the Customer requires an accompanying person, both persons will need a ticket.
3. The Company does not offer any monetary compensation. If a screening is interrupted or cancelled, the Customer will be entitled to passes as compensation. To obtain such compensation, the Customer must show his/her ticket or proof of purchase. Passes are eligible for screenings of the same category and valid for the period indicated on the pass.
4. A ticket gives access to concessions, arcades and only to the viewing of the film written on the ticket at the time indicated. The Customer must, for the duration of his/her visit to the cinema, keep the ticket which must be presented on request. It is forbidden to enter the cinema without a ticket. If the Customer does not have his/her ticket, the Customer must leave the cinema without any form of compensation.
5. A ticket is invalid as soon as the Company has reasonable grounds to believe that it has been tampered with or that the information contained therein has been altered, or as soon as it is the subject of a formal complaint to the police that it has been stolen. The Company will deny access to anyone holding a stolen, falsified or appears non-compliant ticket.
6. Mobile phones and other electronic devices must be set to silent mode during screenings. They must not be used in any manner that disturbs other Customers or disrupts the projection. The use or recording of sounds or images using any mobile, electronic or any other device (including, without limitation, a camera that can be used for these purposes) is strictly prohibited.

7. It is forbidden to enter the cinema with any food, drinks, or sweets from outside the cinema.
8. The premises are under electronic surveillance and any problematic or illegal behaviour will be reported to the relevant authorities as well as any recordings, if any.
9. The Customer must have an identity document to prove that he is of the minimum age required to view a screening or to benefit from a preferential rate, if applicable. The Company may request the contact details of the parents or guardians of the Customer who is under 18 years of age. A refusal to provide this information by the Customer is a violation of these conditions.
10. The Customer must comply with the rules annexed to the classification categories of films issued by La Régie du cinéma.
11. The Customer accepts that it is possible that certain films or screenings, distributors or studios may impose, for a specified period, certain conditions and restrictions on the use of passes.
12. The Customer cannot enter the cinema with bicycles, skateboards, skates of any kind or other mode of transport (other than those required for a disability). No animals are allowed in the cinema, except for guide and service dogs certified under the Guide Dog and Service Dog Act (GDSDA). These are guide and service dogs with valid identification cards issued by training schools accredited by the International Guide Dog Federation (IGDF) and Assistance Dogs International (ADI).
13. It is strictly forbidden and illegal to enter the cinema with any weapon, simulated weapon or object that may compromise the safety of staff and customers. Relevant authorities will be notified immediately.
14. Any client that is disturbing the well-being of other customers, who violates laws or regulations applicable in the premises, or who has an indecent dress or behaviour deemed unacceptable by the Company's personnel (i.e., obscene signs on clothing, shirtless or without shoes, etc.) will be expelled, if necessary, without notice. In such an event, the Customer will not be entitled to any form of compensation. The Customer accepts that the decisions of the staff are final.
15. No vulgar, abusive, or discriminatory behaviour or language towards other guests or staff will be tolerated.
16. Anyone entering the cinema through an entrance other than the ticket office entrance (e.g., an emergency exit door) will be expelled.
17. The Customer undertakes to comply with these rules and conditions as well as any other policy or instructions from the Company, including safety and decorum. In case of non-compliance, the Company's personnel reserves the right to require the offender to leave the premises. In such an event, the Customer will not be entitled to any form of compensation.

18. The Customer agrees that Company personnel may search bags and packages, and request to see the contents of the pockets to ensure that the Customer complies with these conditions.
19. The use of cigarettes, tobacco, cannabis, e-cigarettes, and vaporizers is prohibited in cinemas. The Customer who demonstrates alcohol or drug use disorders is in violation of these conditions and will have to leave the premises. In such an event, the Customer will not be entitled to any form of compensation.
20. The Customer accepts the Company's privacy policy available on its website:
www.cinemasguzzo.com/terms_and_conditions.html
21. The Conditions of Sale shall be governed by the laws of the Province of Quebec and Canada, without regard to principles of conflict of laws. The Customer hereby acknowledges that any dispute relating to the Terms of Sale will be subject exclusively to the jurisdiction of the courts of the Province of Quebec, sitting in the District of Montreal.

The Company thanks you for your cooperation in the application of these Conditions of Sale. These Conditions of Sale contribute directly to the quality of both the presentation of the films and the experience of the customers.