**HASSRA & CINEMA E-CODES**

From Monday 9 July, HASSRA’s discounted cinema tickets will only be available in e-Code format. This means your purchases can now be sent quickly and securely to an email address of your choice.

To get the best out of this modern way of buying tickets, we recommended that you use a private email address to receive your e-Codes. This will ensure they are available on any of your mobile devices, including your phone. So if you currently use a departmental email address to log-in to your HASSRA Shop account, we advise you to change this to a private one before placing your order.

After logging onto the HASSRA Shop, you can click on the Cinemas link to go directly to the Filmology portal. This uses a single sign-on connection, so you won’t have to register or log-in again. All your information will be encrypted to keep it safe and secure.

Once purchased, your e-Codes will be emailed directly to you, and you can then redeem them quickly and easily at the cinema - so no more waiting for an envelope to drop through the letter box! Instead you’ll get an alpha-numerical code and a QR code which can be redeemed in one of three ways:

       by typing the alpha-numeric e-Code at the online checkout on the cinema’s own website when booking seats (this may incur a booking fee).

       by scanning the QR code from a mobile device such as your phone at the cinema box office (no booking fee).

       by printing the e-Code and presenting it at the cinema box office (no booking fee).

You will be able to place several orders as long as the total number of cinema e-Codes purchased **does not exceed ten per month**.

In addition to the fantastic benefits members already receive, e-Codes mean we can now also offer reductions on Picture House, The Light and Merlin Cinemas, as well as annual passes and discounted popcorn and drinks vouchers.

Sales of cinema e-Codes will be managed directly by our partners at Filmology. Customer Support is available by email at [cinemabenefits.filmology@sodexo.com](mailto:cinemabenefits.filmology@sodexo.com) (replies within 1-2 working days) or by phone on 0800 0407193 (8:00 – 17:30, Monday to Friday).

**PLEASE NOTE:** You cannotorder e-Codes and other attraction tickets (such as zoos and theme parks) in the same transaction – these will need to be ordered separately.

**Filmology FAQs**

**What are e-Codes?**

e-Codes are cinema ‘tickets’ delivered via email in the form of a digital code. They can be used in the same way as a physical cinema ticket directly at the box office, or they can be used to book seats online (where applicable).  Full instructions on how to redeem e-Codes are provided in the email they are delivered in.

**Can I get my order refunded?**

A refund of e-Codes is available providing they are unused and you let Filmology know within 14 days from date of order. An electronic check of the e-Codes will be carried out before they are cancelled. Once cancelled, a refund will be made to the account from which payment was taken.

To obtain a refund simply email [cinemabenefits.filmology@sodexo.com](mailto:cinemabenefits.filmology@sodexo.com) and enter “Returns" in the subject header. A cancellation fee may apply. Please note, e-Codes which are unused by their expiry date will not be refunded or exchanged.

**How long are e-Codes valid for?**

All cinema e-Codes are valid for 6 months from date of issue. The expiry date will be indicated in the email they are delivered in.

**I haven’t received my cinema e-Codes – what now?**

Delivery is normally within an hour of receipt of payment. Please check your junk/spam folders if your e-Codes do not appear in your inbox.

Your e-Codes will also be listed in your transaction history within the Filmology portal. So if you don’t receive an email, simply select ‘View History’ from the options at the top of the page and select your order and your e-Codes will be displayed. Please note, it may take up to 20 minutes for them to appear in your account.