Instructions for retrieving tickets:

If you have purchased film tickets, pre-purchased wine or cushions via our website (www.filmsatthefort.com.sg), you should have received your tickets (in a PDF attachment) to the email address you used when booking.

Step 1:
Search your emails for:

Email subject: **Ticket Order Confirmation (Films At The Fort)**

- Can't find email? Have you checked all of your email accounts and spam folders? If you still can't find them email info@groundswell.com.sg with your full name.

Step 2:
Open email and click on PDF attachment (which contains your ticket/s).

Step 3:
Print your ticket(s). Note, there is 1 page per ticket. Each ticket has a unique QR code that will be scanned for entry or redemption.

FAQ: Do I need to print my tickets or can you scan tickets on my smartphone?
Answer: If you have multiple tickets, we recommend printing them – it will be easier and faster for our staff to process. We can scan your smartphone (please zoom in on QR code before entry), but printed tickets are preferred.