

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.

Protect this ticket! Ticket 1 of 1

safeguard this ticket as you would money or regular tickets. Access control at the venue will only permit entry for a single use of the QR code on this ticket. Duplication of this ticket will not allow for multiple entries and all holders of duplicated tickets will be refused entry after its first use.

This is your Print-at-Home ticket.


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|   | <p>PURCHASED BY: YOUR NAME CONFIRMATION NO.: #4125</p> <hr/> <p style="text-align: center;">THE IMITATION GAME Films At The Fort presented by Casillero del Diablo FORT CANNING PARK (entrance via Gothio Gate, Perival Rd) 18 AUGUST, 2016 (gate/bar/food open 6pm, film starts 7:30pm)</p> <p>PG GENADM</p> |  17-3bee7779 |
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Cancellation Policy

As an outdoor event, Films At The Fort presented by Casillero del Diablo is subject to prevailing weather conditions. Specifically, rain will not prohibit the screenings of films. Screenings will be cancelled only if weather conditions present a danger at Fort Canning Park at screening time. Patrons accept that in purchasing a ticket, they are paying for a screening that commences at approximately 7:30pm (gate open at 6pm) at Fort Canning Park, and that weather conditions prior to that time and in other parts of Singapore will not result in a screening being cancelled. Patrons accept the risk that weather they consider unfavorable may occur on a screening night, and acknowledge that tickets will not be exchanged or refunded unless a screening is cancelled by Films At The Fort presented by Casillero del Diablo due to dangerous weather conditions at screening time.

In the unlikely event that a screening is cancelled, information will be posted on the "Films At The Fort" Facebook page and/or the event website www.filmsatthefort.com.sg. Please note, due to changing weather conditions cancellations may need to occur at short notice. Ticketholders to a cancelled screening will be entitled to exchange tickets for a later screening of their choice, subject to availability.


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www.filmsatthefort.com.sg

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.