

## **Purchasing a Movie Gift Card**

**Q: Where can I purchase The Villages Movie Gift Card?**

A: The Villages Movie Gift Cards can be purchased on our website or in person at any of our Theatre location Box Offices, Rialto Theatre, Old Mill Playhouse or Barnstorm Theater, all located in The Villages, Florida.

**Q: How will I receive confirmation of my online order?**

A: You will be prompted to include your email address during the order process. Once your order has been placed, you will be sent a copy of your order which will also serve as your receipt. If you do not receive an email confirmation, please e-mail us at [giftcards@thevillages theatres.com](mailto:giftcards@thevillages theatres.com).

**Q: May I ship the Gift Card directly to my recipient?**

A: Yes – you will have the option during the order process to ship the Gift Card to yourself or your recipient.

**Q: What should I be looking for in the mail?**

A: Your order will be sent using USPS Priority Mail. The card(s) will come in a bubble-pack package with “The Villages Theatre Division” on the return address label.

**Q: I am interested in purchasing Gift Cards in bulk quantities. What programs do you offer?**

A: At the present time, we do not offer any such programs, but are constantly striving to improve and create these specific type programs. For bulk orders, please e-mail us at [giftcards@thevillages theatres.com](mailto:giftcards@thevillages theatres.com).

**Q: Can I return or exchange my Gift Card?**

A: Gift cards are non-refundable except in states where required by law.

## **Gift Card Delivery**

**Q: When are orders filled?**

A: Orders placed before 6:00pm EST will be processed the following day and mailed the next business day, Monday through Friday (excl. holidays and weekends).

**Q: What are my delivery/shipment options?**

A: At the present time, Gift Cards will be delivered via USPS Priority Mail. This method can take 5 – 7 business days depending on mail volume of the USPS.

**Q: Do you ship to Canada?**

A: We mail cards to Canada via US first class service. Delivery times vary and this service cannot be tracked.

**Q: Do you offer a Saturday overnight delivery?**

A: We do not offer any Saturday overnight delivery services.

**Q: Is there a signature required for delivery sent via USPS Priority Mail?**

A: No, a signature is not required. Your package will be left in the usual manner as your regular First Class Mail would be.

**Q: When will my gift card arrive?**

A: Orders placed before 6:00pm EST will be processed the following day and mailed the next business day, Monday through Friday (excl. holidays and weekends). At the present time, Gift Cards will be delivered via USPS Priority Mail. This method can take 5 – 7 business days depending on mail volume of the USPS. The Villages Operating Company is not responsible for shipping delays due to courier error or inclement weather.

**Q: I have not received my online order, what do I do?**

A: For fastest service please e-mail us. If needed, we can cancel the original Gift Card that was shipped and ship a replacement using the same delivery method as your original order. If you would like to have it reshipped via another delivery method, the additional cost will be your responsibility.

**Using your Villages Movie Gift Card**

**Q: Where may I use my Movie Gift Card?**

A: Our Gift Cards may be used at any of our three Theatres, The Rialto, The Old Mill Playhouse or The Barnstorm Theater located in The Villages, Florida for admission and food/drink items at our concession stands.

**Q: Can I use more than one Gift Card to pay for my check?**

A: Yes, you may use as many Gift Cards as you wish to pay for your admissions and concessions.

**Q: What will happen if I do not use the full amount of the Gift Card in one visit?**

A: The balance will remain on your Gift Card until your next visit and until the full value has been depleted.

**Q: Do Gift Cards expire?**

A: Purchased Gift Cards do not expire. We do not charge a maintenance or non-usage fee to your Gift Card.

**Q: Can my Villages Movie Gift Card be replaced if lost or stolen?**

A: Unfortunately The Villages Operating Company is not responsible for lost or stolen Gift Cards. However, if you have a copy of your Gift Card purchase receipt, please e-mail us for assistance.

**The Villages Movie Gift Card Terms & Conditions**

Usable up to balance to buy goods or admission tickets only at participating Theatres owned and operated by The Villages Operating Company. Not redeemable for cash unless required by law. Not a credit or debit card. Not reloadable. Safeguard this card. Cannot be replaced or replenished if lost, stolen, or used without authorization. Purchase, use or acceptance of card constitutes acceptance of these terms.

