

## Frequently Asked Questions

Q1 What accounts are required to purchase a movie ticket?

1. Download Presto from the Apple App store or Google Playstore
2. Register or sign in to your Presto account.
3. Tap on the Ticket's Icon located on the dashboard.
4. Follow the steps showcased in the **visual flow section** until the payment checkoutpoint.

Q2 What payment method is available for this promotion?

- PrestoPay Wallet
- PrestoPay Credits
- BonusLink Points via Presto Pay

Q3. How do I pay using BonusLink Points?

1. Ensure that you have successfully linked your BonusLink Member's Account to Presto
2. At the payment details page, tap under the "Use BonusLink Points" section as your selected payment method.

Q4. What should I do if my transaction failed during payment checkout (eg: unsuccessful payment or double charged)

Check if your Presto Wallet balance was deducted.

- If no, proceed to retry in purchasing the tickets.
- If yes, please check your transaction history page or check your e-mail for the receipt . Alternatively you may reach out to our Presto Care Team at [care@prestouniverse.com](mailto:care@prestouniverse.com) (Monday to Friday from 9am to 6:30pm excluding public holidays)

Q5. What should I do if I realized that I purchased the wrong ticket(s) after completing the payment checkout?

- All purchases made are confirmed purchases and any requests for refunds, exchanges or cancellation will not be entertained. As such, we strongly advise users to ensure all details of your purchase is correct before making payment.

Q6. If I am not able to attend a movie for which I purchased through Presto, will my Presto Wallet balance be charged and can I request for a refund?

- Once the online ticket payment checkout has completed successfully, your Presto Wallet balance will be immediately charged and no refunds will be allowed.

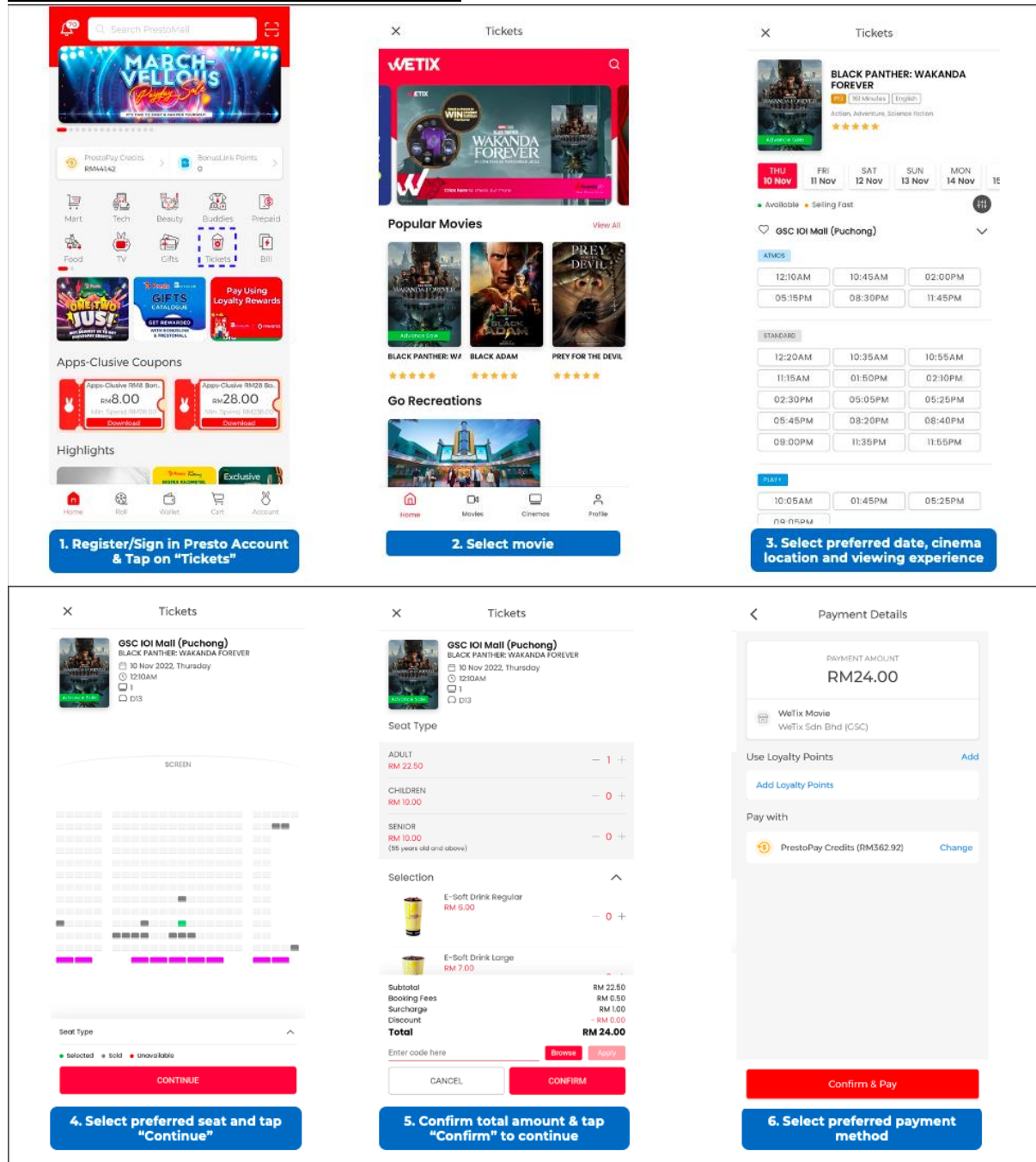
Q7. After purchasing my ticket(s) online where can I collect it?

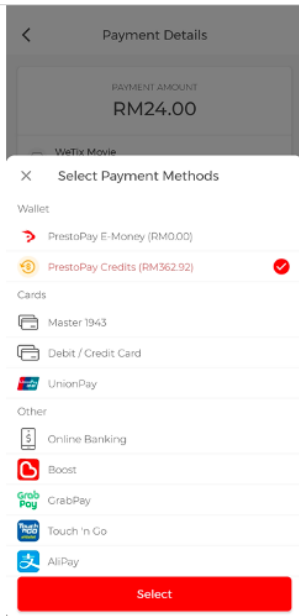
- After payment completion, you would have received an e-mail detailing about your booking confirmation, transaction ID and a QR Code which you may scan straight away at the cinema checkout points.
- Alternatively, you may also collect your ticket(s) from the cinema counter by providing the cinema staff with your transaction ID.

Q8. I would like to make a dispute on Cinema charges made through WeTix on my Presto account. What should I do?

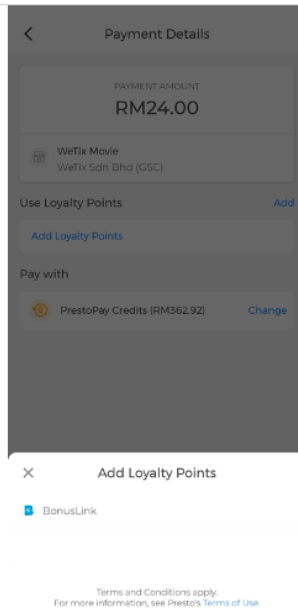
- Reach out by sending an e-mail to Presto Care Team at [care@prestouniverse.com](mailto:care@prestouniverse.com) for assistance. Our Care Team members will attend to you as soon as possible (Monday to Friday from 9am – 6:30pm excluding public holidays)

# User Ticket Purchase Visual Flow

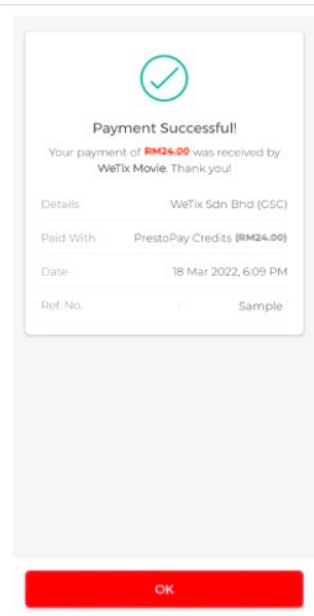




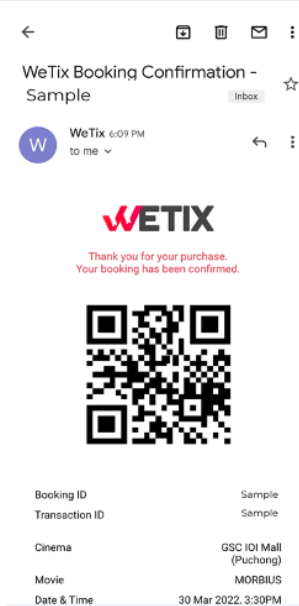
**7. Select Payment Method and "Confirm & Pay"**



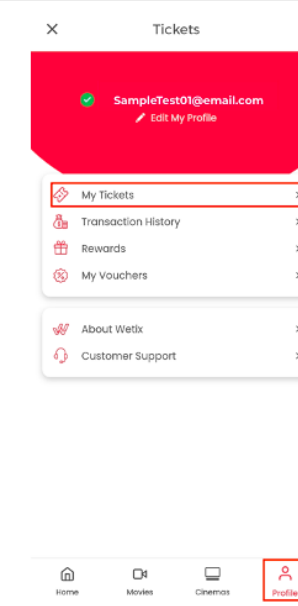
**You can also add loyalty points for a combination payment**



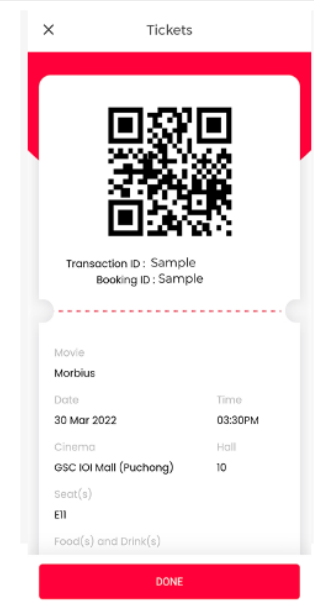
**8. Payment Successful**



**9. A Booking Confirmation & Ticket QR Code will be sent via email**



**10. You can also view your tickets under Profile and "My Tickets"**



**11. Present Ticket QR Code at Cinema CheckPoint Entrance**