



HOYTS 2 for 1 ticket offer for Lumo Flix Customers

Terms and Conditions

1. The offer is two tickets for the price of one ticket (**Offer**) for sessions offered at any HOYTS cinema in Victoria and South Australia on Monday, Tuesday and Wednesday. Booking fees and surcharges apply - see clauses 9 and 10 below for details.
2. The Offer is available for residential Lumo Energy Customers in Victoria or South Australia only, who sign up to the Lumo Flix product between 1 February 2019 and 18 November 2019, unless the Offer is extended or withdrawn earlier under clause 12. Existing residential Lumo Energy Customers on other Lumo products are not able to access the Offer, unless they recontract onto the Lumo Flix product. A residential customer who signs up to the Lumo Flix product is a 'Lumo Flix Customer' for the purpose of these terms and conditions.
3. To claim the Offer, Lumo Flix Customers must register and log into MyAccount, then follow the link to the Lumo and HOYTS partnership ticketing website. Lumo Flix Customers must pay for the tickets online.
4. There is a limit of three full price tickets per transaction (six tickets in total – 3 paid and 3 free).
5. There is a limit of one transaction per Lumo Flix Customer per day.
6. The Offer is only available on full price tickets and is not available in conjunction with any other promotional offer, discount, special event or group event offered by HOYTS. The free ticket(s) must be of equal or lesser value compared to the full price ticket(s).
7. The Offer applies to all ticket types, including:
 - a. all standard tickets;
 - b. all recliner tickets;
 - c. all LUX tickets; and
 - d. all IMAX and Xtreme sites.
8. An online booking fee of \$1.50 applies to each paid ticket and each free ticket under the Offer, for all ticket types except for HOYTS LUX tickets, which will incur a \$3 booking fee for each paid ticket and each free ticket.
9. Surcharges may apply for the ticket that is purchased and include:
 - a. 3D - \$3 surcharge (3D glasses are not included and must be purchased separately)

- b. IMAX - surcharge \$7
 - c. Xtremescreen - surcharges vary from \$2 to \$4.
- 10. Tickets will not be replaced or refunded if lost, stolen or damaged and cannot be redeemed for cash.
- 11. HOYTS Rewards points cannot be used to redeem the Offer.
- 12. Notwithstanding any other provision in these Terms and Conditions, Lumo may:
 - a. suspend or withdraw all or any part of the Offer for any reason and at any time; and/or
 - b. vary the terms or content of all or any part of the Offer including (without limitation) any time or date in the Offer and these Terms and Conditions.
- 13. If Lumo suspends, withdraws or varies these terms and conditions under clause 12(a) or clause 12(b), Lumo will promptly publish such suspension, withdrawal or variation on its website and in MyAccount and notify impacted Lumo Flix Customers in accordance with any applicable energy regulations (if applicable).
- 14. To the extent permitted by law, Lumo will not be liable to any person for any cost, loss, damage, liability, expense or claim arising, whether directly or indirectly, in connection with the Offer, including the use of tickets.
- 15. The law applying in Victoria or South Australia (depending on where you are located) applies to the Offer and these Terms and Conditions.
- 16. HOYTS [Terms of Use](#) and [Privacy Policy](#) apply.