

# SANDTON CITY

THE CITY DRIVE-IN POWERED BY STER-KINEKOR

## FREQUENTLY ASKED QUESTIONS

### What Covid-19 health and safety precautions are in place on site?

- By the very nature of this event, The City Drive-In powered by Ster-Kinekor, and the use of its Sandton Drive Entrance, by Tiger Wheel & Tyre, is contactless.
- Sandton City is a Covid-19 compliant, SAFE certified shopping centre, as certified by an international rating agency. Our commitment to your wellbeing remains unchanged, and we continue to re-evaluate all measures, ensuring your visit with us is always safe.
- Should you require to exit your car before, during or after the show, Sandton City's stringent safety and hygiene measures remain in place, to ensure the health and safety of all visitors:  
Wear your mask correctly by covering your mouth and nose;  
Sanitise regularly at any of Sandton City's strategically positioned sanitising stations, or wash your hands frequently with soap and water when you visit the bathroom facilities;  
Practice physical distancing by standing at least 2 metres apart from other shoppers.

Please ensure that you adhere to these regulations at all times while at Sandton City.

### Where is The City Drive-In powered by Ster-Kinekor located?

- The City Drive-In powered by Ster-Kinekor is located on Sandton City's Rooftop Parking using the Sandton Drive Entrance.

### How do I purchase my Drive-In tickets?

- Tickets go on sale on 25 May until 31 July 2021, via [Quicket.co.za](https://www.quicket.co.za), and are priced at R200 per vehicle for pre-released films and R250 per vehicle for new releases.
- If the show is not sold-out, limited tickets may be available for purchase at the door on arrival and by card only.

### Where can I access the movie line-up?

- We have a fantastic line-up of blockbusters, new releases, family and kids' entertainment and classics not to be missed. To avoid disappointment, please check our movie schedules (film title, day, time) at [www.quicket.co.za](https://www.quicket.co.za), and for more information, please visit [www.sandtoncity.com](https://www.sandtoncity.com).

### Will refreshments be served at The City Drive-in powered by Ster-Kinekor, and can I purchase using cash or card?

- Popcorn & Soda combos are available exclusively from Ster-Kinekor at R120 per double combo and R60 per single combo.
- Card purchases for Popcorn & Soda combos and single items will be allowed at the venue. Combos purchased on the website as part of your ticket bundle will be ready for collection at the venue.
- Sodas will be available as 440ml bottles and Popcorn will be in sealed bags for health and safety purposes.
- Food offers from Sandton City tenants are available for pre-purchase on the ticketing website. The onus is on the customer to collect this order from the tenant. There is no "delivery" service to the site from tenants.
- Sandton City's Food District is located on Level 4 (access using the lifts or stairs in the Entrance 26 foyer), and purchases can be made directly from the restaurants before the show.

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## **Can I bring my own picnic basket / pizza / snacks / drinks?**

- The City Drive-In powered by Ster-Kinekor will have limited cinema snacks available for purchase before and on-site as well as offerings from Sandton City's Food District.
- Feel free to pack your favourite picnic hamper, or pop into Sandton City before the movie and support our tenants.
- Please note consumption of alcohol is strictly not permitted.

## **Where do I park to watch the show?**

- All tickets to The City Drive-In powered by Ster-Kinekor are unreserved parking spaces, and parking is available at a first-come basis.
- You are encouraged to park using alternate parking bays.
- Please obey and listen to the Ster-Kinekor parking marshals.
- Vehicle access is limited to private passenger vehicles only, and occupancy is strictly limited to one passenger per seat.

## **Is there reserved parking? Will I see the screen?**

- As with all unreserved parking events, the earlier you get there, the more prime a position you can secure for you, your family and friends.
- Our 14-metre-wide screen is clearly visible from all areas of the venue, and we have allowed for plenty of space to ensure you get a great view from wherever you are.
- Larger vehicles such as SUVs or similar will be directed to the back of the parking, so everyone has an unobstructed view of the screen.

## **When do the gates open?**

- Gates open 90 minutes (one-and-a-half hours) prior to the show start time.

## **Can I bring the kids?**

- Age restrictions on movies are STRICTLY ENFORCED at The City Drive-In powered by Ster-Kinekor. PLEASE do not place us in the unenviable position of refusing you entry if youngsters are clearly under the published age-restriction limit.
- No refunds will be allowed for persons refused entry due to tickets having been purchased for underage children and refused entry.
- Age restrictions will be placed on [www.quicket.co.za](http://www.quicket.co.za) individual film sites with the relevant movie schedules.
- It is your responsibility, as the customer, to make yourself aware of the age restriction of the movie you are buying tickets for.

## **Must I bring cash / Will you have ATMs on site?**

- We have done our best to avoid cash transactions at The City Drive-In powered by Ster-Kinekor in the interest of minimising contact and Covid-19 health and safety.
- As bookings for tickets and catering will have been done online prior to the event, there is no need for cash.
- All impulse catering purchases from Ster-Kinekor made at the venue are strictly via card purchases.
- Parking fees are included in the price of your movie ticket.

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- ATM facilities are however available within Sandton City along with plenty of eateries to choose from, should you wish to arrive early and head into the centre for a meal prior to the show.

## Can I bring my pet to the event?

- Strictly no pets are allowed.

## How will I hear the movie?

- We have a state-of-the-art transmitter which will be shared at each screening at The City Drive-In powered by Ster-Kinekor. Please ensure that your car's stereo is in working condition as the sound frequency will be transmitted through it.

## Can I bring my camera?

- Yes, you can, and you can take as many photos as you like, and share your selfies with us before and during the show on social media. Don't forget to tag @sandtoncity on Facebook and Twitter and @sandtoncitymall on Instagram.
- The recording of any of the movies are strictly prohibited and will result in criminal prosecution.

## Can I smoke?

- You may only smoke in your vehicle. However, you are encouraged to refrain from smoking at the event.

## What happens if it rains?

- The City Drive-In powered by Ster-Kinekor is an outdoor drive-in and is subject to the elements, and will go ahead in most weather conditions, including lightning, intermittent or potential rain and wind.
- Patrons accept the risk that weather they consider unsatisfactory may occur on the screening night and acknowledge that tickets are non-refundable in the event of adverse weather.
- A cancellation will only be considered if the conditions present a danger to patrons or staff and will be clearly communicated to all ticket holders.
- If the event is cancelled, you will be issued with complimentary tickets for a future event.
- All tickets are subject to our full Terms and Conditions available at the time of purchase and our wet weather and cancellation policy.

We have done our best to cover all frequently asked questions in this document.

Should you feel you need more information about The City Drive-In powered by Ster-Kinekor, please email Charmain Qofela, [Charmain.qofela@epsgroup.co.za](mailto:Charmain.qofela@epsgroup.co.za), and we will be happy to assist you further.

We hope you enjoy your experience at The City Drive-In powered by Ster-Kinekor.

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