

FAQ

Film: *The Matrix* at Argyle Street Arches

Screening at Argyle Street Arches

Friday 22 February & Saturday 23 February 2019

What time will the event start?

The doors will open on:

Friday 22 February 2019 at 18:00

Saturday 23 February 2019 at 18:00

What time will the film actually start?

The Matrix will begin at:

Friday 22 February 2019 at 19:20

Saturday 23 February 2019 at 19:20

Audience should take their seats approx. 10 minutes prior to the start time.

What will be happening at the event in addition to the film screening?

Upon arrival, audiences will be able to try a series of themed installations. Alcoholic and non-alcoholic drinks will be available for purchase from the bar inside '*The Matrix*' (event area). The film screening is followed by an after party visuals and a DJ.

Please note the event will include flickering lights and strobe effects.

How will the access be managed?

The entrance into the event will be via 30 Midland Street, across the street from the entry into the NCP Car Park.

Wristbands will be distributed upon arrival and will need to be worn at all times in '*The Matrix*' (event area). Please only remove the wristband when you are leaving at the end of the event, as our staff and volunteers have been instructed to block access to the private event area for anyone not wearing a wristband.

When will the film end?

The Matrix is 2 hours and 16 minutes long and will finish at approximately:

21:40 on Friday 22 February

21:40 on Saturday 23 February

When will I be required to vacate the venue?

The audience will be asked to leave at 23:45 on both event dates.

Where can I collect my tickets from?

Tickets will be available to collect or buy from the Glasgow Film Festival Box Office at Glasgow Film Theatre: <http://glasgowfilm.org/plan-your-visit>

All information on films and how to book tickets can be found at:
<http://glasgowfilm.org/glasgow-film-festival/whats-on/all>

Ticket sales at the GFT Box Office end 2 hours before the start of each event. Ticket collection will be available at Argyle Street Arches via the Midland Street entrance only, and only from **18:00**.

Will you be selling tickets at the door?

If our event does not sell out, then tickets will be available to buy on the door via the Midland Street entrance only. However, we have held similar events to this one before and they have nearly all sold out. We advise you to book your tickets as soon as possible.

Where is the event taking place?

The event will be taking place at Argyle Street Arches, but access will be made via the entrance on 30 Midland Street, across the street from the entry into the NCP Car Park.

Where can I find information about access to the venue?

There is detailed information on transport, parking and disabled access available on our website:

<http://glasgowfilm.org/glasgow-film-festival/visiting-the-festival/access>

Wheelchair spaces must be booked in advance through GFT.

Please e-mail access@glasgowfilm.org if you have any accessibility requirements.

Will there be food at the event?

No, there is no food available or allowed inside *'The Matrix'* (event area). However food will be available for purchase **before** the start of the event from *The Platform*, but this area will not be accessible after 18:00.

Should you wish to purchase food from *The Platform* before going into the event, please ensure you leave enough time for this. You **cannot** bring any food from *The Platform* into *'The Matrix'* (event area). **Once you have entered 'The Matrix' you will not be able to leave the event area.**

Will there be alcohol for sale at the event?

Yes, there will be a licenced bar within *'The Matrix'* (event area) with a range of alcoholic and non-alcoholic beverages.

Are there any age restrictions for this event?

The Matrix is a certificate 15, but due to alcohol being served at the location, no one under 18 will be admitted. If you are lucky enough to look under 25 you will be asked to prove that you are aged 18 or over before you are given access to the event. In

addition, please note there will be security on the premises who will be checking for valid identification and will be conducting bag checks.

Will there be a smoking area?

Smoking, vaping or use of e-cigarettes will not be allowed anywhere inside the venue. Please be aware if you do not follow these rules, it may result in you be asked to leave the event.

Can I reserve a seat?

All seats are unreserved, unless otherwise stated.

Are latecomers admitted?

Late entry to the event is at the discretion of the Event Manager. The Event Manager reserves the right of admission and their decision is final.

What is your refund policy?

Refunds will only be made in the case of cancellation of the event.

Who am I best to contact if I have any further enquiries?

For any other information or assistance you should contact:

specialevents@glasgowfilm.org