ONLINE BOOKING FAQS

Why has the Rex Theatre introduced online booking?

1. To bring us in line with other cinemas across Australia.
2. To cater to our growing audience numbers.
3. To reduce the number of no-shows (and empty couches).
4. Because many of our patrons requested this convenient service!

Why is there a booking fee?
A $1 booking fee applies per ticket to help cover the cost of providing and maintaining our online booking system.

For comparison: Bendigo Cinemas charges $1.50 for standard sessions and $3.25 for Gold Class.

Can I select my seats when I book online?
No. The Rex Theatre operates with unallocated seating — just choose your favourite spot when you arrive.

I don't have access to the internet – what about me?
No problem! You can still turn up to any session without a booking.
Doors open approximately 30 minutes before the film starts.

Can I book by phone?
Not at this stage. All bookings are made online or at the box office prior to the session.

Can I book multiple sessions at once?
Yes — you can add multiple sessions to your cart and pay in a single transaction.

Can I get a refund if I can't attend a session?
No. Refunds are only provided if the Rex Theatre is unable to screen the advertised film due to technical issues, power outages, or other unavoidable circumstances.

Can I just turn up without a booking?
Yes! Walk-ins are always welcome — subject to seat availability.

Online bookings close 90 minutes before a session — what if I miss the cut-off?
Simply come along to the theatre. We'll find you a seat where possible.

Can I redeem a voucher or loyalty points when booking online?
Yes! Loyalty points can now be earned and redeemed when booking online or in person.
Gift vouchers can also be used online by entering the voucher code at checkout.

Please note that loyalty redemptions and vouchers cannot be used for special events, live shows, or "No Free Tickets" (NFT) sessions.

If I book a concession or member ticket online, do I need to bring my card?
Yes. You must present a valid Concession, Companion, Friends of the Rex, or VIP card at the theatre when attending.

If the relevant card is not presented, you'll be asked to pay the difference at the box office.

How do I bring my ticket?
Your ticket will be emailed to you and scanned at the cinema entrance.

You can:
Print your ticket, or
Present it on your smartphone.

Forgot your ticket? Don't worry — we have a record of all online bookings.
Just provide your name and booking details (or your reference number if possible), and we'll find your booking.