

GIANT SCREEN THEATER **FAQS**

General Admission tickets now include a Giant Screen Movie! Here are a few common questions and answers to help you take advantage of this new benefit.

Please be aware that all details are subject to change.

Q: How do I select my movie and showtime?

A: Please select your movie and showtime online when you purchase your general admission ticket. Movie selection is available on a first-come, first-served basis and availability is not guaranteed. Tickets will only be available at the box office if capacity is available and are offered at a higher price than online. There are no refunds if your preferred movie or show time is sold out. The movie ticket is only valid the same day as their general admission and cannot be reused on a different visit.

Q: How do I select my showtime if I have a CityPASS?

A: Because CityPASS is not available for online redemption, please choose your movie time upon arrival on the day of your visit. We will scan your CityPASS at that time and provide your movie ticket.

Q: Is it possible to change my movie time?

A: If you want to change your movie, please return to the box office a minimum of one hour prior to your ticketed movie time to see if there is availability in another screening. Please note, exchanges are available if you are seeing the same movie at a different time. If you want to change your movie, the original admission ticket will be refunded and a new ticket will need to be purchased.

Q: What if I don't plan to see a movie?

A: Guests are welcome to decline a movie ticket if it's not needed. We understand that everyone's itinerary is different when they visit. The movie ticket is only valid the same day as their general admission and cannot be reused on a different visit. There are no refunds if you decide not to see a movie.

Q: May I see more than one movie?

A: Yes! One movie is included with general admission. If you would like to see more than one movie, you may purchase an additional ticket for \$5 each (if capacity allows).

Q: Will groups be able to see a movie?

A: Yes, please contact us to discuss availability at least 2 weeks before your planned visits. Educational field trips will have the option to select a school program OR a movie.

Q: I am a Fernbank member, will I be able to take advantage of the movie being included with my free general admission ticket?

A: Starting Jan. 3, 2022, all active members will be able to see one movie per person on their membership as part of their general admission ticket at no extra charge. You will need to select your movie when you complete your online reservations and we will scan your movie ticket as you enter the theater.

Q: What do I do if I'm late to my movie?

A: Doors to the theater open 15 minutes before the start of each movie. All audience members should be seated in the theater before the published movie start time. There is no late seating permitted. If you miss your scheduled show time, please visit the box office to see if there is another show time available. (Ticket changes are not guaranteed.)

Q: Where do I go to enter and exit the Giant Screen Theater?

A: Please present your ticket for scanning and enter the Giant Screen Theater from the Star Gallery on Lower Level. At the conclusion of the movie, please exit from the top of the theater on Entry Level (across from the Museum Store). For anyone requiring ADA access, please see a box office agent and we will arrange ticket scanning and entry through the theater exit.

Q: I am trying to use a discount code that will not work. What should I do?

A: At this time discount codes cannot be applied online. Please call us at 404.929.6400 or visit the box office so we can apply your discount manually. We will honor the online price for discounts that we are not able to apply online.

HAVE A QUESTION THAT'S NOT COVERED?

Email us at Guest.Services@FernbankMuseum.org

so we can consider updating this info.