

## **GUJARAT COUNCIL OF SCIENCE CITY**

Dept. of Science & Technology, Govt. of Gujarat  
Sola-Science City Road, Ahmedabad-380060

### **Ticket Booking**

Before booking Tickets :

➤ **Do you charge extra fees for a booking?**

Science City internet handling fees of Rs. 00/- to Rs. 00/- (depending on the ticket price) per ticket and service tax on the convenience fee w.e.f. July 1, 2009. Plus, government taxes if applicable.



➤ **Can I choose my seat at the cinema?**

There is no option for choose my seat, we are following first come first method for seating arrangement for all type booking in science city.

➤ **How many tickets can I book in one transaction?**

You are allowed a maximum ticket per transaction in each area category of the Science City. The maximum quantity of tickets available may vary from time to time.

➤ **Is there a telephone number where I can contact you and book my tickets?**

Apart from web bookings, we also offer a 24/7 Contact Centre booking service. You can call 079 - 29703122 (For Pan India ) This number is accessible through land lines, GSM and CDMA phones.

➤ **Is there a cut off time for booking tickets?**

The cut-off time for booking may vary from cinema to cinema as it is governed by the cinema. It's usually 1-2 hours before the show start time.

### **Minimum age of children to buy a ticket:**

Rest of the cities: Children aged 3 years and above will require a separate ticket.

### **During Booking Tickets:**

➤ **How can I confirm whether my tickets have been booked?**

As soon as your booking is confirmed, a confirmation e-mail and SMS containing your booking details is sent across to the contact details entered while booking. In case you have not received the confirmation e-mail/SMS, please click on the 'Resend

Confirmation' button on the homepage and enter the contact details used while transacting, a confirmation e-mail/SMS would be resent to you.

I booked tickets through the website but did not get the confirmation email / SMS. In case your confirmation details are lost, click on the 'Resend Confirmation' link on the website to resend the confirmation e-mail and SMS. Alternately, please call us on 079 - 29703122 ( For Pan India ).

Procedure to book tickets through [scity.gujarat.gov.in](https://scity.gujarat.gov.in):

1. Log on to <https://scity.gujarat.gov.in>
2. Register yourself (We Recommend!) Sign in
3. Select the desired City. On selecting a specific region, you would be able to view all the current and upcoming events in that particular City/Region.
4. Select movie/cinema, date & time.
5. Crosscheck your show details and the amount payable in the Order Summary.
6. Click on 'Proceed to Payment' to go ahead with your booking.
7. Enter your Email Id and Mobile no. in order to get the booking confirmation email and SMS.
8. Choose the preferred Mode of Payment.
9. Enter your Card number and other card details.
10. Read and Check 'I Agree to the Terms and Conditions'
11. Click on 'Proceed Payment'
12. You will receive a booking confirmation number. A confirmation email and SMS will be sent across to you.
13. The Credit/Debit Card holder or the account holder in case of a net banking transaction need to be present during time of ticket collection. In a rare case, if you do not receive the email or SMS, please check for the booking history (For Registered users) on the website, or click on the 'Resend Confirmation' option to get a new confirmation.

#### **After Booking Tickets:**

- **Will my movie tickets be delivered after my booking is completed?**  
Your movie tickets are confirmed and paid for, and need to be collected from the counter at the particular. You can visit the Science City at during official time before the show and collect your tickets from the counter. Please note that you will be required to show the Credit/Debit card used while transacting along with the confirmation E-mail/SMS and sign on the acknowledgement slip while collecting the tickets.
- **Do I need to carry my Credit/ Debit card when I collect my tickets?**  
Yes. It is necessary to carry the Credit/ Debit card used for booking when you pick the tickets from the Counter. This is to ensure that the person booking the ticket is the bonafied owner of the card.
- **What do I carry while collecting the tickets in case of a Net Banking Transaction?**  
For movie bookings, tickets need to be collected from the counter. Tickets once confirmed can be collected any time prior or at the show time by presenting a copy of

the confirmation e-mail or SMS and the original photo ID proof in case of booking through a Net banking payment mode.

- **I have booked tickets on my credit card for my friends/family, but I cannot attend the show personally. How do I ensure that they will be issued tickets at the cinema without my card?**

In a rare case scenario, where the cardholder is absent during the collection of tickets, the person collecting the tickets needs to show the photocopy of the front and reverse side of your card which should be signed by the cardholder along with the confirmation mail/sms. We recommend you scratch off the CVV number for security reasons. Enjoy the show!

- **How much time before the show do I have to collect my tickets?**

Since the ticket is already paid for, it is available for collection at the counter at any time before the show. However, we recommend collecting the ticket 10-15 minutes earlier in case of a last minute queue at the counter.

- **My booking number is 9\*\*\*\*\*6 Can you check and revert if my booking is confirmed?**

If you are a registered user, please login with your username and password. Then check the Booking History section, which will show a list of all bookings done by you. If the booking details show up in this section, then your booking has been successful.

Alternately, call our helpdesk on 079 - 29703122 (For Pan India), chat with us or email us at. [book.scity@gujarat.gov.in](mailto:book.scity@gujarat.gov.in)

- **I accidentally booked my tickets for today instead of tomorrow, can you change the tickets?**

Tickets once booked are deemed sold. Hence it is not possible to cancel, replace or refund a confirmed booking.



- **Can I change the show time that I have booked for?**

Once a ticket is booked, it is deemed as sold and there is no privilege to revise the booking details.

- **Can we cancel or replace our tickets?**

As per cinema policy, once a ticket has been paid for, it is deemed sold. It cannot be replaced or cancelled.