

## WETIX x Presto: RM15 Flat Rate Promotion

### Frequently Asked Questions

Q1 What is this promotion?

- Enjoy a flat rate of RM15.00 for any GSC standard hall adult movie tickets priced above RM15.00 through the Tickets icon in Presto app.

Q2 What is the duration of this promotion?

- Promotion period is from 21 March 2022 until 30 June 2022, limited to the first 500 eligible GSC movie tickets throughout the promotion period. The promotion will cease once the 500 ticket quota is reached or at the expiration of the promotion period, whichever is earlier.

Q3 Who is eligible for this promotion?

- Presto users who purchase movie tickets through the Tickets icon in Presto app and comply with the terms and conditions of this promotion.

Q4 What payment method is available for this promotion?

- PrestoPay Wallet
- PrestoPay Credits
- BonusLink Points via Presto Pay

Q5 How does this promotion work?

- The discounted price will be reflected on the payment page upon checkout. Presto User shall ensure that the discount has been applied to the displayed amount before finalizing the payment. In the event that the discount has not been applied, do **NOT** proceed with the booking and contact WETIX at [support@wetix.my](mailto:support@wetix.my).

Q6 What accounts are required to participate in this promotion?

1. Download Presto from the Apple App store or Google Playstore
2. Register or sign in to your Presto account.
3. Tap on the Ticket's Icon located on the dashboard.
4. Follow the steps showcased in the **visual flow section** until the payment checkoutpoint.

Q7 How many BonusLink Points can be earned?

- During this promotion, BonusLink Members can enjoy earning 200 BonusLink Points for each GSC movie ticket purchased on their first transaction.
- Earning of 200 BonusLink Points will be limited to two(2) movie ticket purchases.

Q8 Can I purchase multiple tickets under the RM15 flat rate?

- Yes, the RM15 flat rate promotion can be applied to multiple tickets(excluding booking fee and surcharges)

Example:

1 Movie Ticket = RM19

2 Movie Tickets = RM38

RM15 Flat Rate Applied

1 Movie Ticket = RM19 – RM4 = RM15

2 Movie Tickets = RM38 – RM8 = RM30

Q9. How do I pay using BonusLink Points?

1. Ensure that you have successfully linked your BonusLink Member's Account to Presto
2. At the payment details page, tap under the "Use BonusLink Points" section as your selected payment method.

Q10. What should I do if my transaction failed during payment checkout (eg: unsuccessful payment or double charged)

Check if your Presto Wallet balance was deducted.

- If no, proceed to retry in purchasing the tickets.
- If yes, please check your transaction history page or check your e-mail for the receipt . Alternatively you may reach out to our Presto Care Team at [care@prestouniverse.com](mailto:care@prestouniverse.com) (Monday to Friday from 9am to 6:30pm excluding public holidays)

Q11. What should I do if I realized that I purchased the wrong ticket(s) after completing the payment checkout?

- All purchases made are confirmed purchases and any requests for refunds, exchanges or cancellation will not be entertained. As such, we strongly advise users to ensure all details of your purchase is correct before making payment.

Q12. If I am not able to attend a movie for which I purchased through Presto, will my Presto Wallet balance be charged and can I request for a refund?

- Once the online ticket payment checkout has completed successfully, your Presto Wallet balance will be immediately charged and no refunds will be allowed.

Q13. After purchasing my ticket(s) online where can I collect it?

- After payment completion, you would have received an e-mail detailing about your booking confirmation, transaction ID and a QR Code which you may scan straight away at the cinema checkout points.
- Alternatively, you may also collect your ticket(s) from the cinema counter by providing the cinema staff with your transaction ID.

Q14. I would like to make a dispute on Cinema charges made through WeTix on my Presto account. What should I do?

- Reach out by sending an e-mail to Presto Care Team at [care@prestouniverse.com](mailto:care@prestouniverse.com) for assistance. Our Care Team members will attend to you as soon as possible (Monday to Friday from 9am – 6:30pm excluding public holidays)

# User Ticket Purchase Visual Flow



