

Ciné Membership Frequently Asked Questions

- **Why should I become a Ciné Member?** When you become a Ciné Member, you are supporting the only independent and locally operated nonprofit, community-based theater in the State. Your membership supports Ciné in its day-to-day operations behind the scenes and on the big screen.
- **How do I become a Ciné Member?** There are three ways you can become a member:
 - Complete a membership form, available at the cinema or printable at athenscine.com/membership, at the cinema and pay by cash, credit card, or check. Staff will assemble your membership packet and have it ready for you before you leave the theater.
 - Complete a membership form and mail it in with a check to 234 W. Hancock Ave Athens, GA 30601. You will be contacted when your membership is ready for pickup at the cinema.
 - Join online at athenscine.com/membership. You will receive email notice when your packet is ready for pickup at the cinema.
 - If you would like your membership mailed, please contact Ciné Membership Coordinator Vicki Joiner at membership@athenscine.com.
- **How long does my membership last?** Your membership lasts one calendar year.
- **Is my membership tax-deductible?** Membership Levels at the \$75 level and above are 80% tax deductible. The letter in your membership packet and your confirmation email will serve as a tax receipt.
- **I see free parking listed as a membership benefit. What parking lots can I use as a member?** There are three parking lots available to Ciné Members (Levels 2 and above) with a parking pass after 5p on weekdays, and after 1p most weekends. See Ciné Member parking lots below.

1. **Chamber of Commerce** (Chastain Building) lot directly next door to the cinema
2. **Hull Street** lot (across the street from Synovus Bank parking deck and behind Dawg Gone Good BBQ)
3. **Synovus Bank** surface level lot located on Hancock Street

WHEN:

- AFTER 5:00p on Monday – Friday
- ALL DAY on Saturday (excluding home football games)
- AFTER 1:00p on Sunday
- ONLY when parking pass is displayed clearly in your windshield

- **Do I get in for free?** Yes, depending on the level of support given to Ciné. With each level of membership, you receive at least one free screening and popcorn pass. At Level 2 and above, you receive a parking pass for the year. See member parking lot details above.

- **I just joined online. When can I start using my new membership?**
 - Your membership packet will be ready for pickup at the cinema within five business days of your purchase.
 - If you joined as dual Ciné Members, we will be in touch to get the additional contact information for the secondary member.
 - If you joined as an individual Ciné Member, you can take advantage of your screening pass(es) and discount member night tickets online right away:
 1. Go to **athenscine.com/membership** and select the “member login” button.
 2. Select “activate new membership” upon first login to create an account and set a password. Please contact us if you have any trouble with this step.
 3. To book tickets, log in to your account via **athenscine.com/membership** and select “book tickets” OR select a showtime on **athenscine.com**, and log in on the ticket purchase page.

- **How can I check my membership expiration date?**
 - If you have a parking pass, your membership expiration date is listed on the pass.
 - A staff member will be happy to check your status while you are at the theater.
 - Log in to your member account to check the expiration date at **athenscine.com/membership**

- **Where is my movie pass?**
 - When we pull up your member account at the register, your free screening pass(es) will be available through our point of sale system. Your member card makes this process easy, though staff can look up your membership if you do happen to forget your card.
 - To redeem your screening passes online, log in at **athenscine.com/membership** and go to ‘book tickets’ OR simply log in when purchasing a ticket at **athenscine.com**.
 - We no longer use paper screening passes for membership.

- **How do I renew my membership?**
 - Complete a membership form, available at the cinema or printable at **athenscine.com/membership**, and pay by cash, credit card, or check at the cinema. Staff will assemble your membership packet and have it ready for you before you leave the theater.
 - Complete a membership form, available at the cinema or printable at **athenscine.com/membership**, with a check made out to Athens Film Arts Institute. Please fill out all fields so that we have your up to date contact information. Mail the completed form with a check to 234 W. Hancock Ave Athens, GA 30601. You will be contacted when your membership is ready for pickup at the cinema.
 - Renew online with a credit card by logging in at **bit.ly/cine-login**

- Dual members: only one member per dual Ciné Membership needs to renew.

- **I'd like to upgrade my membership level, but I'm not up for renewal yet. What should I do?** We appreciate your desire to increase your support of Ciné. Please contact Ciné Membership Coordinator, Vicki Joiner, at membership@athenscine.com

- **How do I redeem my screening passes or purchase member discount tickets online?** You can log in to your membership account page at athenscine.com/membership or when purchasing a ticket on athenscine.com.

- **I'm trying to make my member account but my email isn't being recognized. How do I log in?** Please contact Ciné Membership Coordinator, Vicki Joiner, at membership@athenscine.com and we can help you with your member account.

- **I've moved or changed my email. How do I update my contact information?** You can update your contact information by logging in to your membership account at athenscine.com/membership.

- **What happens if I forget my card?** Ciné staff can look up your membership if you forget your card.

- **I lost my membership card. How do I get a replacement?** Contact Ciné Membership Coordinator, Vicki Joiner, at membership@athenscine.com to get a replacement card.

- **Are memberships available for businesses/corporations?** Yes! Please contact Ciné Executive Director, Pamela Kohn, at director@athenscine.com to discuss corporate memberships.

- **How do I give a membership as a gift?** Fill out a gift form, available at the cinema or printable at athenscine.com/membership, and snail mail with payment or bring it by the cinema at 234 W. Hancock Ave Athens, GA 30601.

- **How do I cancel or freeze my membership?** We do not offer refunds for memberships. We would be happy to freeze your membership if you will be out of town for an extended period. Please contact Ciné Membership Coordinator, Vicki Joiner, at membership@athenscine.com