

KCET Cinema Series FAQs

Do I need to bring my Eventbrite receipt to the screening?

No. You only need to bring your KCET Cinema Series card, which will be mailed to you approximately two weeks before the first screening.

What if my Cinema Series card does not arrive in the mail before the first screening?

When you arrive at the first screening, check in with a KCET staff member and we will issue you a new card.

What are my transport/parking options getting to the event?

Arclight Sherman Oaks

Parking is available in the Sherman Oaks Galleria parking structure. All parking will be validated inside the ArcLight Cinemas. Handicap and valet parking are available at a nominal fee.

Aero Theatre

Metered & free street parking is available on Montana Avenue and the cross streets surrounding the Aero. Please check posted signs. North of Montana, parking is generally limited to two hours until 7 pm. After 7 pm you can park for free North of Montana for the duration of a movie. There is plentiful street parking.

Are all seats reserved?

Arclight Sherman Oaks

Yes.

Aero Theatre

No. There is no reserved seating for the Aero Theatre.

Can I choose my reserved seats?

Arclight Sherman Oaks

Yes. **You must use a computer to select your own seats - the system does not support any tablets or cellphones.** You will automatically be assigned seats by the Eventbrite system. To choose *different* seats you must find available seats on the seating map and click on those seats. On the right hand side of the screen you will see all seats that are currently selected. To deselect a seat you must click the trash icon next to the seat information. If you are having trouble selecting seats, please review the following Eventbrite tutorial by [clicking here](#).

Aero Theatre

No. Seats at the Aero Theatre are general admission, and there are no reserved seats. We suggest you arrive early for the best selection.

Can I switch my seats from week to week?

Arclight Sherman Oaks

No. The seat(s) selected at the time of subscription will remain your seat(s) for the entire series.

Aero Theatre

Yes. Seats at the Aero Theatre are general admission, and there are no reserved seats. We suggest you arrive early for the best selection.

Is there handicap accessible seating?Arclight Sherman Oaks

Yes. There are handicap accessible seats, and they are indicated on the seating map as such.

Aero Theatre

Yes. Wheelchair accessible seats are limited, so we suggest arriving early.

Can I cancel my subscription?

No. All subscriptions are final.

Can I make my reservation over the phone or in the mail?

No. Reservations will only be taken online through the Eventbrite system.

Why is there a fee charged?

The fee amount is charged and collected by Eventbrite.

Did my KCET Cinema Series order renew my KCET Membership?

KCET memberships are valid for one year. A couple months before your membership expires, your renewal window opens. If you donate within your renewal window, your donation for your Cinema Series pass will automatically renew your KCET membership.

If you are not yet in your renewal window, your donation for your Cinema Series pass is considered an additional gift, and it will not renew your membership.

I'm confused – my KCET membership and my Cinema Series membership are different?

It can be a little confusing, but there are four Cinema Series per year:

Spring Series - ArcLight in Sherman Oaks

Summer Series - Aero Theatre in Santa Monica

Fall Series - Aero Theatre in Santa Monica

Winter Series - ArcLight in Sherman Oaks

Your donation for your Cinema Series pass is valid for that entire season. However, your KCET membership is year-long.

Subscribing to at least one season of KCET Cinema Series a year will keep your KCET membership active.

What's the KCET MemberCard?

With a KCET Cinema Series subscription, you will automatically receive a complimentary annual KCET MemberCard—giving you more than 125 special discounts or 2-for-1 deals at your favorite Southern California restaurants, museums, and attractions. This is not your Cinema Series card. To learn more about the KCET MemberCard please click [here](#).

Why haven't I gotten my KCET MemberCard?

We thank you for renewing your support! Your MemberCard can take up to 5 weeks to process from the start of the Cinema Series.

If it's been more than 5 weeks and you still haven't received your MemberCard, please contact us at (747) 201-5426, Monday through Friday, 9 am to 5 pm.

Please note that you will not receive a MemberCard if you were not in your renewal window when you donated for the KCET Cinema Series.

How do I know if my KCET membership is up for renewal?

If you have your latest KCET MemberCard, take a look at your expiration date. As it nears, your renewal window opens and you'll be eligible for a new MemberCard with your donation of \$50 or more.

What's this I hear about the KCET MemberCard App? How do I "Get Carded?"

Get Carded with KCET and use your Android or iPhone device to find available discounts and redeem offers on the spot—no need to carry your MemberCard!

1. Search for "KCET MemberCard" in the App Store or Google Play on your smartphone or tablet to download the app.
2. Create an account and enter the activation code found on the welcome letter that came with your MemberCard. If you do not have your activation code, please call (800) 423-7645 between the hours of 5:30 am and 2:00 pm or email CustomerServices@membercard.com and one will be provided.
3. Search available offers by merchant name, distance, or filter for specific benefit types such as dining.
4. To redeem an offer, select the location and click "REDEEM." You will be prompted to confirm you are in the establishment and have notified a staff member.
5. All offers may be used one-time and will be marked as "USED" once redeemed.

TIPS AND NOTES

- There is a 15-minute timer to complete your entire transaction so have your credit card at hand.
- There is a limit of 8 passes per transaction; if you need more than 8 passes, please complete a second transaction through Eventbrite once your first transaction is completed.
- The Eventbrite system works best with your desktop or laptop computer. You may experience problems if you try to register on your tablet, cell phone, or other mobile device.
- If you are subscribing for friends or family, please be aware of the 15-minute time limit and perhaps use your own information instead of entering the names of all of your guests during your transaction. If you use your name for each subscription, you will receive one pass in your name and the others will be listed as "Guest of" your name.
- Eventbrite automatically assigns you the best seats available when you start your transaction. If you would like to change those seats, you can select different seats from those indicated as available on the seat map. Please note that reserved seats do not roll over from one series to the next.