

OUR COMMITMENT TO YOU

At IMAX Melbourne we demonstrate our commitment to ensuring an exceptional cinema experience to every patron, by providing the following.

- A high level of customer service before, during and after the film
- An engaging and memorable experience
- An inclusive and accessible environment

Our staff will

- Greet and acknowledge you at every point of contact
- Listen to your needs and strive to meet or exceed your expectations at every step
- Ensure that your feedback is heard and ends up in the right hands

If you have feedback please get in touch with us by

- Speaking to one of our friendly staff on site
- Giving us a call on 9663 5454; or
- Sending an email to info@imaxmelbourne.com.au

Our customer service practices are reviewed regularly to ensure that we deliver on our commitments to you. The feedback you provide influences the decisions we make about delivering the best IMAX Melbourne experience.

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