



# Cinema Room

## Frequently Asked Questions

### What is the cinema room?

The cinema room in our Kent hospice offers families the chance to spend time together in a relaxed and comfortable environment. We have a wide range of movies available along with comfy chairs, bean bags and snacks. You can also bring your own DVDs to watch. Parents and carers will be responsible for their children at all times whilst using the cinema room.

### What are the times of the sessions and how do I make a booking?

The cinema room is available every day from 9.30am to 7pm, please call **01795 845 270** or email [careadministration@demelza.org.uk](mailto:careadministration@demelza.org.uk) to make a booking. All bookings must be made in advance.

### How long can I use the cinema room for?

We want your family to relax and enjoy the cinema room for as long as you would like to so please let us know when you make your booking how long you would like to use the room for and we will do our best to accommodate you.

### Where to go on arrival?

When you arrive, please go to reception where you will be shown to the cinema room. Family parking is available opposite our main reception.

### Can I bring my own food?

Demelza will provide a small selection of snacks and drinks in the cinema room however please feel free to bring your own if you wish.

### How many people can come?

The cinema room can comfortably fit 5-6 people however if your group is larger than this, please talk to us and we will accommodate this if we can.

### Can my booking be cancelled?

All cinema room bookings may be cancelled due to unforeseen circumstances however we will only do this if absolutely necessary and with as much notice as possible.

### Infection prevention

We respectfully ask that anyone that has had diarrhoea or vomiting within the past 48 hours or is currently displaying symptoms of a respiratory illness does not come to the hospice.

### Can my child use the cinema room if they come for a short break?

If your child would like to use the cinema room when staying at Demelza, please let us know before the admission date and we will do our best to accommodate this.

### Feedback

We are keen to hear feedback from children, young people and their families and would love to hear about any of our services that your family has accessed. To provide feedback please follow the QR code below.

Available to  
book  
9.30am – 7pm

[demelza.org.uk](https://demelza.org.uk)  
**01795 845270**

 @demelzacharity

Feedback

