

FAQ

Does the film have captions?

Yes. Captioning is an available feature on our films.

I didn't get a chance to watch the movie in time. Can I get a new link or a refund?

If the rental period is expired, we unfortunately are unable to provide a refund. If you would still like to see the film, please repurchase for a new rental period. If you need a refund for another reason, please contact ottsupport@vimeo.com to request one.

Why do I need to create a Vimeo account to watch a film?

NEON's Virtual Cinema is supported by Vimeo. Creating an account allows you to pause and revisit the film anytime within 72 hours of your purchase, and helps prevent potential piracy.

This is a Vimeo service. How does this benefit my favorite theatre?

Revenue from your purchase is split evenly between NEON and the exhibitor, similar to a traditional box office split. The purchase link you choose will alert us which venue you wish to support with your virtual ticket.

Why isn't my favorite local business on the list?

NEON is currently expanding our list of virtual cinema partners. We encourage you to check back soon as we continue to add new participating venues! If you are a local business interested in participating, please contact virtualcinema@neonrated.com

Is my payment secure?

Our platform uses [Stripe](#) to process payments. Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry.

How can I view a Q&A?

There is a URL in the description of the title. Please click through to be taken to the list of [Q&As](#) for participation.