CINESQUARE

GUIDE

About us

The company CutAway launched Cinesquare in April 2017. It is the largest video-on-demand service in the Balkan region with a focus on Balkan and European films.

Cinesquare project is designed as a unique concept that covers 13 territories in Southeast Europe (Turkey, Slovenia, Croatia, Serbia, Bosnia and Herzegovina, Montenegro, North Macedonia, Albania, Greece, Romania, Bulgaria, Cyprus) with a potential reach of 140 million people in partnerships with local and European partners. It is the only platform that promotes films from this region. Cinesquare provides possibility for films from the Balkans and the European independent films a second life beyond their theatrical exposure. Also it develops exclusive cross-marketing operations with festivals and events in order to promote the European content.

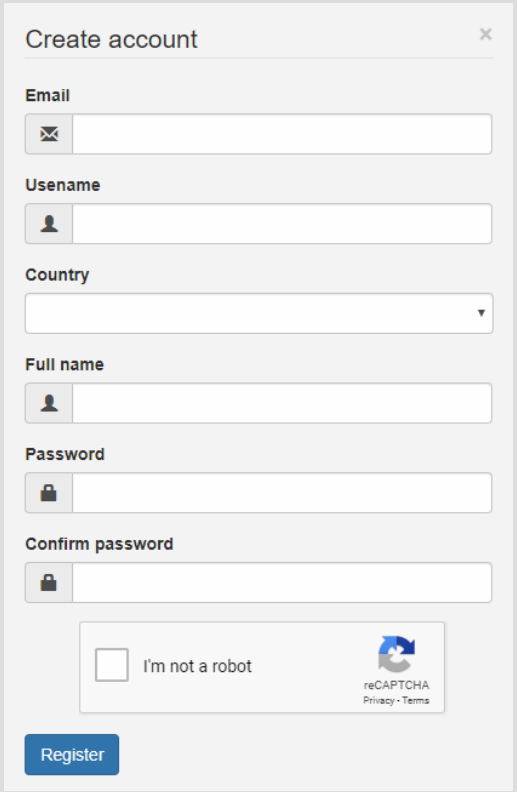
Cinesquare will not charge you anything to register for the service and create a user profile. If you choose to watch a film you pay for it, otherwise it's free to use the rest of the site to discover great films from all over the Balkans, Europe and all around the world.

Why should I sign up to Cinesquare?

Because Cinesquare offers a large catalog of European and independent films that you can not find anywhere else. Also, most of the films are translated into your own language.

What's the sign-up process?

You can register on cinesquare.net with your e-mail and choose a Username and password. Shortly you`ll receive an email confirming that you have registered and you can Log in into cinesquare.net



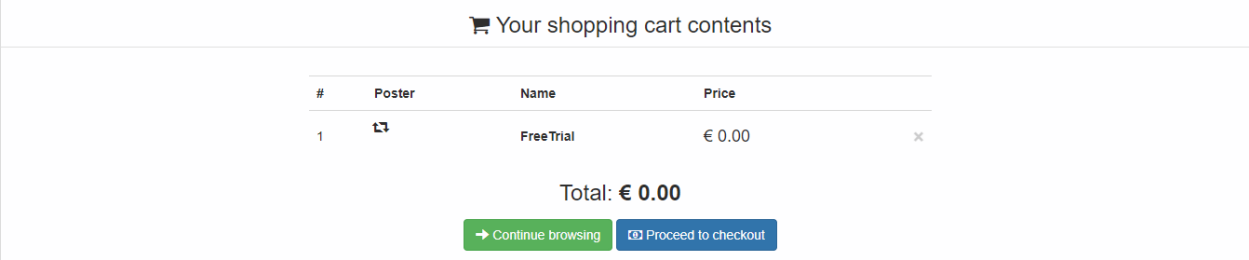
How does the payment system work?

Cinesquare offers a pay-per-view option and subscription option. You can choose what you will pay based on the content you watch. Our prices vary according to the title, 1 EUR for feature, 0.5 EUR for documentary and 0.25 EUR for short film. You can also watch some movies for free or choose to subscribe to our service.

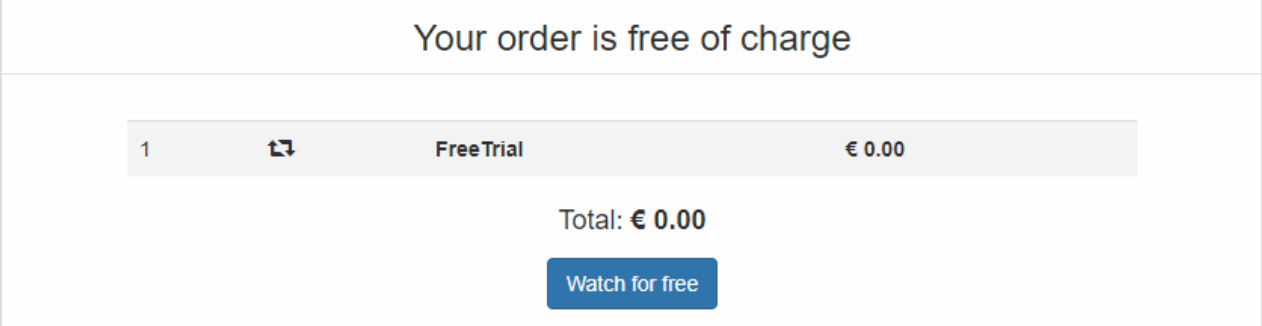
How to subscribe?

All Cinesquare subscribers will benefit for 30 days for free, after they have registered on cinesquare.net .

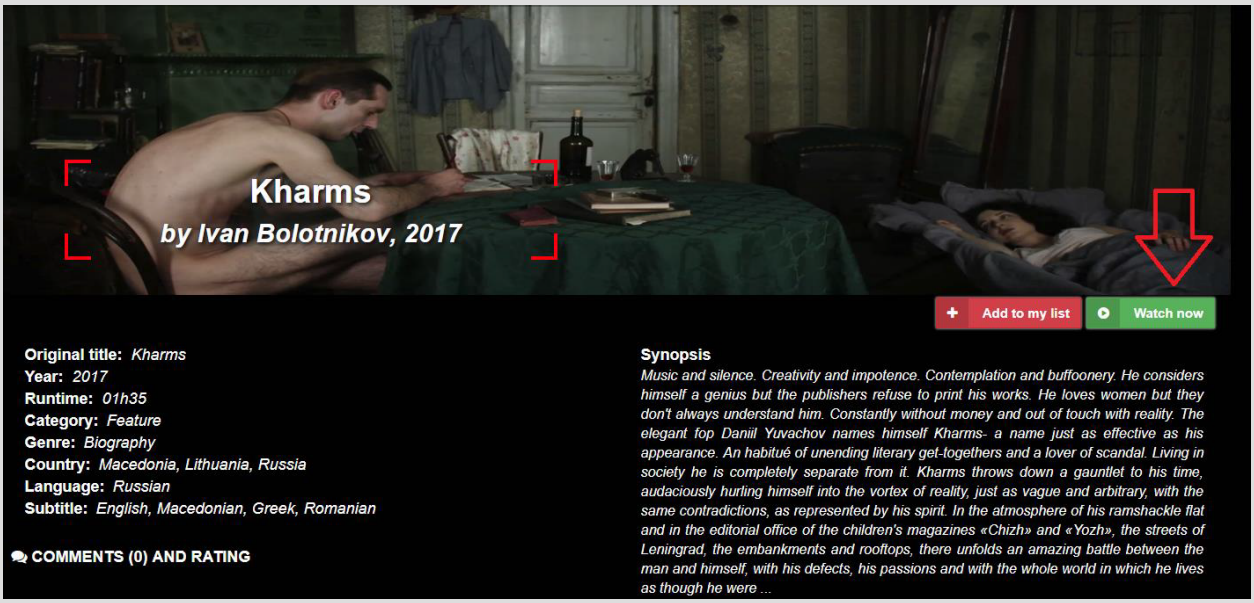
- Access the FREE TRIAL button in the upper right side of the page;
- Select to subscribe;
- Enter the log in details;
- You will open a window with your order in the cart;



- Proceed to checkout and click watch for free



- Click proceed and you`ll open the subscription where you can brows by collections and titles.
- Choose a film and click Watch now



- At the end of the two-week free trial, you can choose your preferred subscription model and enter your card details so subscription amount will be collected and the subscription will work according to the initial option
- After accepting the payment, you will receive by e-mail a valid code for the type of subscription purchased

For payment by bank card it is necessary to complete a form with the information about your card in the secure page of the payment processor.

- Credit / debit card payments issued under the Visa and MasterCard logo (Visa / Visa Electron and MasterCard / Maestro) are made through the "3-D Secure" system developed by organizations that ensure the same level of security as online transactions. made at the ATM or in the physical environment, at the merchant.

- "3-D Secure" first of all ensures that no information related to your card is transferred or stored, at any time, on the store's servers or on the payment processor's servers, these data being directly entered into the Visa systemsand MasterCard .

Important to know! - There is no commission for bank card payments!

Types of Cinesquare subscription

1-month subscription (Subscribe for 30 days for only 1.99 EUR)
3 -months subscription (Subscribe for 90 days for only 4.99 EUR)
1-year subscription (Subscribe for 365 days for only 15.99 EUR)

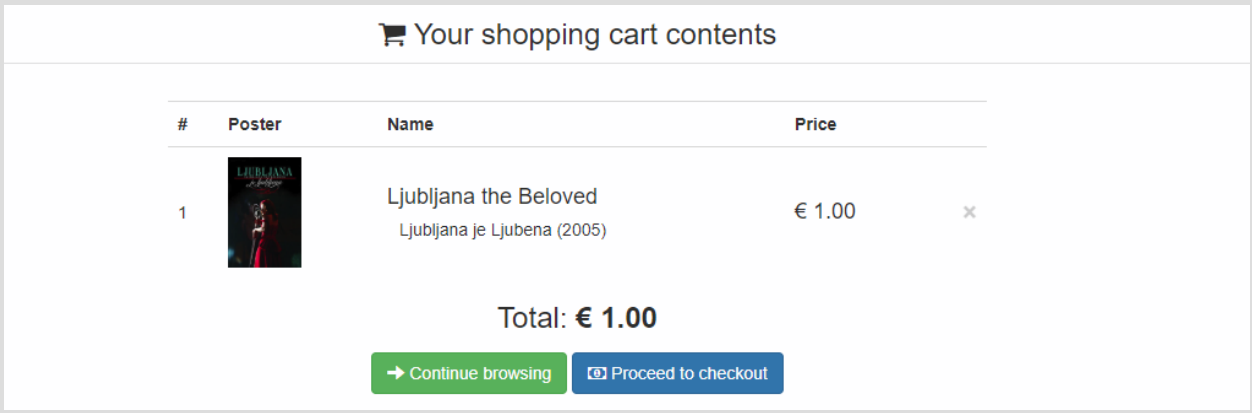
Subscribers will benefit for two-weeks free trial, after they have made an account on cinesquare.net

How to cancel the subscription?

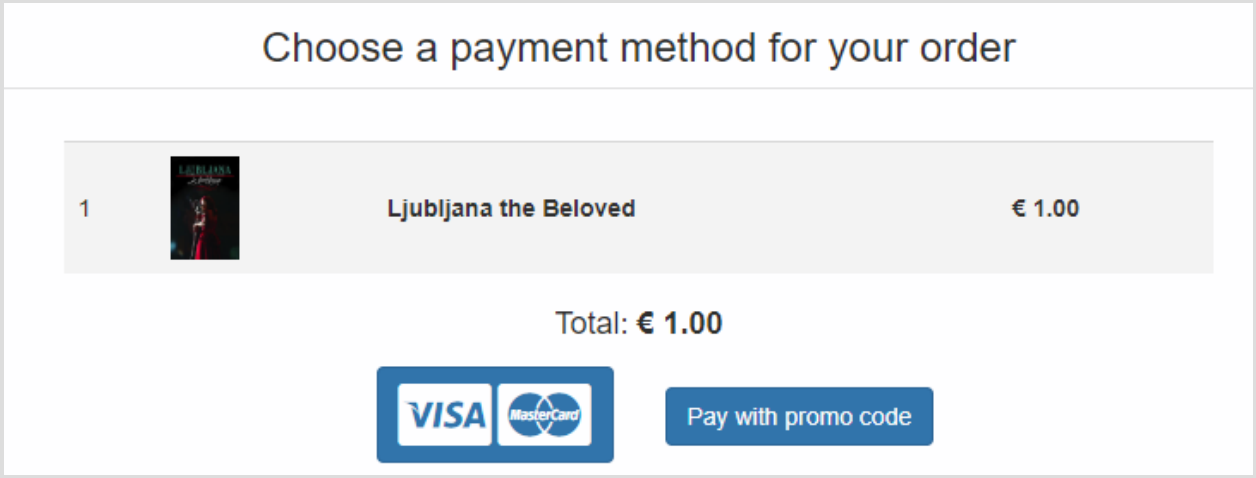
All subscriptions are not automatically renewed, so there is no need to cancel subscription.

How to use the promo code?

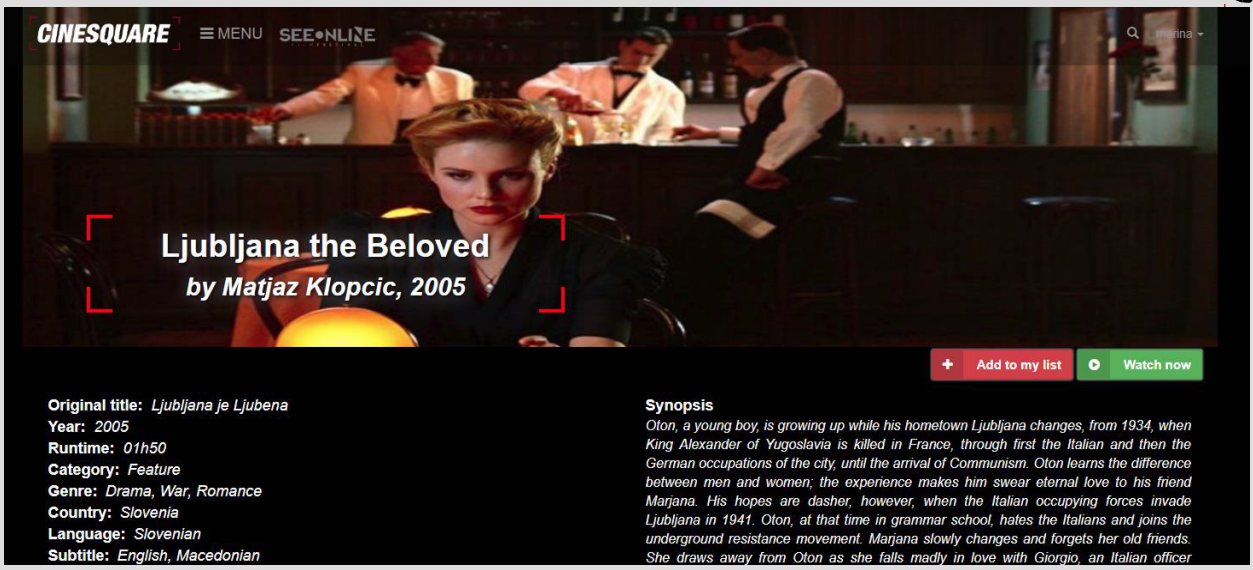
Log in on cinesquare.net. Choose the film. Proceed to checkout.



Choose the option to pay with promo code instead of card and enter the code in the field



If the code is accepted you will read this The promo code has been accepted. Thank you for you choice! Proceed and choose if you want to watch the film immediately or add to your list for later



Where is Cinesquare available?

Cinesquare is available only in Turkey, Slovenia, Croatia, Serbia, Bosnia and Herzegovina, Montenegro, North Macedonia, Albania, Greece, Romania, Bulgaria, Cyprus. Due to licensing agreements, not every movie is available in every country, unfortunately, and some movies appear as suddenly as they disappear. But, the selection of available titles is enough for many weeks of watching.

If one film is not available in your country you will get the message "Unfortunately, this film cannot we watched in your country". Based on the IP number of the computer on which you are currently using cinesquare.net, a film will be unlocked or in some cases blocked. According to the new EU law, you can now check all films that are available in the country in which you have purchased your subscription, i.e. this is also linked to your payment data (billing address).

Registered or made a payment, but did not received an email?

Check all folders / categories / tags in the mail (including spam);
If you cannot find the activation email, please write to us at info@cinesquare.net

Movies and content offer

The offer is updated every week to offer a greater choice for you to watch. Please note that the movies cannot be downloaded and watched offline. Cinesquare streaming requires your viewing device to be connected to the Internet in order to stream and watch films.

If you are interested in receiving news about the offer please subscribe to our newsletter or write to us at info@cinesquare.net.

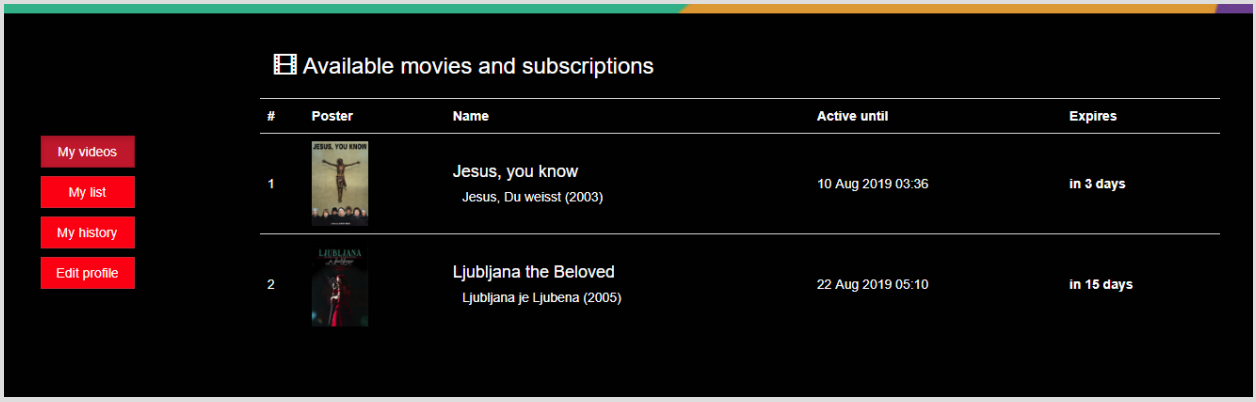
Subtitles

All films have English subtitles and most of the films have multiple subtitles including your own language. To view the subtitles, go to cc in the player.

If you are missing subtitles or they are incorrectly displayed, you can send us an email to info@cinesquare.net.

How does My Profile work?

In your profile you can find all available movies and subscriptions. To view it, please Log in. You can find your Wish List and your Watching history as well.



What do you do with my personal information?

We collect, hold, use and disclose your personal information in accordance with the Cinesquare Privacy Policy. To find out more, please read our Privacy Policy.

Is the use of cookies a breach of my privacy?

We may allow third parties to collect statistical data from our site using their persistent cookies. However, these cookies do not capture information that can personally identify you. They are simply used to evaluate and measure the effectiveness of our marketing (e.g. banner ads). In addition, we may transmit web site usage information about our site visitors to third party ad servers for the purpose of targeting our Internet banner advertisements on other sites. To do this, we use Web beacons and cookies provided by our third-party ad servers on our site.

The information that is collected and logged on our behalf through this technology is not personally identifiable to our third-party ad servers and we do not capture or transmit any web site usage information that can personally identify you. To find out more, please read our Privacy Policy.

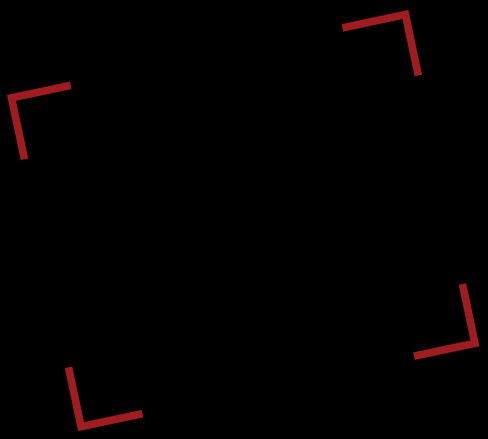
Technical details

Cinesquare can be accessed from any browser. We are currently developing applications for Smart TVs as well as Android.

Many titles are available in HD with a few exceptions due to the age of production and the possibility to produce a digital file of high quality. The image quality when streaming may vary from computer to computer and device to device. Your location, available bandwidth and the type of internet connection your have are just some of the factors that can affect image quality. For streaming in HD, for example, a higher bandwidth is required than for streaming in standard resolution.

Support

For any problem encountered, as well as suggestions for improving the platform, please email us at info@cinesquare.net



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