

SOP – Credit/Debit Card Purchases and Refund Eligibility

IMPORTANT REMINDER: ONLY MANAGERS ARE AUTHORIZED TO COMPLETE REFUNDS.

There will be **no** cash refunds permitted for any Debit or Credit Card purchases. All money must be applied back to the debit/credit card used for that purchase, no exceptions. If for any reason they cannot be present at the theatre to present their debit/credit card and tickets or receipt for proof of transaction due to extenuating circumstances (was only in the area visiting, will not be back in area for some time, purchased for the wrong location online, etc.) then they will have to give you the following information over the phone and you will have to submit it to corporate for the refund.

1. Last 4 digits of the card # they used to make the purchase
2. Type of card i.e. Visa, MC, AMEX, Discover
3. Full name on card
4. Guest contact phone #
5. Date of purchase
6. Amount to be refunded

Once you receive this information you will look up the transaction and follow the SOP for Corporate Refund Requests. You must notify the guest if they cannot be present at the theatre to receive the refund and you must submit it through the corporate office it could take up to 14 business days to process and receive their refund.

Remember for a customer to be eligible for a refund on purchased tickets the customer must be at the location the tickets were purchased at a minimum of 2 hours prior to their purchased ticket(s) start time or have contacted management in that same time frame to submit a refund through the corporate office. All refunds for tickets purchased online will be minus the online transaction processing fees.